N-able Backup and RMM Integration
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Introduction

Using this guide, you’ll be able to roll out N-able™ Backup into your N-able RMM devices with just a few mouse clicks. After the roll-out, the software is not only installed, but also configured with a profile and product of your choice.

The automation policy is going to:

• Download the latest N-able Backup Manager
• Save the download in C:\Windows\Temp
• Execute the download with extra parameters for a silent install with a profile and product attached
• Remove the downloaded installer after installation

REQUIREMENTS

• For servers: Windows® 2008R2 or higher, .NET framework 4.5 or higher
• For workstations: Windows 7 or higher, .NET framework 4.5 or higher

PREPARATION

Before running this automation task, please make sure you have available or add:

• access to the N-able Backup portal, at https://backup.management
• a profile
• a product
• the customer(s) created in the N-able Backup portal
Step 1: Upload the automation script
Log in to your RMM dashboard, click on Settings and select Script Manager.

Step 2: Enter details for the script
Enter the name for the script, open for own input. Select both the Automated Task and Windows checkbox. Browse to the N-ableBackupInstall.amp file you received and click Save.
Step 3: Add task to client, site, or device

Right click on the client, site, or device you want to execute this task. Select **Task** and **Add**.

Step 4: Select automation task

Scroll to the bottom of the pop-up and select **N-able Backup Install** from the **User Defined** tasks.
Step 5: Select device types for the task
If you selected a client or site for the task, you’ll get a pop-up asking if you want to run the task on Servers and/or Workstations. Select the right option for your situation and click Next.

Step 6: Get the customer UID from the N-able backup portal
Log in to the N-able Backup portal; make sure you have the customers (clients in RMM) created. Find the corresponding partner under Customer Management and click on the Edit icon.
Step 7: Copy the customer UID

In the pop-up, select and copy the Customer UID.

Step 8: Enter details in the automated task

Enter a Descriptive Name, paste the Customer UID from the N-able Backup portal and type the exact name of the Profile and Product in the correct fields. Don’t use quotes or double quotes; Profile or Product names with spaces can be entered without quotes. Click Next to continue.
Step 9: Select task frequency
Change the **Select Frequency Method** dropdown to **Manual**.

Step 10: Task options
Deselect the **Set maximum permitted execution time** checkbox.
Step 11: Select devices for task

If you have selected a site or client with multiple devices, you will be prompted with a pop-up where you can select or deselect the devices you want to run the task. Select the right device(s) and click Add Task.

Step 12: Wait for the task to be created

After adding the task, it can take up to one minute before the task shows up in the RMM dashboard under the devices it's added to. Since the task is created as manual, please proceed to step 13 for execution.
Step 13: Run the automated task

Select the task and right-click it. **Select Run Automated Task.** At that moment, the device will download the N-able Backup Manager to C:\Windows\Temp and will execute with the extra parameters provided in the task creation. Depending on the download speed, this process should take a few minutes. The download is a little over 100MB, so it should not take very long.

Step 14: Check installation status

In the RMM Dashboard, a green dot should appear in the grid with dots in the column **Backup & Recovery.** When this appears, the software is correctly installed and is visible in your backup portal through [https://backup.management](https://backup.management).
Summary

After finalizing this guide, you’ve uploaded the automation policy; created a task for a client, site or device; and executed the automatic deployment and configuration. In the RMM dashboard, a daily check for the backups is also added.

Use the portal at https://backup.management for further configuration changes, such as fine-tuning the profiles. Use the portal for daily management too as it gives you a highly detailed view of all of your backups and (automated) restores in one view. If you’d like additional help in setting that up, please contact us.

About N-able

N-able empowers managed services providers (MSPs) to help small and medium enterprises navigate the digital evolution. With a flexible technology platform and powerful integrations, we make it easy for MSPs to monitor, manage, and protect their end customer systems, data, and networks. Our growing portfolio of security, automation, and backup and recovery solutions is built for IT services management professionals. N-able simplifies complex ecosystems and enables customers to solve their most pressing challenges. We provide extensive, proactive support—through enriching partner programs, hands-on training, and growth resources—to help MSPs deliver exceptional value and achieve success at scale.

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