

Technology Alliance Program (TAP):

Quick Start Guide for RMM



Table of Contents

Welcome.....	3
Helpful links	3
Getting started.....	4
Software deployment.....	4
Monitoring software applications	5
Monitoring/task template	6



Welcome

This guide is designed to assist TAP members interested in integrating with RMM.

In this document, we provide links to important resources and training, instructions on getting started with RMM, and highlighting the most common features used by other TAP members.

Our goal is to empower your success, starting with a strong foundation. Should you have any questions, please don't hesitate to contact us at TAP@n-able.com.

Helpful links

- RMM Server: ut.remote.management/dashboard/
- Username: <your email address>
- Password: <will be emailed to you>
- Product Doc: documentation.n-able.com/remote-management/helpcontents/index.html?_ga=2.180940196.2049198134.1586282830-211367320.1557939093
- API Doc: documentation.remote.management/remote-management/helpcontents-ut/integration.htm?Highlight=integrations
- Product Training: success.n-able.com/ and select **MSP Institute**
 - Inside the Institute, you can access RMM training content

Getting started

- Your login provides you the same access as an MSP or IT pro.
- The dashboard is organized by Clients and Sites in the west pane and filtered by Servers and Workstations in the north pane.
- Upon the first login, the wizard will guide you to Create a Client and Install an RMM Agent on the device you are using.
 - Software deployment
 - Software management using scripts
 - Monitoring
 - Running automation policies (PowerShell® scripts created using automation manager application)

Software deployment

- Software can be deployed using built-in scripts:
 - Install software from Amazon®
 - Install software from a server
 - Install software from a URL
 - Install software from FTP
- You can create custom scripts to install software on devices—supported script types include:
 - sh, js, vbs, cmd, bat, pl, php, py, rb, ps1, amp
- The amp script type is created using our automation manager, which is a drag-and-drop GUI to create PowerShell scripts.
- Automation manager scripting allows:
 - Your agent deployment to managed devices (Windows®/macOS®)
 - Agent/device status monitoring
- To upload your scripts to the RMM server:
 - Select **Settings > Script Manager > New**
- Sample automation policy to install software from URL: success.n-able.com/kb/n-able_n-central/Download-and-Install-Google-Chrome

Installing software on a single device:

1. Add the script to the device
2. In the north pane, right-click the desired device
3. Select **Task > Add**
4. Search for **install**
5. Select the desired script and configure it appropriately

To execute the script:

1. In the north pane, right-click the desired device
2. Select **Task > Run**
3. Search for **install**
4. Select the desired script

Monitoring software applications

- Monitors are called checks in RMM; there are two types of checks: 24/7 checks allow you to specify the polling frequency, and daily safety checks (DSCs) run once a day, by default at 10 a.m.
- Checks can be added to a single device by selecting the device in the north pane and then selecting Add Check in the south pane.
- Things you can monitor out of the box:
 - Running processes
 - Windows services
 - Windows event logs
- Custom monitoring you can create:
 - SNMP check
 - Script check based on Powershell script
 - Script check based on automation policy
- Automation policy is created from our drag-and-drop script builder. To launch automation manager, select **Settings > Script Manager > Automation Manager**

(Training for automation manager can be found in the MSP Institute)



Monitoring/task template

You can perform group checks and tasks by creating a monitoring template. Go to Settings > Monitoring Templates > Manage Templates. Monitoring templates cannot be imported into other RMM dashboards; you will need to create documentation for MSPs to re-create the templates.

- To apply a monitoring template to a single device:
 1. Right-click the device in the north pane
 2. Select **Monitoring Templates > Apply Template**
 3. Choose the appropriate template
- To apply a monitoring template to a customer or site:
 1. Right-click the customer or site in the west pane
 2. Select **Apply Template**

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.

n-able.com

Contact us

If you have any questions, please contact us at TAP@n-able.com.

© 2021 N-able Solutions ULC and N-able Technologies Ltd. All rights reserved.

The N-able trademarks, service marks, and logos are the exclusive property of N-able Solutions ULC and N-able Technologies Ltd. All other trademarks are the property of their respective owners.

This document is provided for informational purposes only and should not be relied upon as legal advice. N-able makes no warranty, express or implied, or assumes any legal liability or responsibility for the information contained herein, including for the accuracy, completeness, or usefulness of any information contained herein.