

Resolution

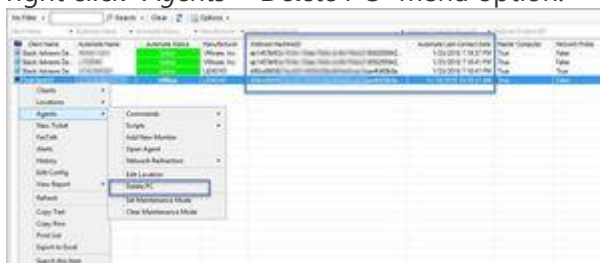
Below are steps to help identify the issue and resolve the two different possible scenarios.

1. Download the latest version of the 3.0 plugin and update it in Automate.
2. Identify the computer(s) with the issue
 - a. Download the "Webroot - Computers with Multiple MachineIDs" dataview (link below) and load it into Automate.
 - **Note:** The dataview can be loaded via the Automate Control Center using the "Tools > Import > SQL File" menu option.
 - b. Once loaded, the dataview will show up under the *Reports* Dataviews folder.
 - This will display all computers that have the same MachineID multiple times in the plugin database tables.
 - c. Using the dataview, identify if the computer(s) displayed are Virtual Machines or not by sorting or filtering on the "Manufacturer" column.



Client Name	Automate Name	Automate Status	Manufacturer	Webroot MachineID
Stack-Admnsr De...	Stack-Admnsr De...	Online	VMware, Inc.	42000000000000000000000000000000
Stack-Admnsr De...	Stack-Admnsr De...	Online	VMware, Inc.	42000000000000000000000000000000
Stack-Admnsr De...	Stack-Admnsr De...	Offline	VMware, Inc.	42000000000000000000000000000000

3. If the computer is not a virtual machine, is not actively checking into the Automate server and there is a Computer with the same MachineID that is (or has been more recently) actively checking into the Automate server, remove the Computer(s) that have not been recently active.
 - The "Webroot - Computers with Multiple MachineIDs" dataview can be used to help identify these computers using the "Webroot MachineID" and "Automate Last Contact Date" columns.
 - The dataview can also be used to directly delete the computer(s) from the Automate console via the right click "Agents > Delete PC" menu option.



Client Name	Automate Name	Automate Status	Manufacturer	Automate Last Contact Date	Webroot MachineID	Webroot Last Contact Date
Stack-Admnsr De...	Stack-Admnsr De...	Online	VMware, Inc.	1/23/2016 1:58:27 PM	42000000000000000000000000000000	1/23/2016 1:58:27 PM
Stack-Admnsr De...	Stack-Admnsr De...	Online	VMware, Inc.	1/23/2016 1:58:27 PM	42000000000000000000000000000000	1/23/2016 1:58:27 PM
Stack-Admnsr De...	Stack-Admnsr De...	Offline	VMware, Inc.	1/23/2016 1:58:27 PM	42000000000000000000000000000000	1/23/2016 1:58:27 PM

- **Note:** Computers can also be deleted using the traditional computer deletion method as outlined [here](#).
4. If the computer is identified as a virtual machine and is actively checking into the Automate server, reinstall Webroot SecureAnywhere using the *-uniquedevice* parameter.
 - Deactivate and Uninstall the Webroot software from the computer(s) in with the issue.
 - **Note:** It would be best to do this from the Webroot GSM console so it will run the Deactivate command and give back a license as well as attempt to uninstall the SecureAnywhere software from the computer.
 - a. Re-install using the *-uniquedevice* parameter with either a manual installation method or using the "Webroot 3.0 - Install SecureAnywhere for VMs" Automate script (link below) on those specific computers.

- **Note:** The Automate script will install Webroot SecureAnywhere using the *-uniquedevic* parameter, by passes any installation exclusions and is not compatible with MAC OS.

Downloads:

Webroot - Computers with Multiple

MachineIDs dataview: https://download.webroot.com/RMM/LabTech/Webroot_Computers_with_Multiple_MachineIDs_DV.zip

- **Note:** Importing dataviews is a manual process that has to be done directly on the *Labtech* database using the provided sql file.
- **Note:** After importing the DV, perform a reload system cache. *Tools > Reload System Cache*.

Webroot 3.0 - Install SecureAnywhere for VMs Automate

script: https://download.webroot.com/RMM/LabTech/Scripts/Webroot_3.0_Install_SecureAnywhere_uniquedevic.xml.zip

- How to import a script: https://docs.connectwise.com/ConnectWise_Automate/ConnectWise_Automate_Documentation/070/240/080#Import_Scripts