N-ABLE

N-able N-central + Microsoft Intune

## Frequently asked questions for partners

Q. Why are N-able and Microsoft doing this integration?

Virtually every one of our partners uses Microsoft software in their business or have clients that do. Connecting N-able™ N-central® and Microsoft Intune® is another important step in our effort to meet our partners' cross-vendor and cross-solution needs.

We have already integrated our N-able Backup solution to provide easy backup capabilities for Microsoft Exchange™, SharePoint®, and OneDrive®, and have integrated our Mail Assure email filtering and archiving solution to work seamlessly with Microsoft 365™ as well.

Q. How does the integration work?

 In N-central versions 2021.1 and higher, you can find a "Microsoft Intune" integration option in the left navigation pane under **Integrations › Integration Management**. By selecting "Import Devices," partners who subscribe to Microsoft 365 Business Premium and use Intune can probe for devices managed by Intune on a client's network and push Professional or Essentials N-central agents to those they wish to include in their N-central view.
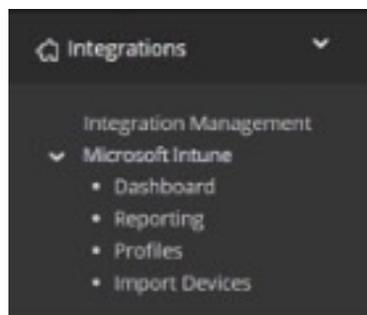
### Q. Why would an MSP need both N-able N-central and Microsoft Intune?

Microsoft Intune, a component of Microsoft 365 Business Premium, enables MSPs to securely manage workstations and mobile devices to help configure application and security policies. It can be very helpful in managing and protecting client devices, but currently doesn't offer the same kind of multitenant monitoring, automation, and reporting capabilities that N-able N-central does. Many partners have found that using both helps them provide a more robust service for their clients.

However, with two management tools comes two management consoles, so this integration brings much of the functionality of Intune right into the N-central dashboard. This means you can manage devices can be more harmoniously, and alerts and notifications appear in one consolidated place.

With the integration, MSPs can use N-central to discover client devices managed by Intune and bring them under a single device view. In addition to consolidating alerts in one place, state changes from all devices can flow to the MSP's PSA or ticketing system, and richer reporting information can provide a more comprehensive view of the MSP's entire customer base.

Q. How do the devices show up?

When the user chooses **"Import Devices,"** a request is sent to Intune to retrieve a current Intune MDM device inventory. A list of available devices with operating systems supported by N-central will display.
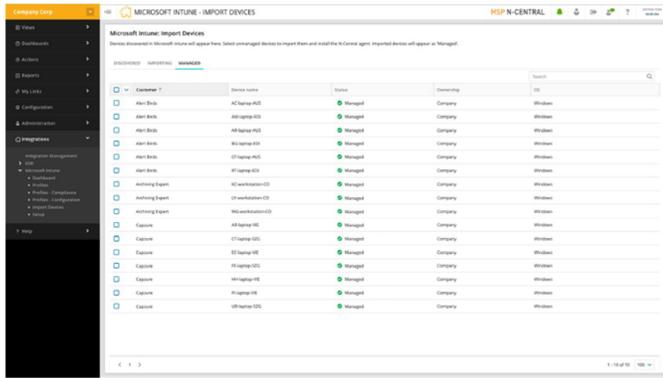
Q. Does the MSP get to choose which Intune devices it wants to manage?

Yes, the MSP can choose devices from their Intune MDM inventory, then push either an N-central Professional or Essentials agent to them. Once that agent is installed, the MSP can manage Intune devices from N-central.

Q. How does N-central know which device is associated with which client/tenant so it can be grouped and managed correctly?

Intune devices are registered to a specific Microsoft tenant. The N-central/Intune registration process maps a Microsoft tenant to an N-central customer.

Q. I assume "Dashboard" in the image above takes the MSP to the Intune Dashboard, but what does "Profiles" do?

Correct, the "Dashboard" option will open a new browser window with the Intune Dashboard, allowing for additional options. With the initial release of this integration, N-central will allow the user to perform many key features. Remaining Intune features will be available by flipping within N-central to the native Intune dashboard.

The **Microsoft Intune > Profiles** option will allow the creation and modification of the configuration, compliance, and security baseline profiles of the Intune device.

Q. Are we able to add the Intune device data to report manager reports?

We know that reporting is an important function within the MSP world. We currently plan to include report manager support in a follow-up release.

Q. What will this cost?

The new capabilities will be a free feature for N-able N-central and N-able RMM customers.

Q. Will there be the ability to view multiple Intune clients?

Yes, using the Microsoft delegated administration privileges, you will be able to manage multiple Intune tenants.

Q. Can non-Windows devices enrolled in Intune be imported (e.g., Linux, iOS, or Android)? Will there be a charge for mobile devices?

Windows® devices will be initially supported. We currently intend to include macOS® and Linux® in a subsequent release. Mobile device (iOS® and Android®) support is being considered and under evaluation now.

Q. What Intune policies can be set in bulk across customers directly from the N-central console?

Initially, there will be a supported subset of Intune policies, with new policies being supported over time. Today, we are focused on the most commonly used policies, including compliance, endpoint security, and device restrictions.

Q. Can you automate importing Intune devices?

Yes, N-central has an auto-import feature that will allow the discovery and automated import of Intune devices.

Q. Does the Intune integration also work on a private cloud-deployed N-central server?

Yes, NCOD support will be in the initial release of the Intune integration.

Q. What will happen with machines that are currently in both N-central and Intune? Will there be a matching type feature?

Yes, we will attempt to synchronize the systems so we can pull information from Intune into N-central/RMM and vice versa. Machines will remain in both systems.

Q. Are you sunsetting the existing MDM functionality in each of the products?

No, we currently have no plans to remove the existing MDM feature as we have customers who either do not leverage Intune or are happy with the existing functionality.

Q. Can mobile devices managed by Intune be managed in N-central?

No, mobile devices will not be initially supported from the N-central dashboard. You will still be able to manage mobile devices from Intune.

Q. Can you tell me more about Microsoft 365 Business Premium?

The best place to learn about Microsoft 365 products is from Microsoft, so here are some key links:

- microsoft.com/en-us/microsoft-365/business

- microsoft.com/microsoft-365/partners/ resources/securing- remote-work-partner-opportunity

- microsoft.com/microsoft-365/partners/ securing-remote-work- partner-kit

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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