



Integration for N-ABLE RMM User Guide

Doc version 1.0.4



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What's included with version 1.0

Easy to deploy script management. Intuitive, straightforward install with support for Windows®. Job and device status are all accessible from the dashboard. Quickly navigate between the device status or install job status from a single place. View Webroot agent status in all the devices in real time on the console.

How to use this manual

This manual is in three main sections.

Section 1 - New Webroot users start here. If you are new to Webroot and N-Able RMM together, please follow the step by step Installation instructions for new Webroot users below.

Section 2 – How to Upgrade

Section 3 – Help Section

SECTION 1 - Installation instructions for new users

Obtaining the integration

You should download the zip file from this location:

[N-Able RMM Integration Zip](#)

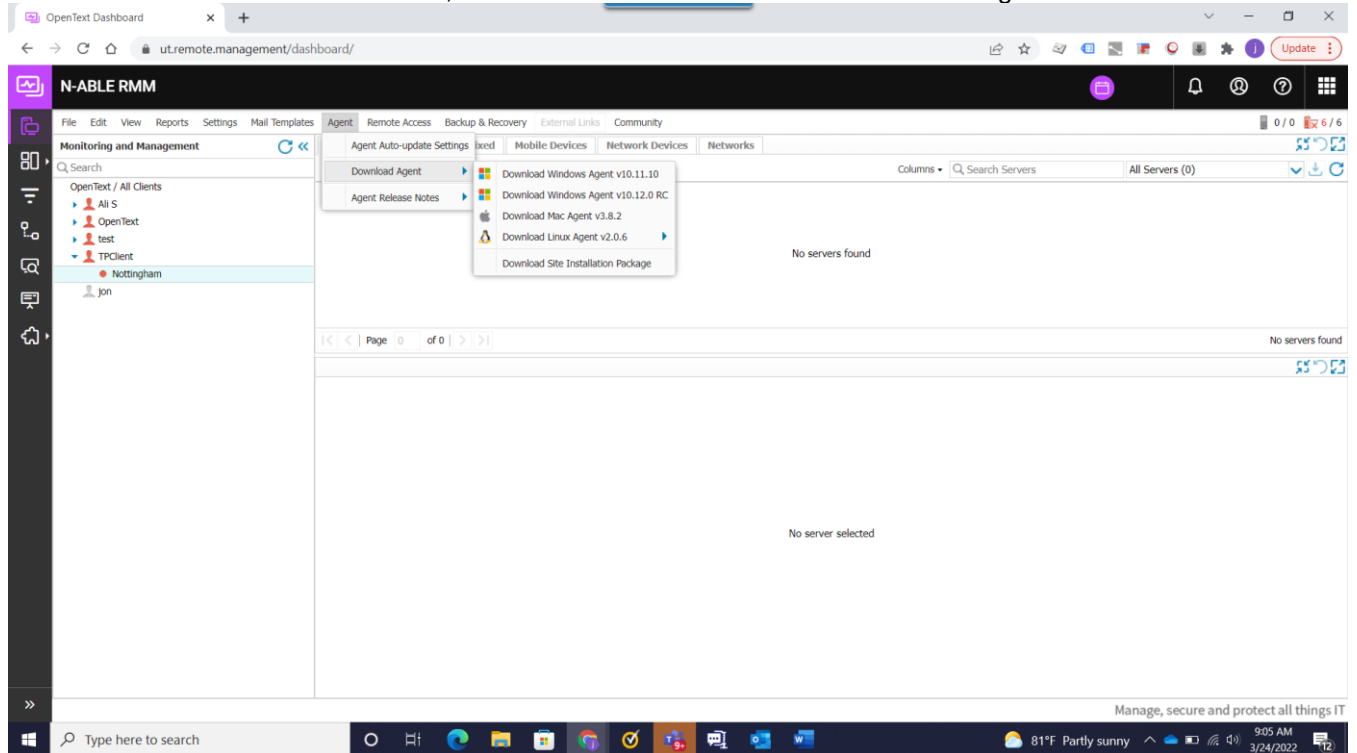
After downloading the zip file, unzip the files into any location where you want to keep the integration scripts.

The following files are included in the zip.

File Name	OS	Version	Function
Client status RMM	Windows	1.0	Monitoring policy for checking Webroot end point client status
Client check install RMM	Windows	1.0	Script to check if Webroot client is installed on endpoint or not
Client auto install RMM	Windows	1.0	Monitoring policy to install Webroot on endpoint if it has not been installed
Client alert RMM	Windows	1.0	Monitoring policy for checking Webroot endpoint alerts only
Client poll RMM	Windows	1.0	Script to update Webroot client virus definition
Client silent scan RMM	Windows	1.0	Script to manual run Webroot silent scan

Pre-requisite

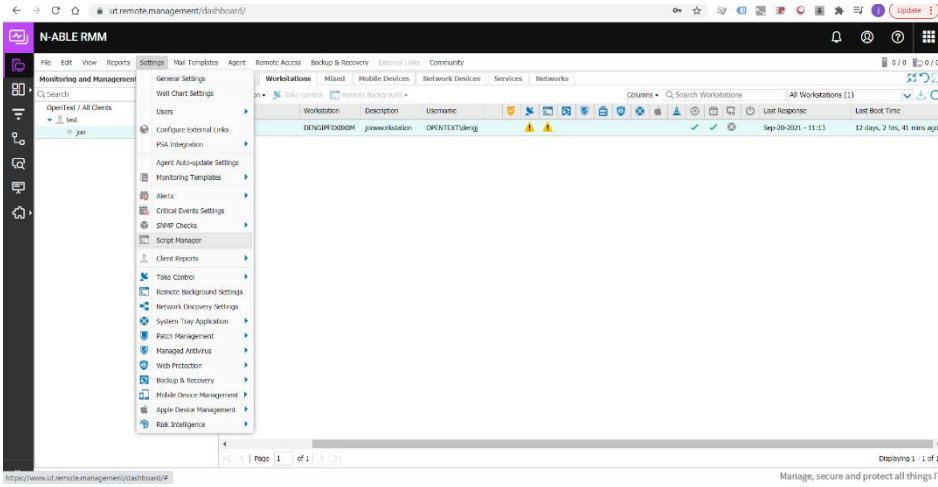
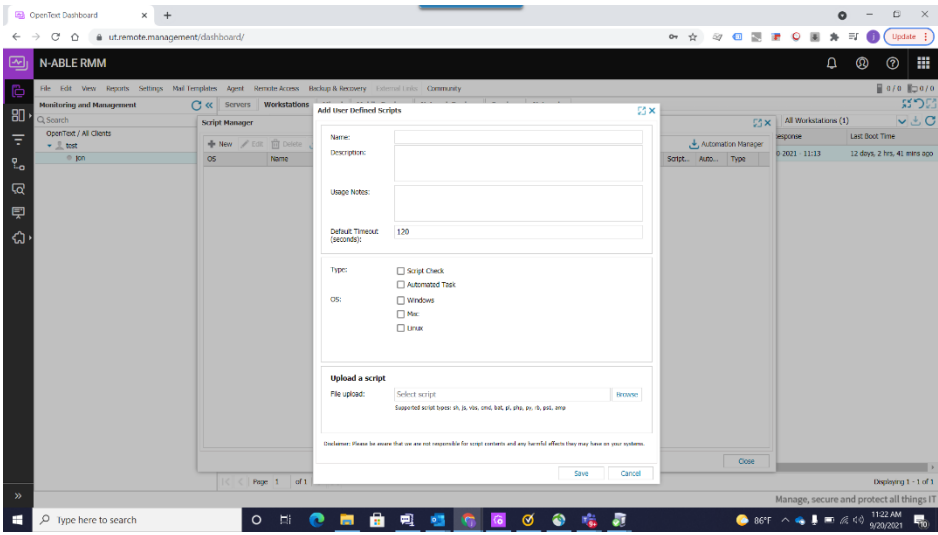
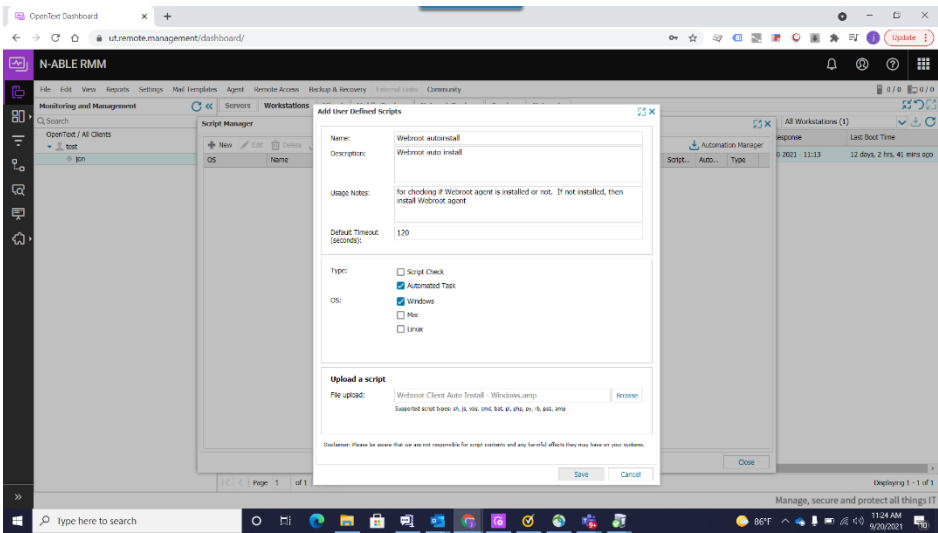
You must have a RMM client created, and download the latest version of windows agent.

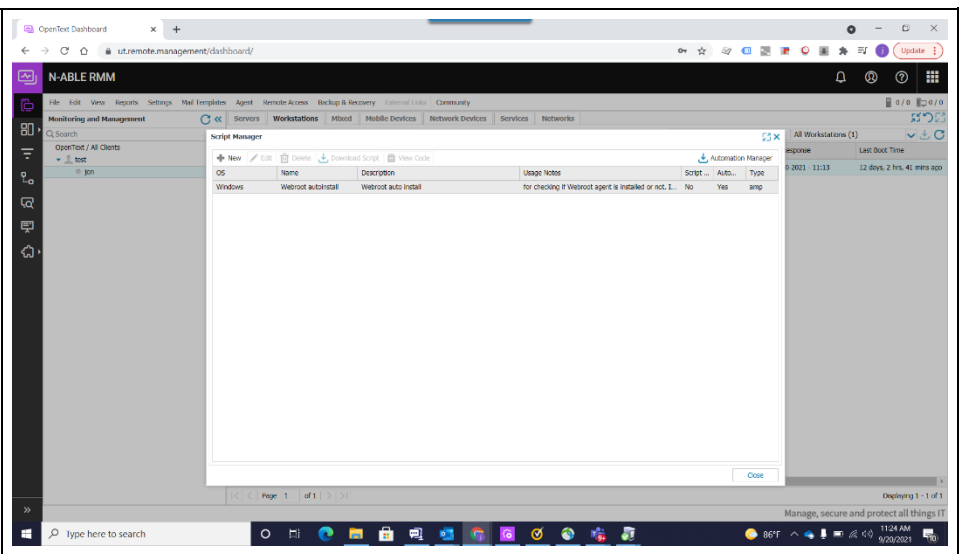


User Guides: How to execute Webroot scripts with N-able RMM

Managing scripts with script manager and automation manager

Steps	What to do	Notes
1	Login to RMM as system super user or admin	<p>The screenshot shows the N-able RMM web interface with the user account dropdown menu open. The menu includes options for 'Edit details', 'Change email', 'Change password', 'Disable 2FA', and 'Log out'. The main area of the interface shows 'No servers found'.</p>

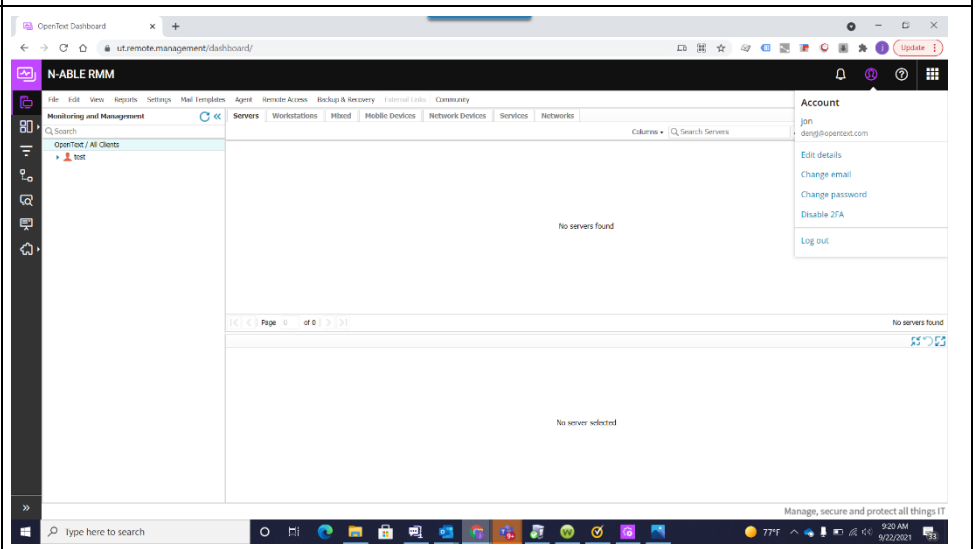
2	go to settings →script manager	 <p>The screenshot shows the N-able RMM dashboard. In the left sidebar, the 'Script Manager' option is highlighted under the 'Settings' section. The main area displays a list of scripts with columns for Name, Description, Username, and Last Response.</p>
3	then enter the script information	 <p>The screenshot shows the 'Add New Script' dialog box. It contains fields for Name, Description, Usage Notes, and Default Timeout (set to 120). There are checkboxes for Type (Script Check, Automated Task) and OS (Windows, Mac, Linux). The 'Upload a script' section has a 'File upload' button and a 'Browse' button.</p>
4	Open the folder where you have the Nable+Webroot integration scripts	 <p>The screenshot shows the 'Add New Script' dialog box with the following information entered: Name: 'Webroot autoinstall', Description: 'Webroot auto install', Usage Notes: 'for checking if Webroot agent is installed or not. If not installed, then install Webroot agent', Default Timeout: 120, Type: 'Automated Task' (checked), OS: 'Windows' (checked), and File upload: 'Webroot Client Auto Install - Windows.msi'.</p>

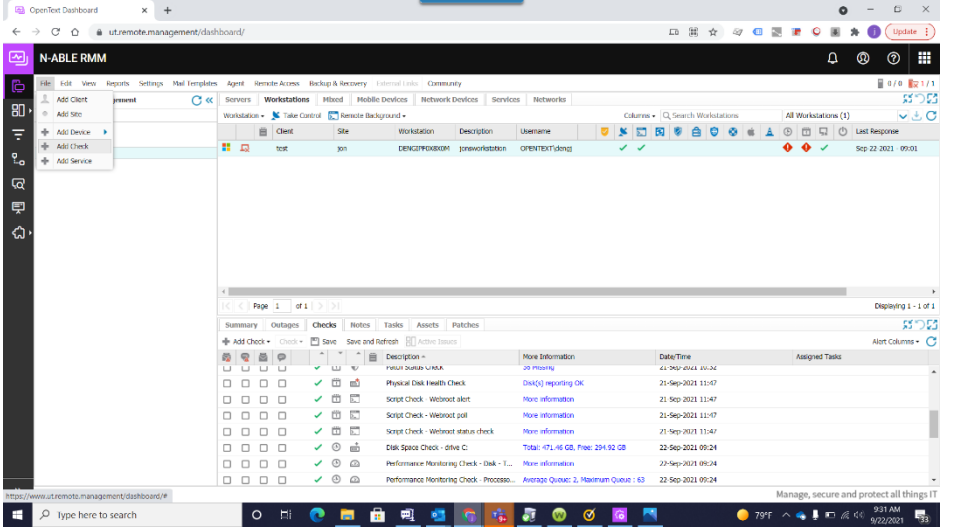
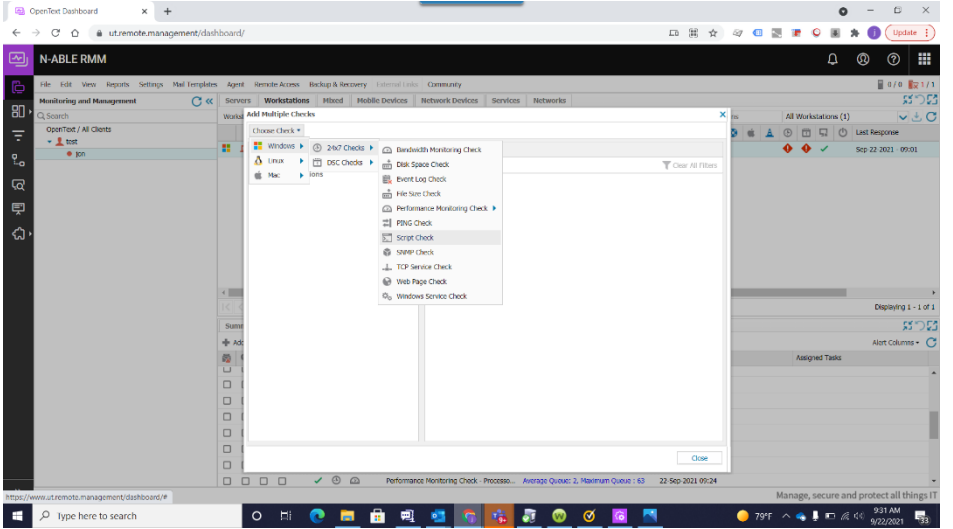
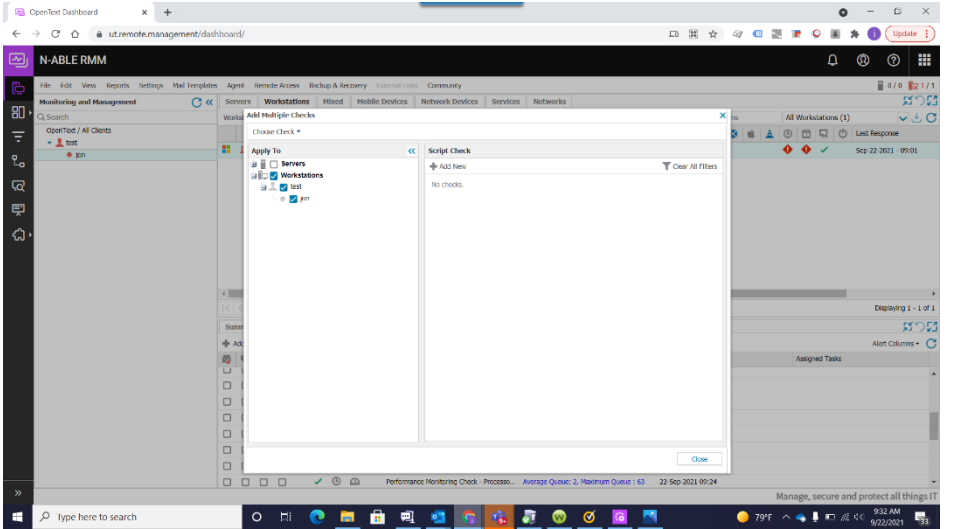
5	<p>For Webroot auto install script, select automated task. For all other scripts, select script check, then click save to the script in the RMM.</p>	
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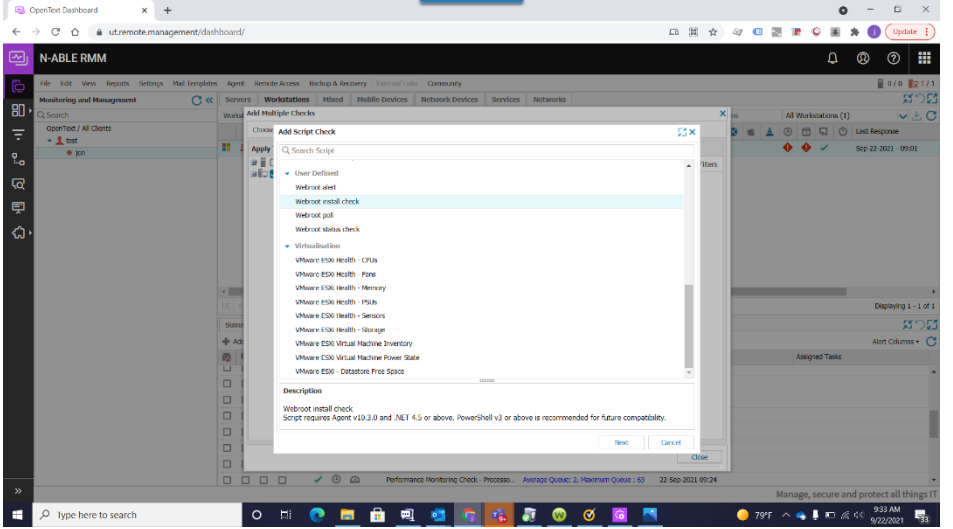
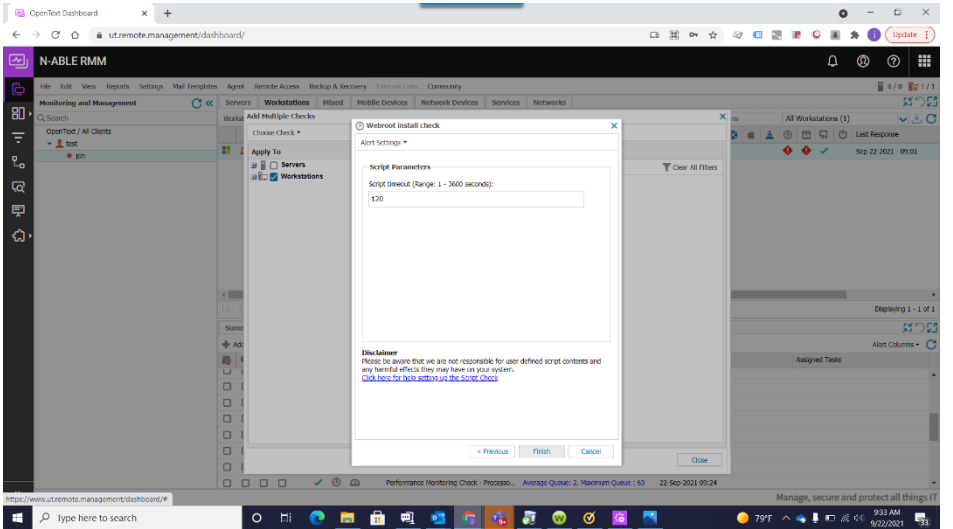
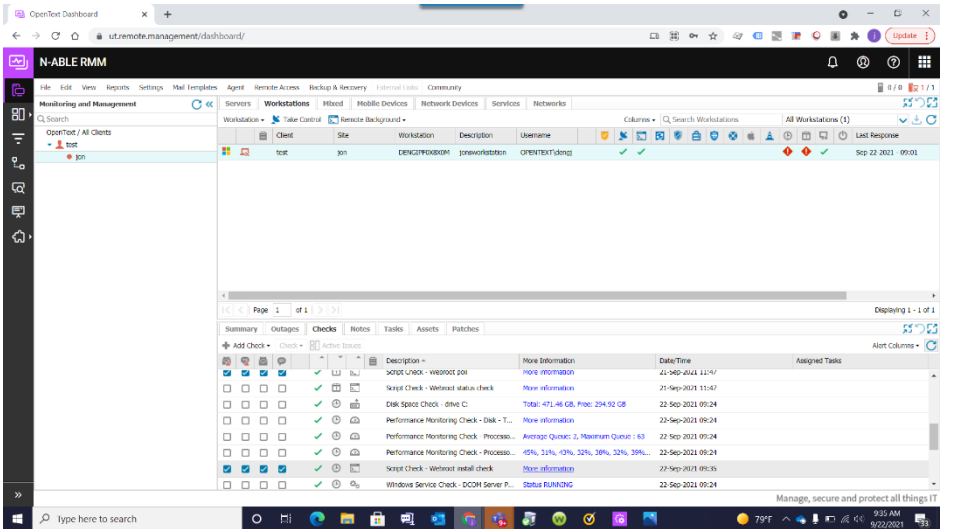
If you need to change the script itself, use the automation manager to edit the script.

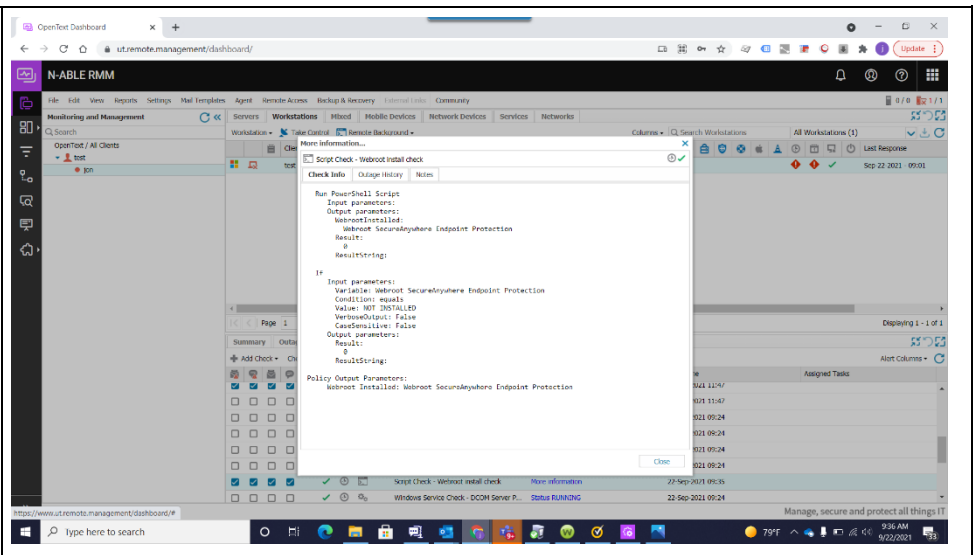
Guide A: How to create script check to check Webroot endpoint installation

Upload Webroot install check script in N-able RMM console using the script manager as the first step.

Steps	What to do	Notes
1	<p>Log in to MSP RMM console as superuser or admin</p>	

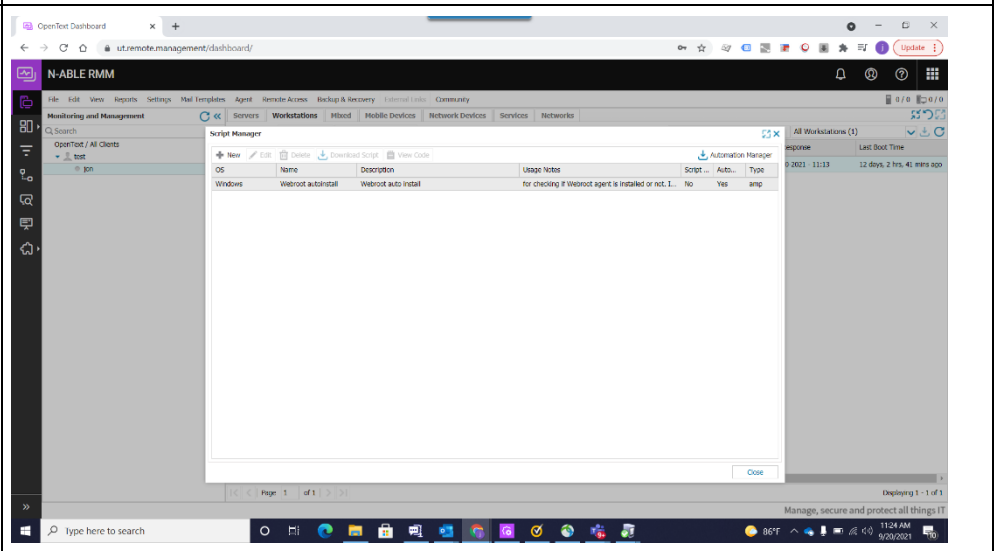
<p>2</p>	<p>Then use the menu on the left side to navigate to File → Add Check</p>	 <p>The screenshot shows the N-ABLE RMM dashboard. On the left sidebar, the 'File' menu is open, and 'Add Check' is highlighted. The main area displays a table of workstations and a list of checks.</p>
<p>3</p>	<p>Then click on Choose Check → Windows → 24x7 Checks → Script Check</p>	 <p>The screenshot shows the 'Choose Check' dialog box open. The 'Windows' tab is selected, and 'Script Check' is chosen from the '24x7 Checks' list. The dialog also shows a list of available checks on the right.</p>
<p>4</p>	<p>Then choose the workstations or servers where you want to apply the check</p>	 <p>The screenshot shows the 'Script Check' dialog box. The 'Apply To' section is set to 'Workstations', and a list of workstations is shown. The 'Script Check' configuration options are visible on the right.</p>

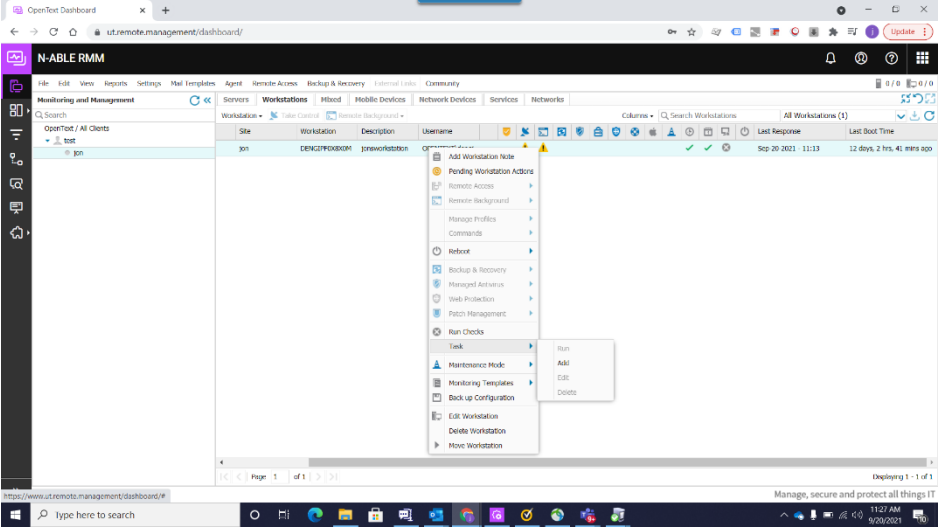
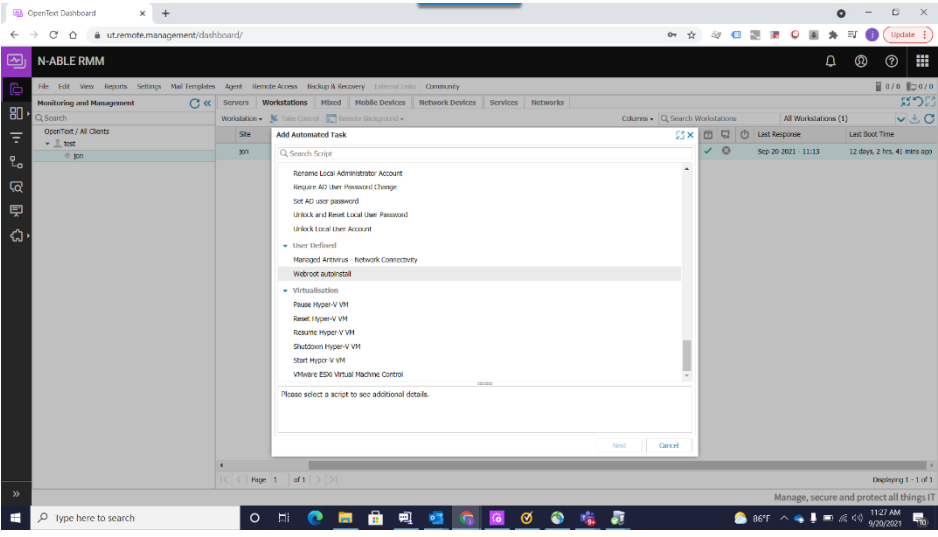
5	<p>Then click add new, and select script check = Webroot install check. (Make sure you have uploaded the Webroot install check script first)</p>	
6	<p>Then set up the timeout</p>	
7	<p>Then you can see the script status on the console</p>	

8	Click on more information, check info tab will show you the execution detail	
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Guide B: How to execute the auto-install script to install Webroot endpoint protection

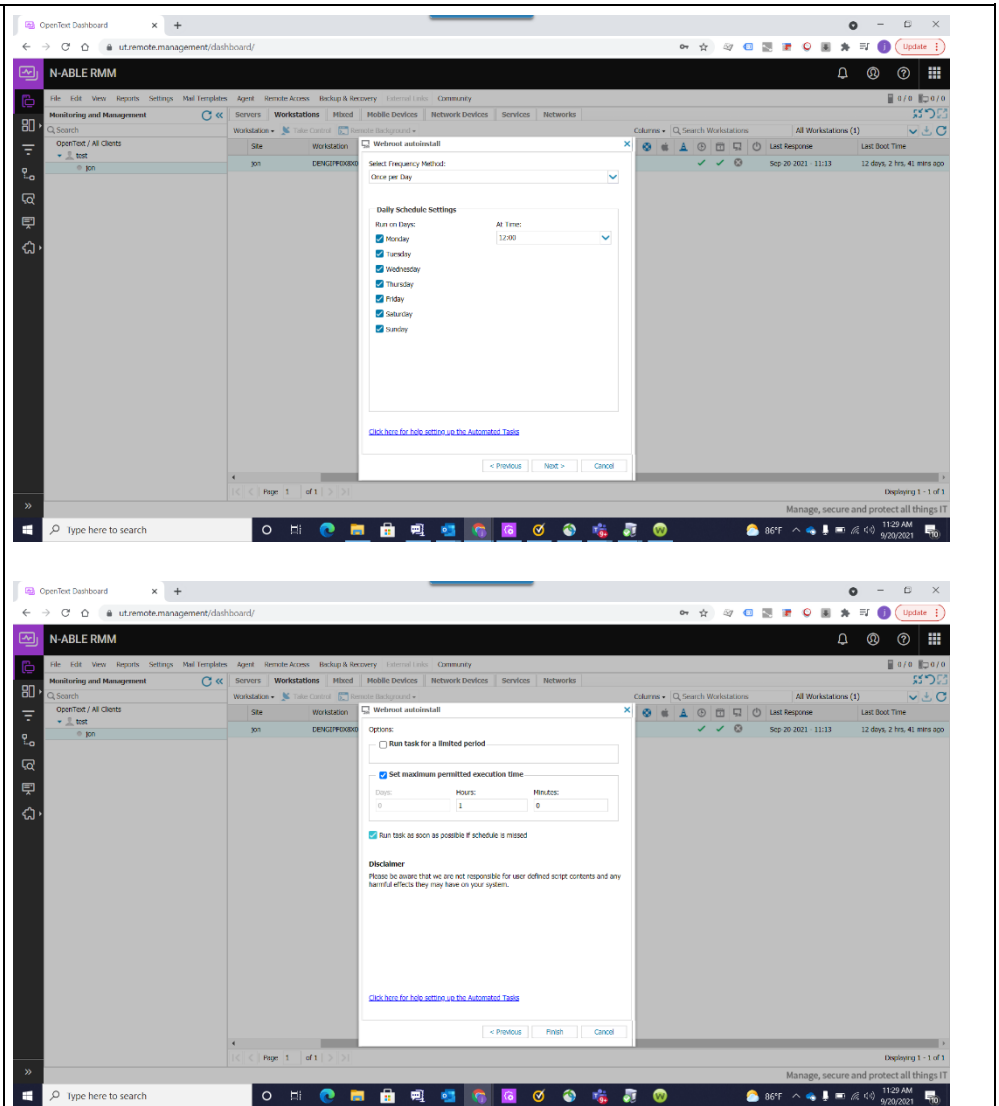
Upload Webroot Client auto-install script in N-able RMM console using the script manager as the first step.

Steps	What to do	Notes
1	<p>Log in to MSP RMM console as superuser or admin,</p> <p>Then upload the script as an automated task</p>	

2	<p>Then select the server or workstation where you want to add the script then right-click, to add a task</p>	 <p>The screenshot shows the N-able RMM dashboard with a table of workstations. A workstation named 'jon' is selected. A right-click context menu is open, showing options like 'Add Workstation Note', 'Remote Access', 'Remote Background', 'Manage Profiles', 'Commands', 'Reboot', 'Backup & Recovery', 'Managed Services', 'Web Protection', 'Patch Management', 'Run Checks', 'Task', 'Maintenance Mode', 'Monitoring Templates', 'Back up Configuration', 'Edit Workstation', 'Delete Workstation', and 'Move Workstation'. The 'Task' option is highlighted, and a sub-menu is visible with options: 'Run', 'Add', 'Edit', and 'Delete'.</p>
3	<p>Then select Webroot auto install</p>	 <p>The screenshot shows the N-able RMM dashboard with the 'Add Automated Task' dialog box open. The dialog box has a search bar and a list of scripts. The script 'Webroot autoinstall' is selected. Other scripts in the list include 'Rename Local Administrator Account', 'Require AD User Password Change', 'Set AD user password', 'Unlock and Reset Local User Password', 'Unlock Local User Account', 'User Defined', 'Hemoged Antivirus - Network Connectivity', 'Virtualisation', 'Pause Hyper-V VM', 'Reset Hyper-V VM', 'Resume Hyper-V VM', 'Shutdown Hyper-V VM', 'Start Hyper-V VM', and 'VMware ESXi Virtual Machine Control'. The 'Next' button is visible at the bottom right of the dialog box.</p>

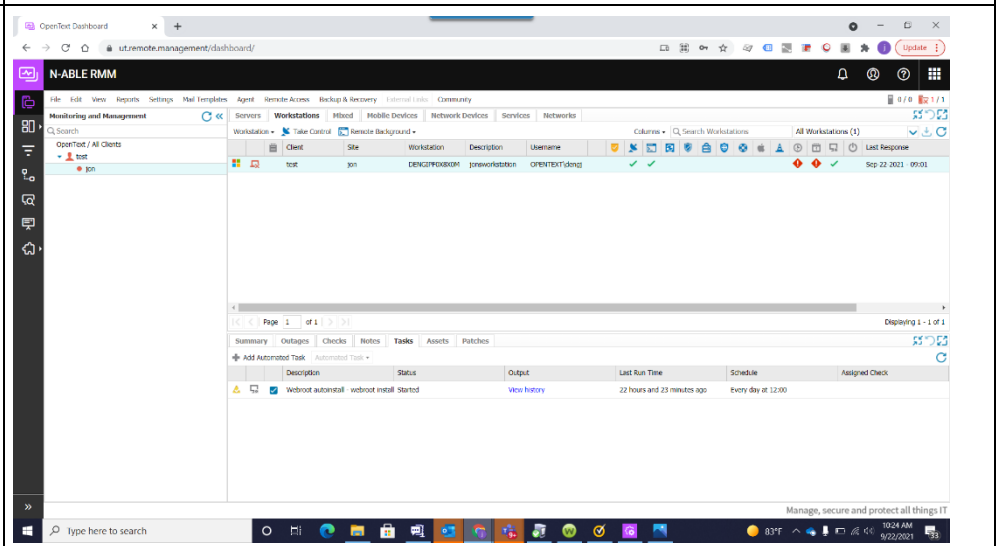
4

Then fill out the schedule for this task.



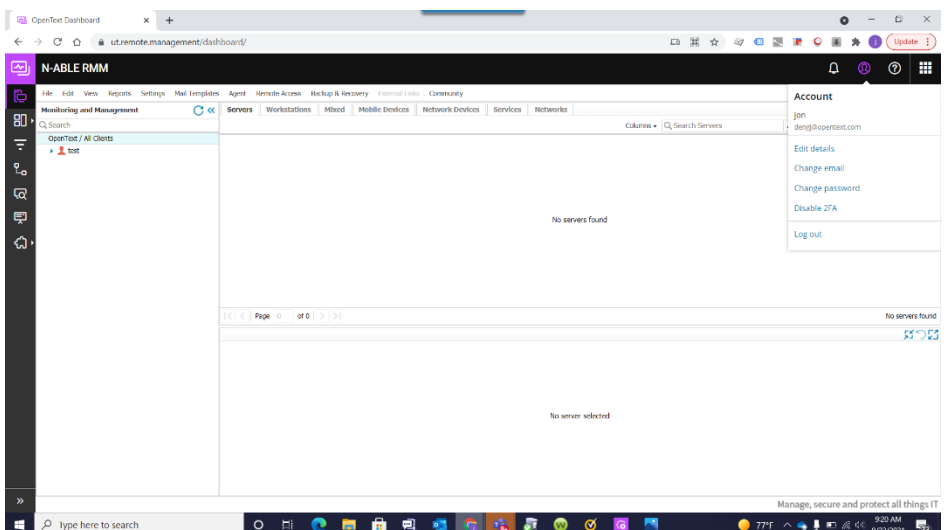
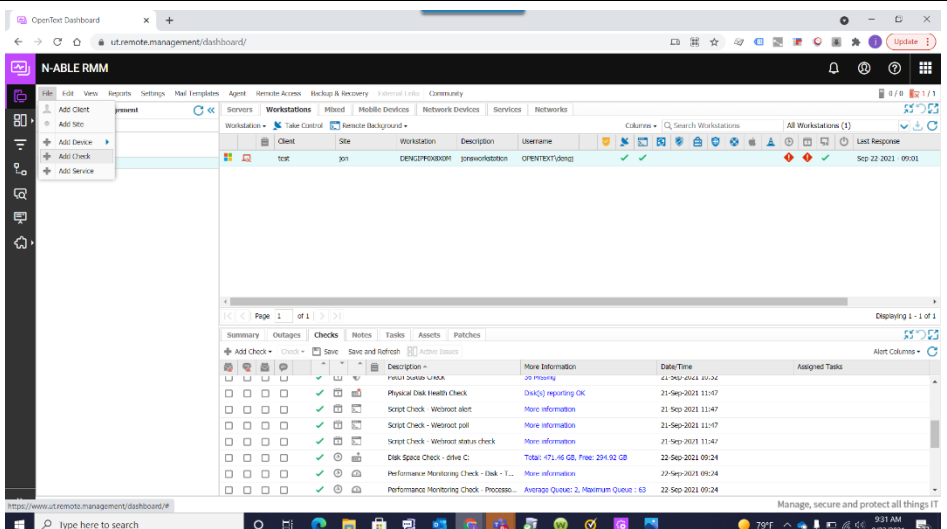
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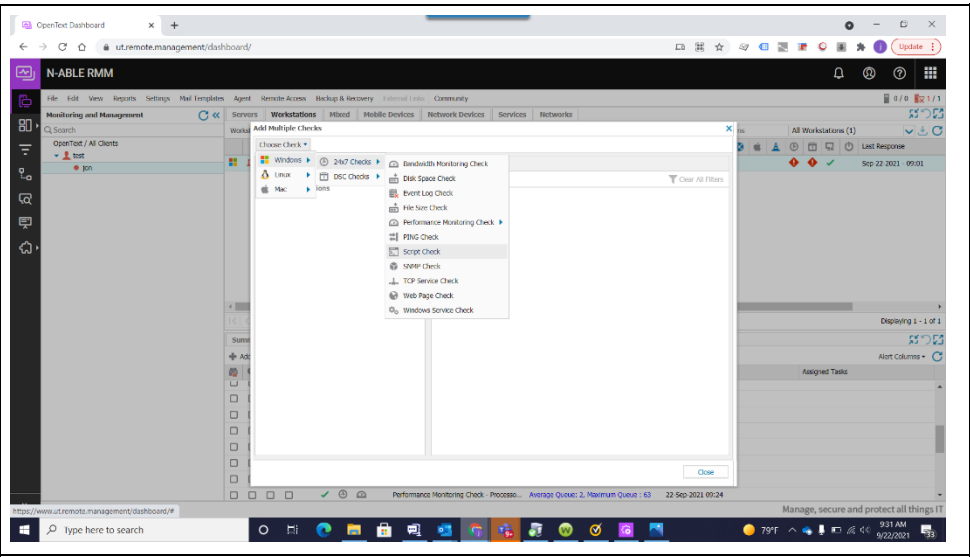
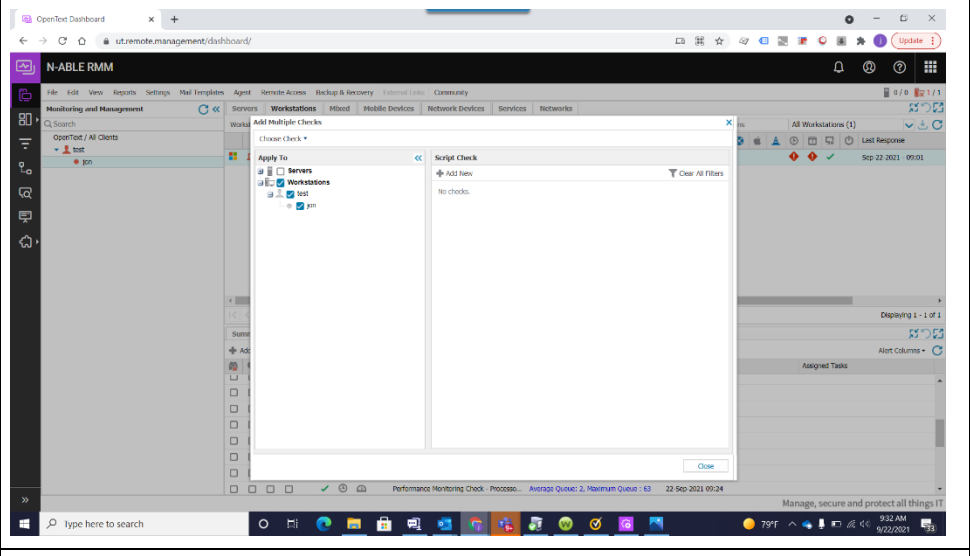
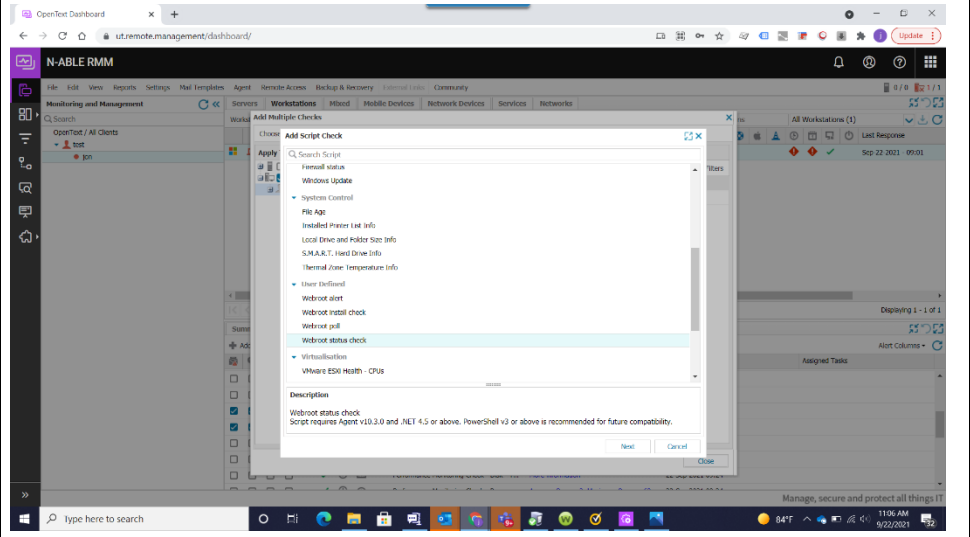
Then you can check the status on the console



Guide C: How to execute the Webroot client status check script to check Webroot endpoint protection status

Upload Webroot client status check script in N-able RMM console using the script manager as the first step.

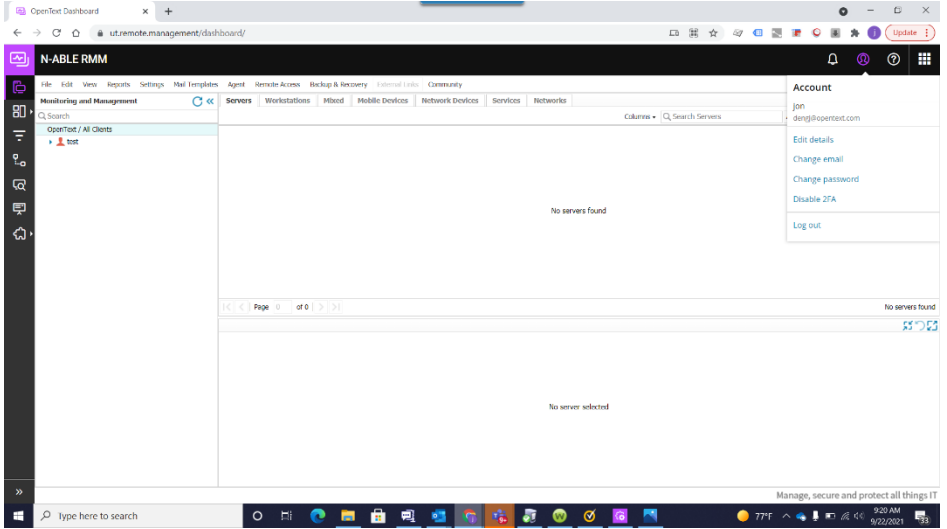
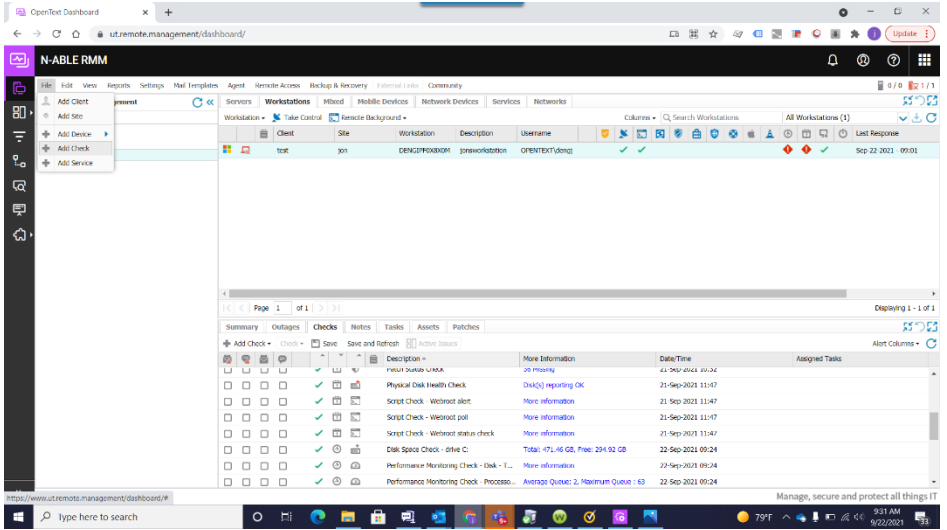
Steps	What to do	Notes
1	Log in to MSP RMM console as admin or super user	
2	Then use the menu on the left side to navigate to File → Add Check	

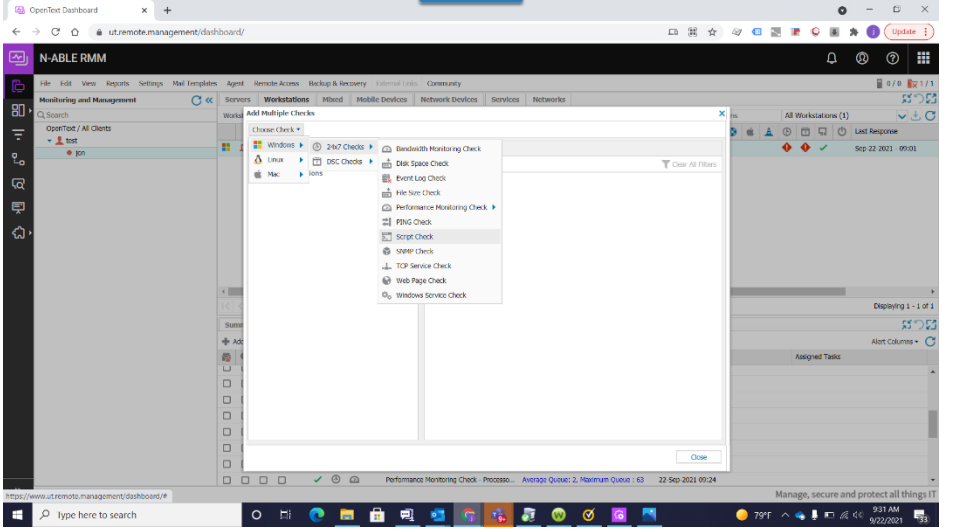
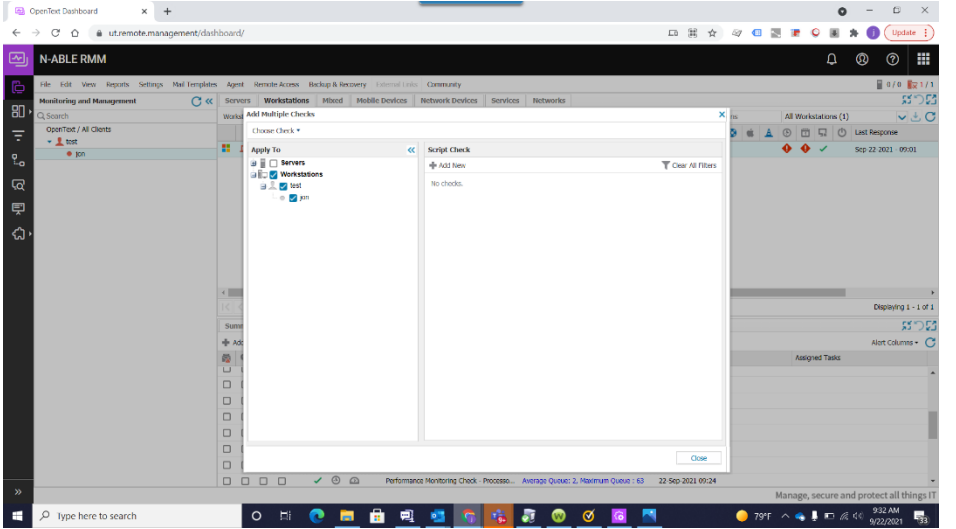
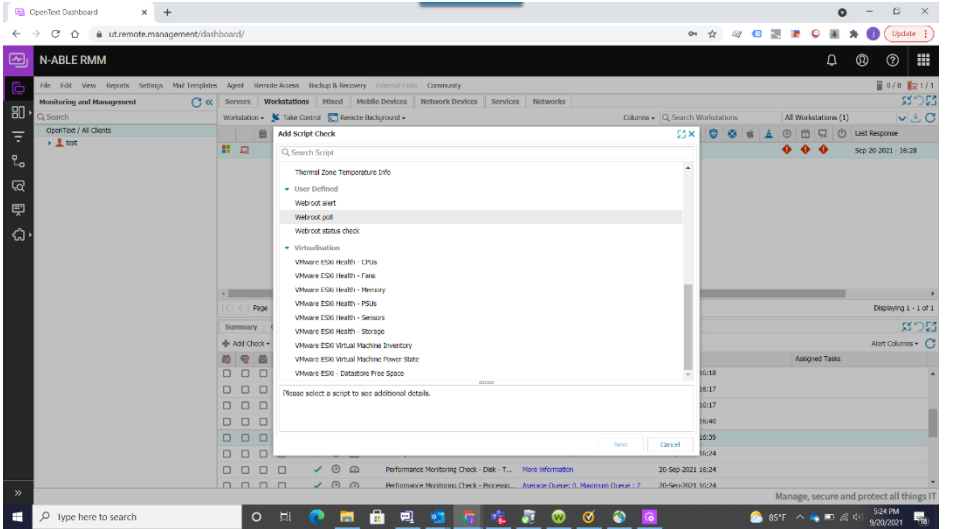
3	<p>Then click on Choose Check→ Windows →24x7 Checks→ Script Check</p>	
4	<p>Then choose the workstations or servers where you want to apply the check</p>	
5	<p>Then click add new and select script check = Webroot status check. (Make sure you have uploaded the Webroot status check script first)</p>	

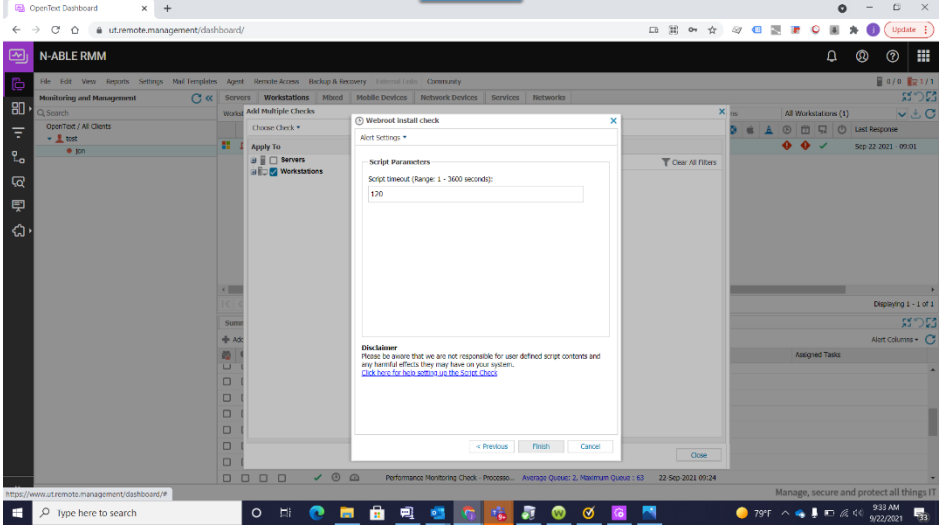
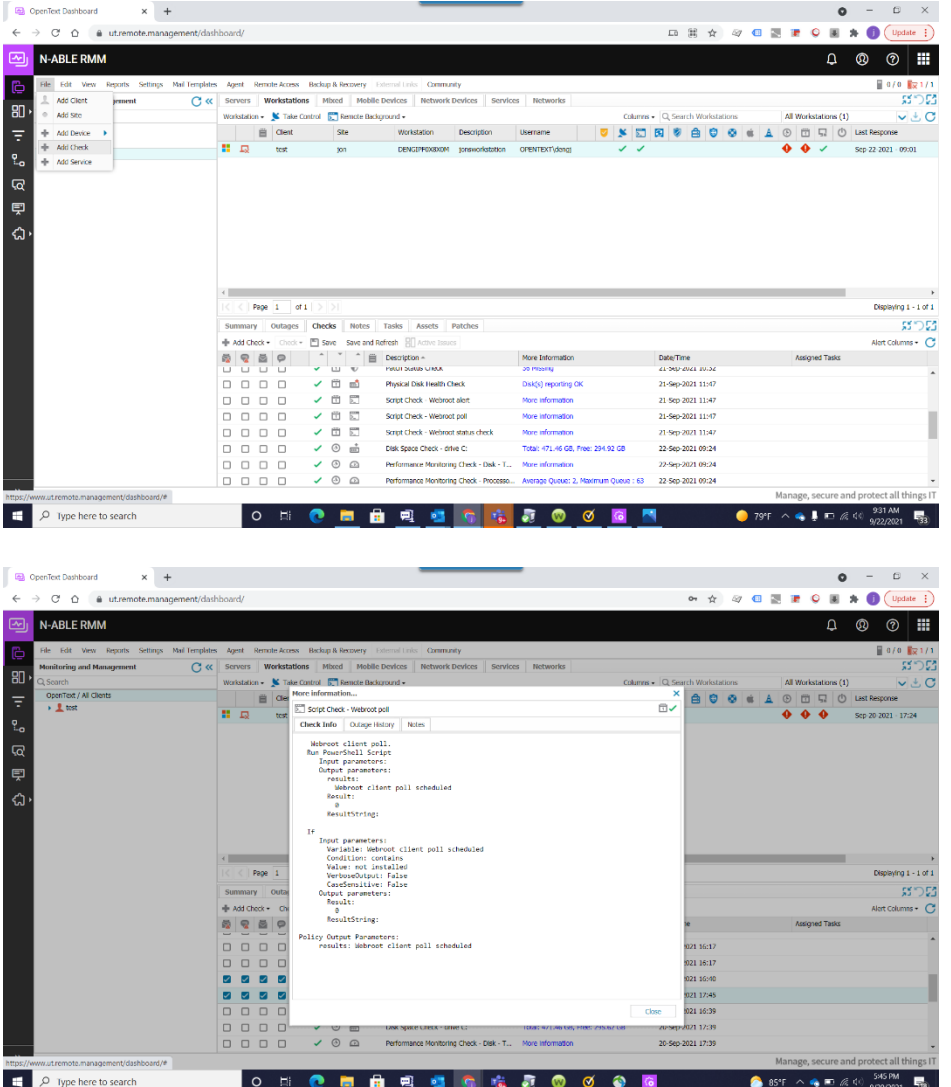
<p>6</p>	<p>Then set up the timeout</p>																																				
<p>7</p>	<p>Then you can see the script status on the console</p>	<p>The top screenshot displays a table with the following data:</p> <table border="1"> <thead> <tr> <th>Check</th> <th>Description</th> <th>More Information</th> <th>Date/Time</th> <th>Assigned Tasks</th> </tr> </thead> <tbody> <tr> <td>Physical Disk Health Check</td> <td>Disk(s) reporting OK</td> <td>More information</td> <td>21-Sep-2021 11:47</td> <td></td> </tr> <tr> <td>Script Check - Webroot alert</td> <td>More information</td> <td>More information</td> <td>21-Sep-2021 11:47</td> <td></td> </tr> <tr> <td>Script Check - Webroot poll</td> <td>More information</td> <td>More information</td> <td>21-Sep-2021 11:47</td> <td></td> </tr> <tr> <td>Script Check - Webroot status check</td> <td>More information</td> <td>More information</td> <td>21-Sep-2021 11:47</td> <td></td> </tr> <tr> <td>Disk Space Check - drive C:</td> <td>Total: 471.45 GB, Free: 294.92 GB</td> <td>More information</td> <td>22-Sep-2021 09:24</td> <td></td> </tr> <tr> <td>Performance Monitoring Check - Disk - T...</td> <td>More information</td> <td>More information</td> <td>22-Sep-2021 09:24</td> <td></td> </tr> </tbody> </table> <p>The bottom screenshot shows the details for the 'Script Check - Webroot status check' with the following information:</p> <pre> Run PowerShell Script Input parameters: Output parameters: Parameters: True WebrootInstalled: Webroot - SecureAnywhere Endpoint Protection Client Version: 9.8.39.75 ActiveThreats: 0 AlertLevelRequired: 0 Result: 0 ResultStrings: Policy Output Parameters: Policy Manager: True Webroot Installed: Webroot SecureAnywhere Endpoint Protection Client Version: 9.8.39.75 Active Threats: 0 Attention Required: 0 </pre>	Check	Description	More Information	Date/Time	Assigned Tasks	Physical Disk Health Check	Disk(s) reporting OK	More information	21-Sep-2021 11:47		Script Check - Webroot alert	More information	More information	21-Sep-2021 11:47		Script Check - Webroot poll	More information	More information	21-Sep-2021 11:47		Script Check - Webroot status check	More information	More information	21-Sep-2021 11:47		Disk Space Check - drive C:	Total: 471.45 GB, Free: 294.92 GB	More information	22-Sep-2021 09:24		Performance Monitoring Check - Disk - T...	More information	More information	22-Sep-2021 09:24	
Check	Description	More Information	Date/Time	Assigned Tasks																																	
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Script Check - Webroot status check	More information	More information	21-Sep-2021 11:47																																		
Disk Space Check - drive C:	Total: 471.45 GB, Free: 294.92 GB	More information	22-Sep-2021 09:24																																		
Performance Monitoring Check - Disk - T...	More information	More information	22-Sep-2021 09:24																																		

Guide D: How to execute Webroot poll script to update Webroot client definition file

Upload Webroot poll script in the N-able RMM console using the script manager as the first step.

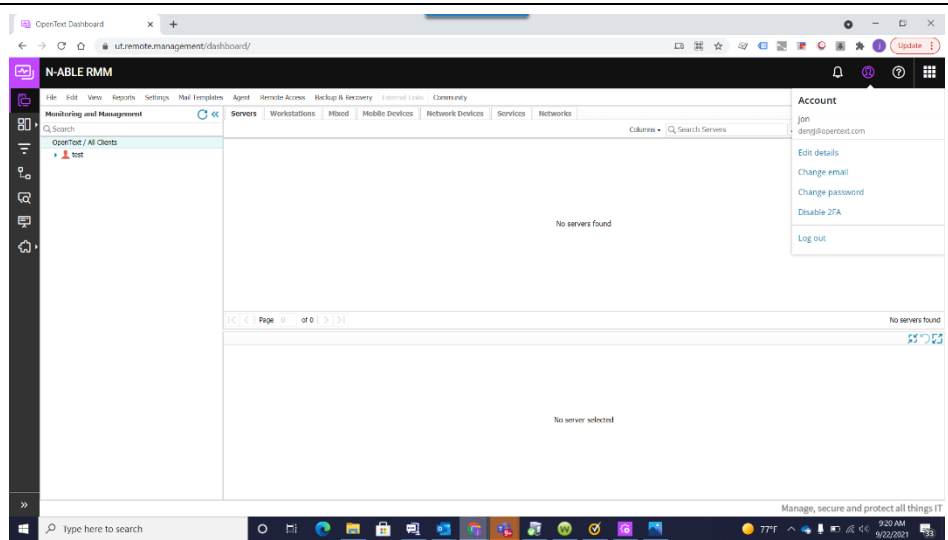
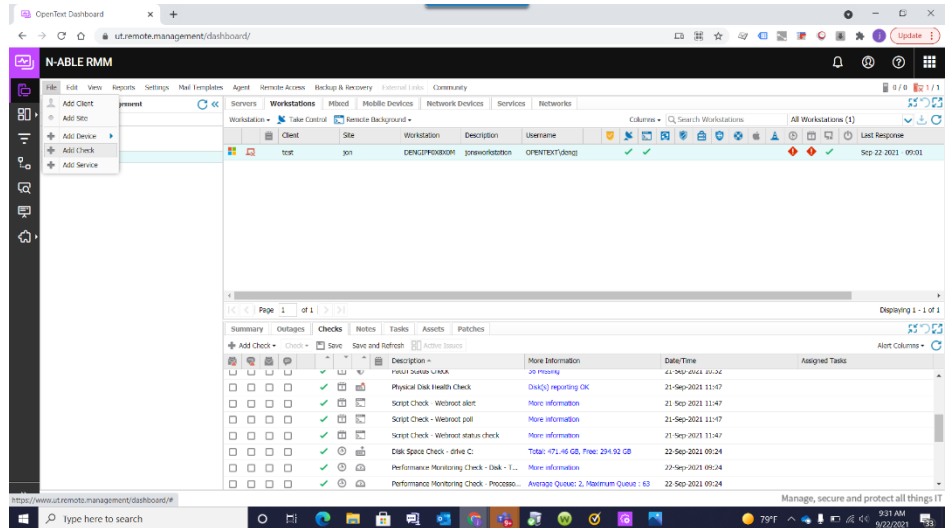
Steps	What to do	Notes
1	Log in to MSP RMM console as admin or super user	
2	Then use the menu on the left side to navigate to File → Add Check	

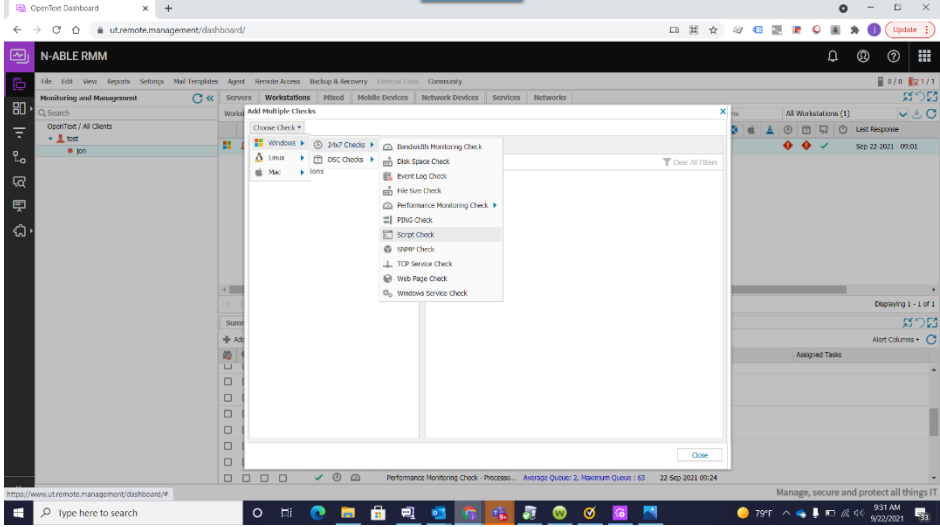
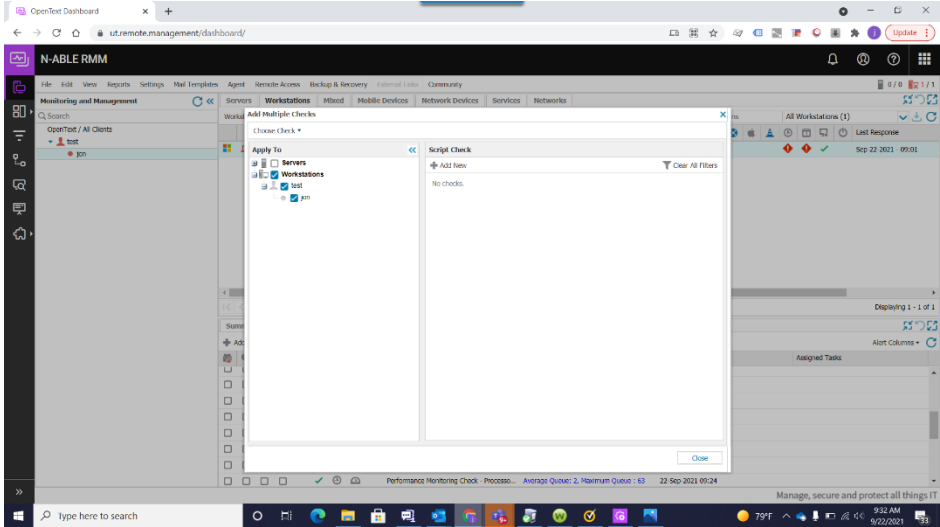
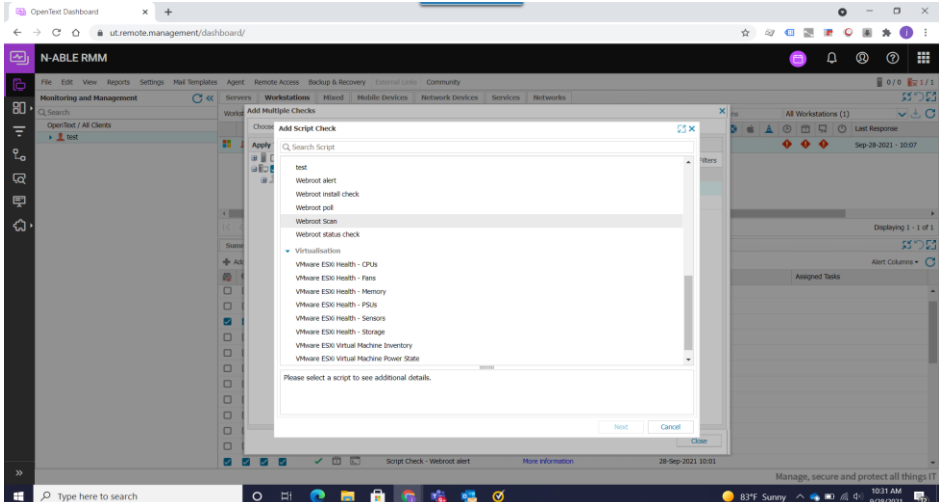
3	<p>Then click on Choose Check→ Windows →24x7 Checks→ Script Check</p>	
4	<p>Then choose the workstations or servers where you want to apply the check</p>	
5	<p>Then click add new and select script check = Webroot poll. (Make sure you have uploaded the Webroot poll script first)</p>	

6	Then set up the timeout	
7	Then you can see the script status on the console	

Guide E: How to execute Webroot scan script to manually scan

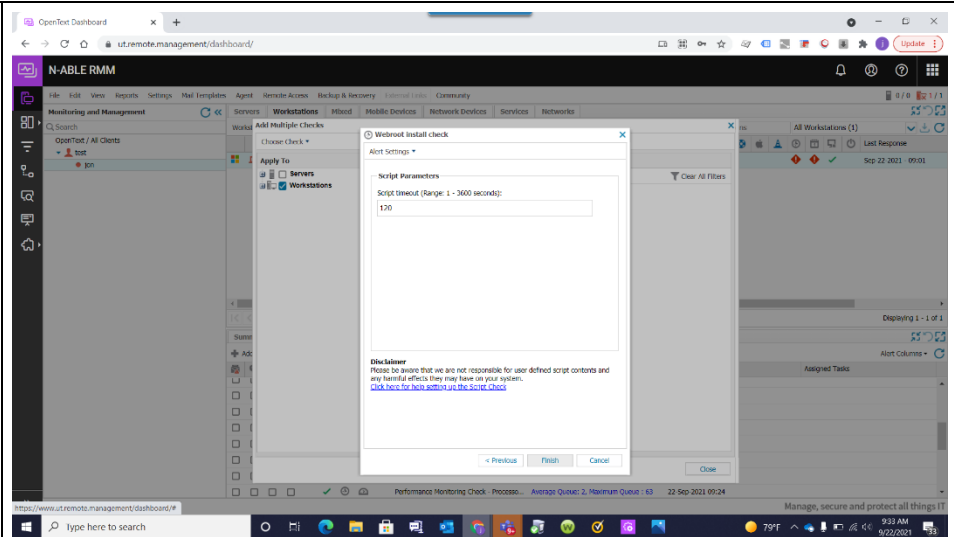
Upload Webroot scan script in the N-able RMM console using the script manager as the first step.

Steps	What to do	Notes
1	Log in to MSP RMM console as admin or super user	 <p>The screenshot shows the N-able RMM dashboard. The 'Servers' tab is selected, and the main area displays 'No servers found'. The left sidebar contains navigation options like 'Monitoring and Management', 'Add Client', 'Add Site', 'Add Device', 'Add Check', and 'Add Service'. The top navigation bar includes 'File', 'Edit', 'View', 'Reports', 'Settings', 'Mail Templates', 'Agent', 'Remote Access', 'Backup & Recovery', 'External Links', and 'Community'.</p>
2	Then use the menu on the left side to navigate to File → Add Check	 <p>The screenshot shows the N-able RMM dashboard with the 'Checks' tab selected. The main area displays a list of checks with columns for 'Check', 'Description', 'More Information', 'Date/Time', and 'Assigned Tasks'. The left sidebar shows the 'Add Check' option selected. The top navigation bar is the same as in the previous screenshot.</p>

3	<p>Then click on Choose Check→ Windows →24x7 Checks→ Script Check</p>	
4	<p>Then choose the workstations or servers where you want to apply the check</p>	
5	<p>Then click add new and select script check = Webroot scan. (Make sure you have uploaded the Webroot scan script first)</p> <p>Notes: scan folder value is optional.</p>	

6

Then set up the timeout



7

Then you can see the script status on the console

The first screenshot shows the N-able RMM console with a list of workstations. The 'Checks' tab is selected, showing a table of checks for workstation 'test'. The table includes columns for 'Check', 'Status', 'Description', 'More Information', 'Date/Time', and 'Assigned Tasks'. The checks listed are: 'Physical Disk Health Check', 'Script Check - Webroot alert', 'Script Check - Webroot poll', 'Script Check - Webroot status check', 'Disk Space Check - drive C:', 'Performance Monitoring Check - Disk - T...', and 'Performance Monitoring Check - Process...'. The status for most checks is 'OK', while 'Physical Disk Health Check' is 'Missing'.

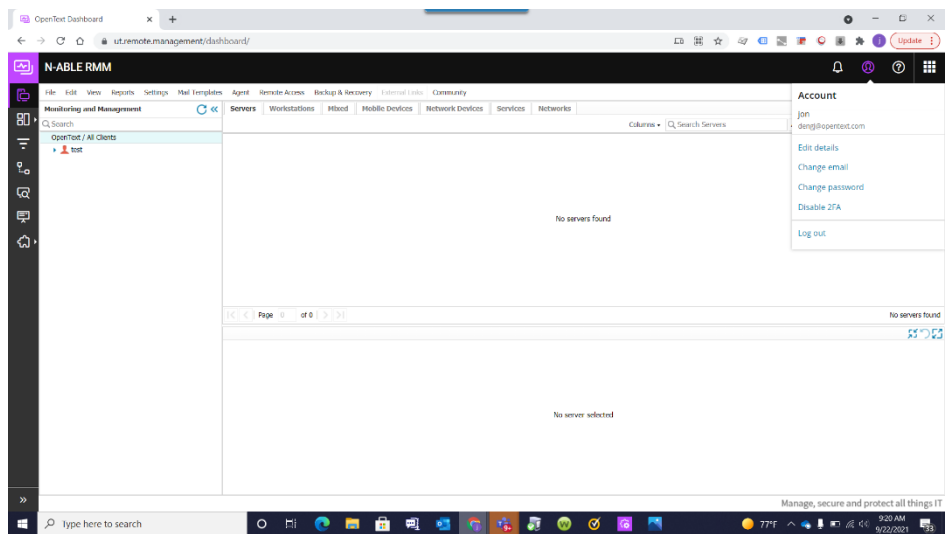
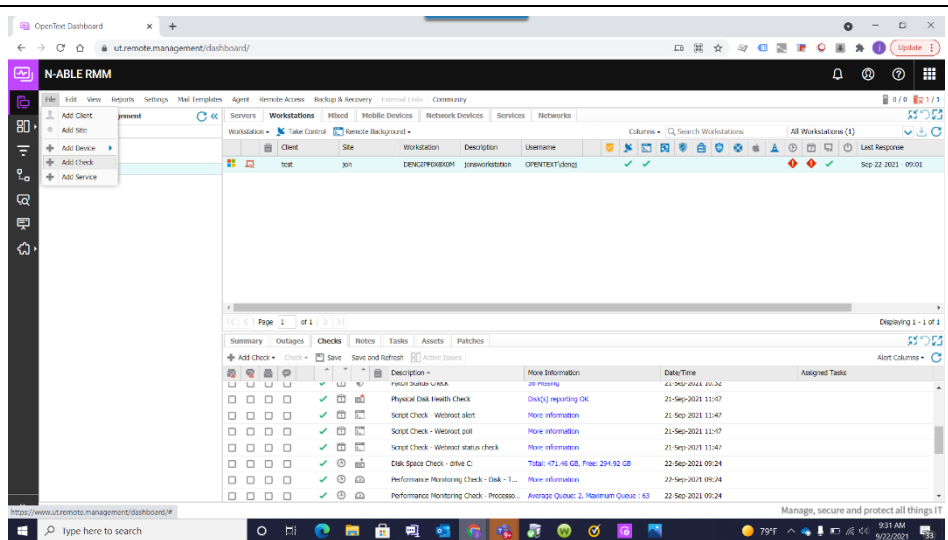
The second screenshot shows the N-able RMM console with a modal window open for a specific check. The modal window displays the following information:

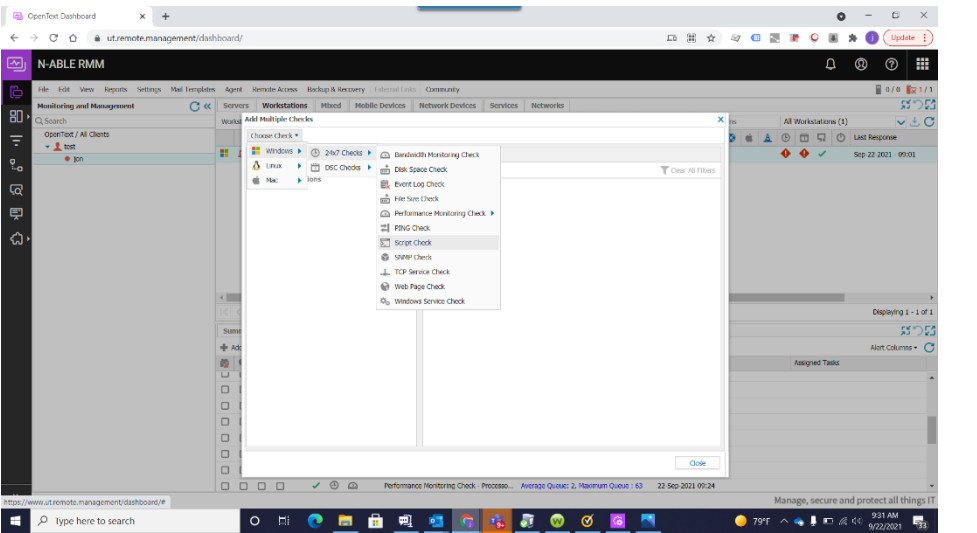
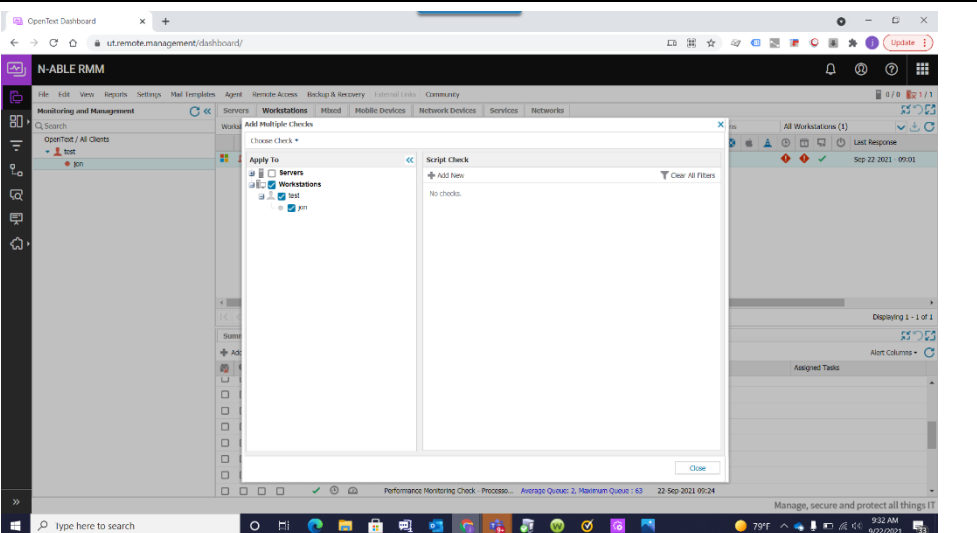
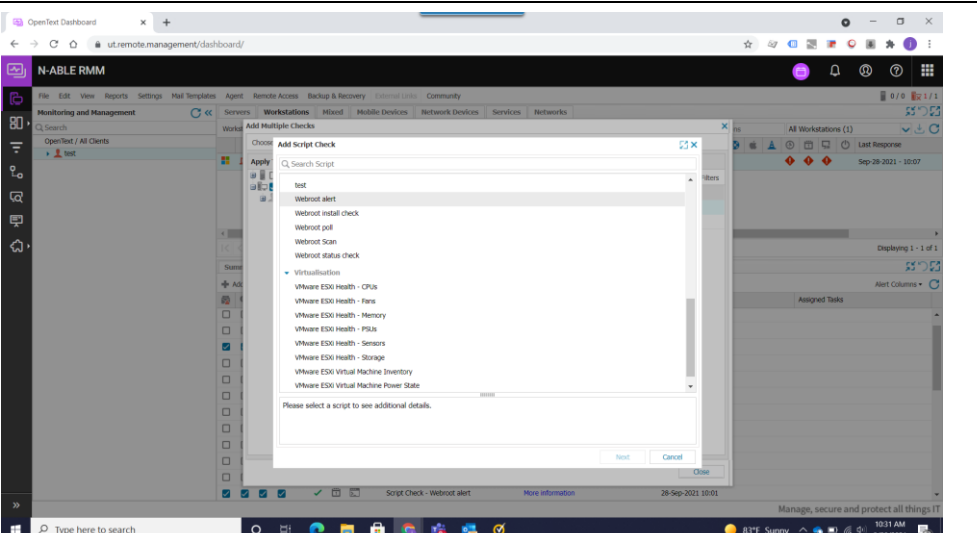
- Check Info:** Script Check - Webroot Scan - foldername**
- Check Status:** Check has been edited and hasn't run on the Workstation
- Webroot client silentscan:** Run PowerShell Script
- Input parameters:** WebrootClientpoll
- Output parameters:** WebrootClientpoll
- Results:** Webroot client scan scheduled
- ResultString:** @
- Policy Output Parameters:** results: Webroot client scan scheduled

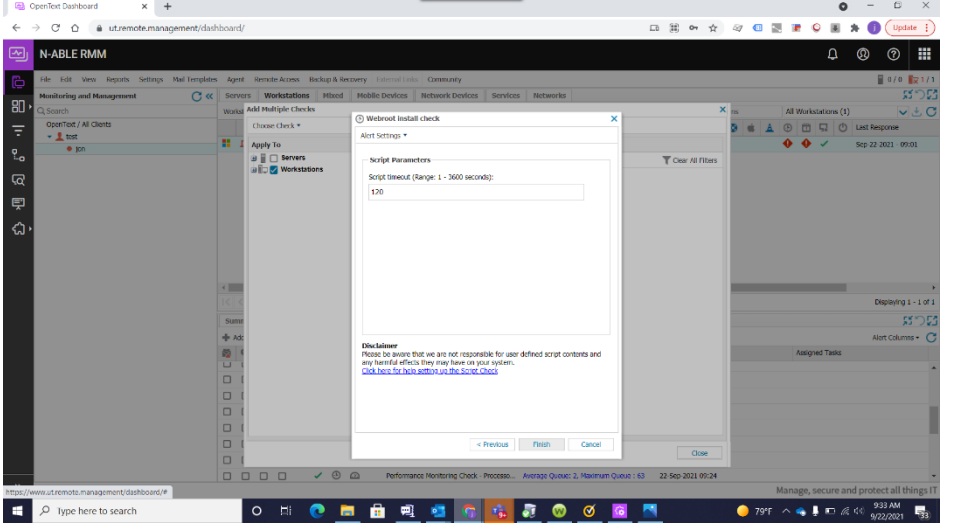
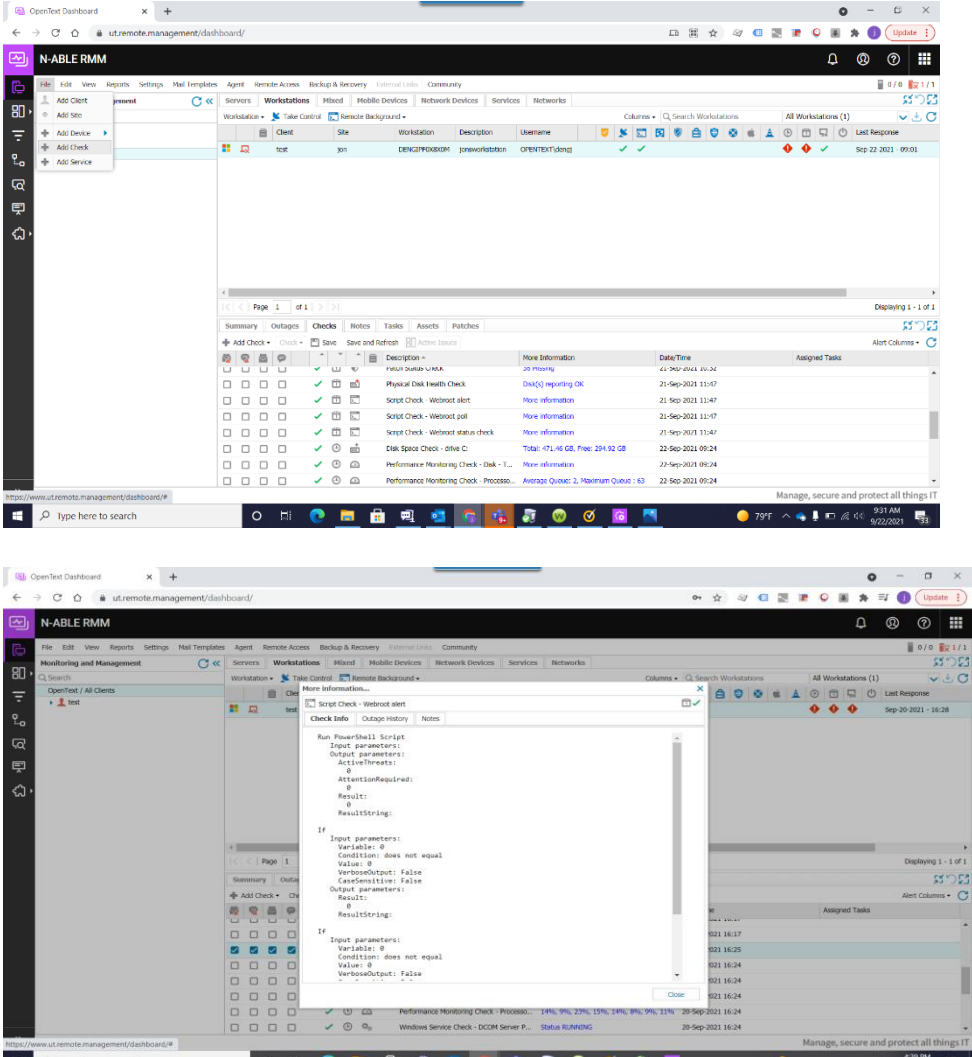
The modal window also shows a 'Close' button at the bottom right.

Guide F: How to execute Webroot alert script to check endpoint alerts

Upload Webroot alert script in the N-able RMM console using the script manager as the first step.

Steps	What to do	Notes
1	Log in to MSP RMM console as admin or super user	
2	Then use the menu on the left side to navigate to File → Add Check	

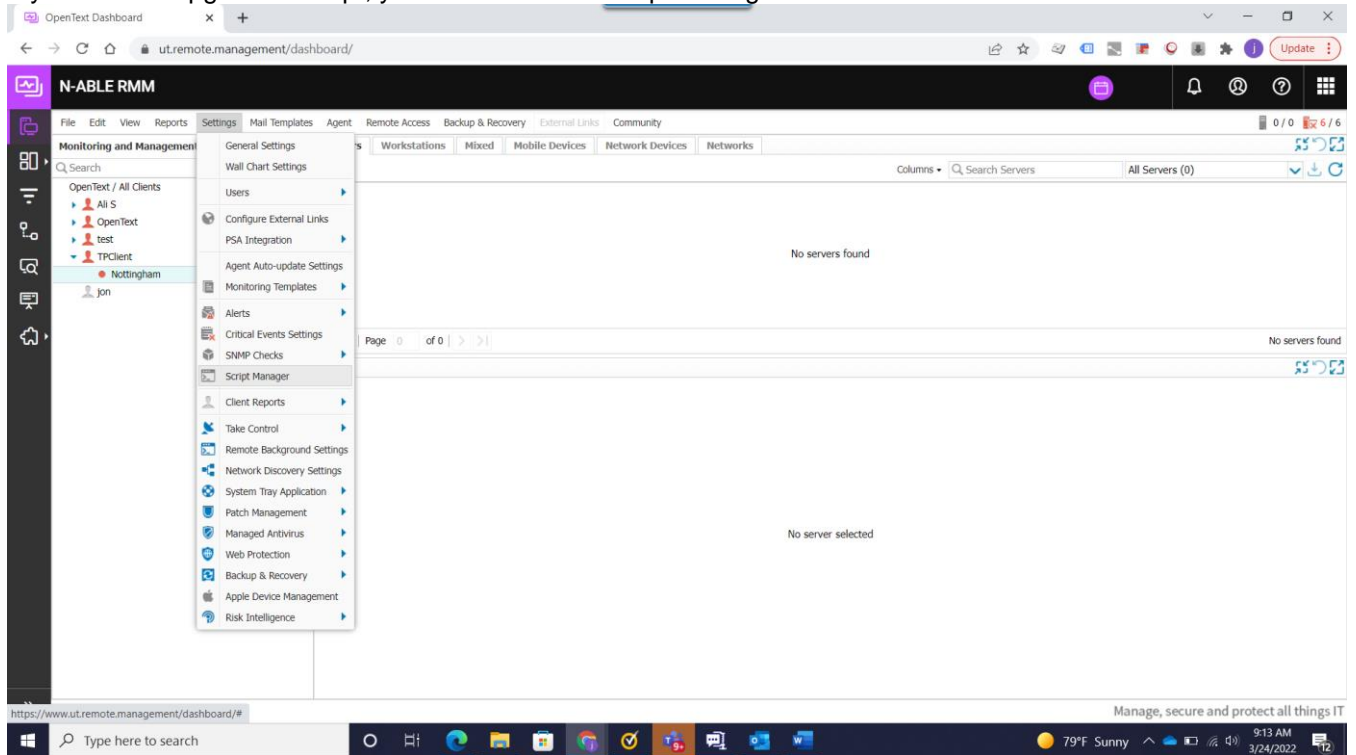
3	<p>Then click on Choose Check→ Windows →24x7 Checks→ Script Check</p>	
4	<p>Then choose the workstations or servers where you want to apply the check</p>	
5	<p>Then click add new and select script check = Webroot alert. (Make sure you have uploaded the Webroot alert script first)</p>	

<p>6</p>	<p>Then set up the timeout</p>	
<p>7</p>	<p>Then you can see the script status on the console</p>	

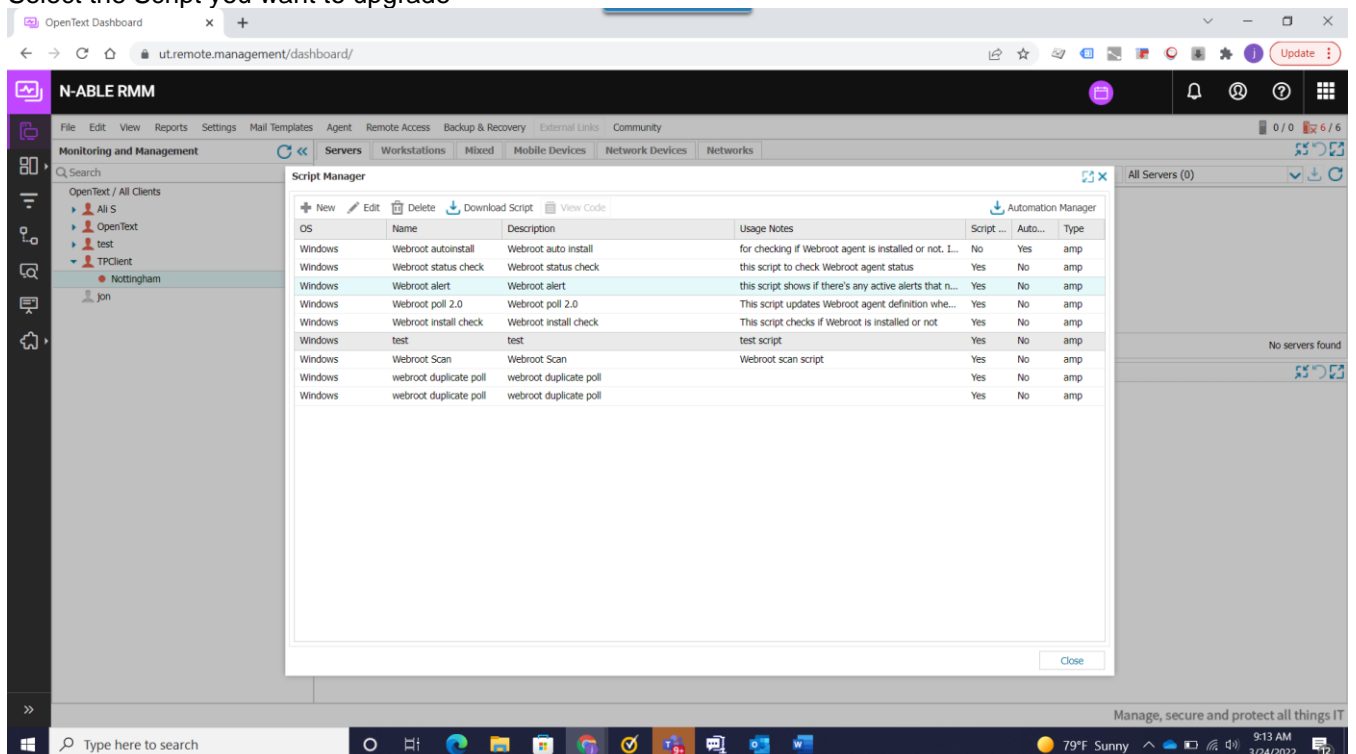
SECTION 2 – How to Upgrade

Upgrade Script

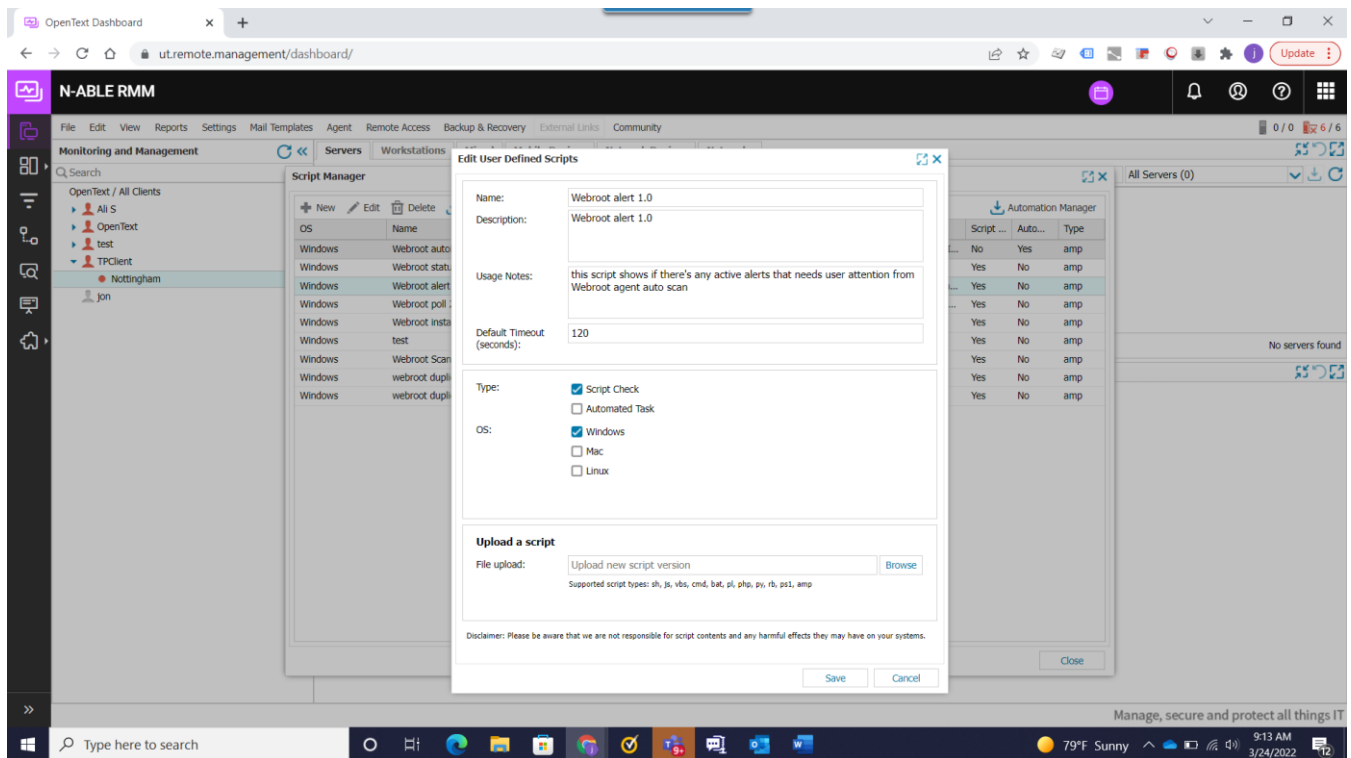
If you want to upgrade a script, you can do so with [script manager](#).



Select the Script you want to upgrade



Change its naming to newer version, then upload the new script, it will overwrite the current version with the newer version of script.



After upgrade script, all prior scheduled jobs will persist to run with the new version of the script. You do not need to redo the scheduled tasks.

SECTION 3 – How to get help

Help

- **Customer Support** – Open a ticket here
<https://mysupport.webrootanywhere.com/supportwelcome.aspx>
- **Webroot Community** – The Go to Webroot Community button opens the systems default browser to:
<https://community.webroot.com/>