WEBROOT®
opentext™ Security Solutions

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

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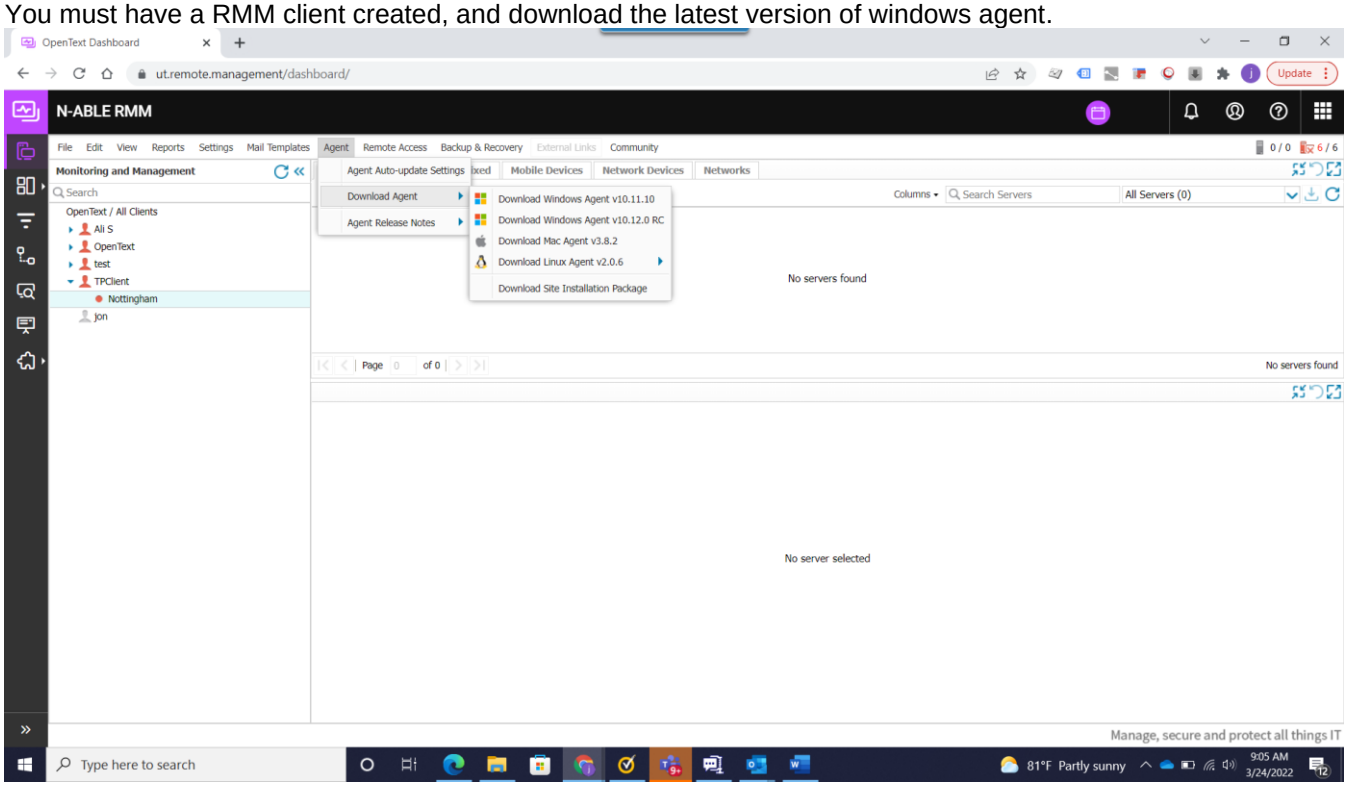
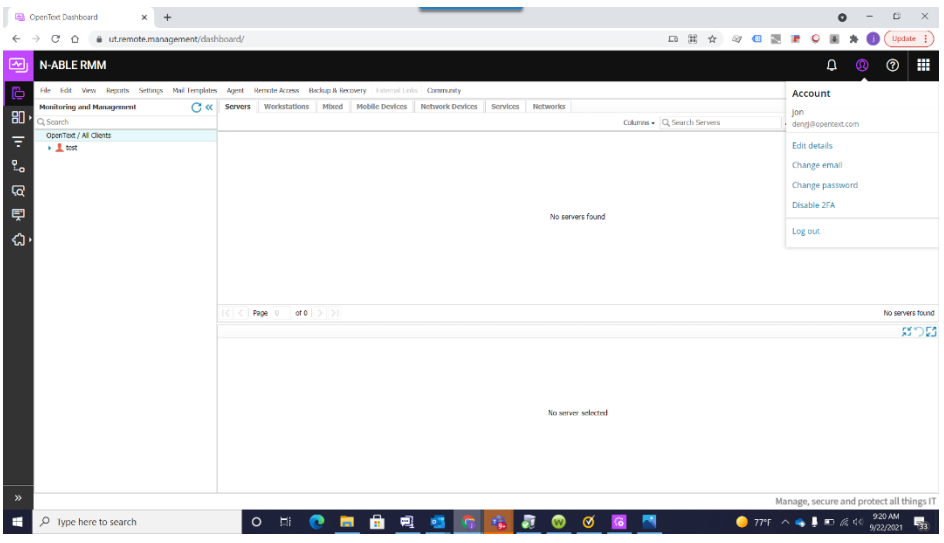
Pre-requisite

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	

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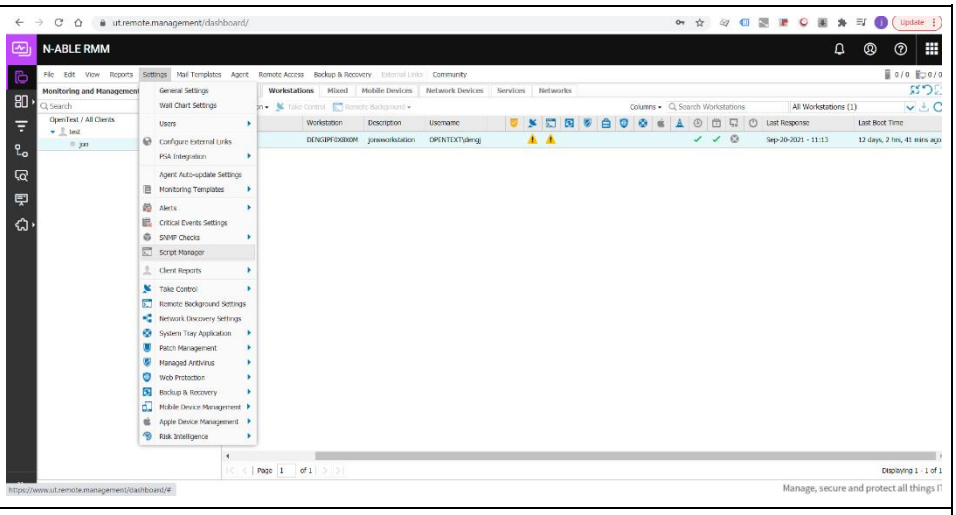
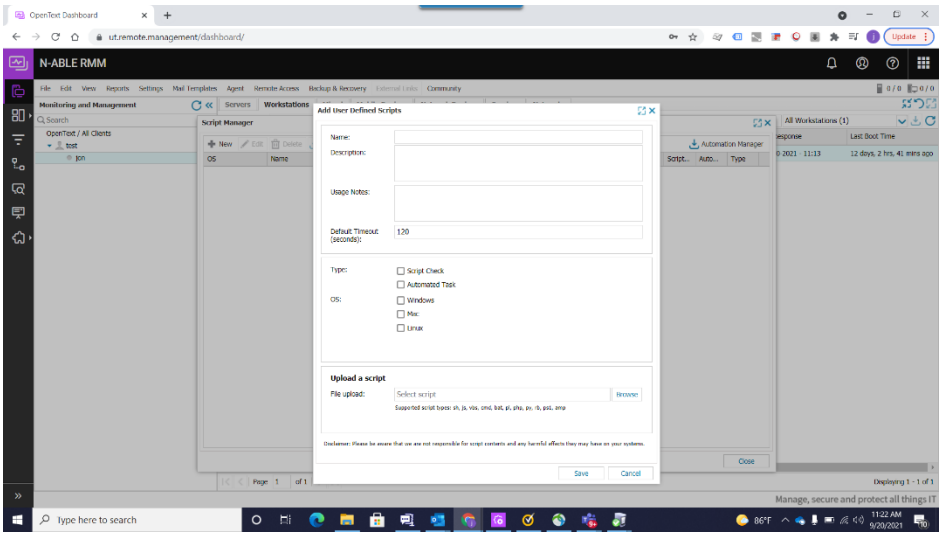
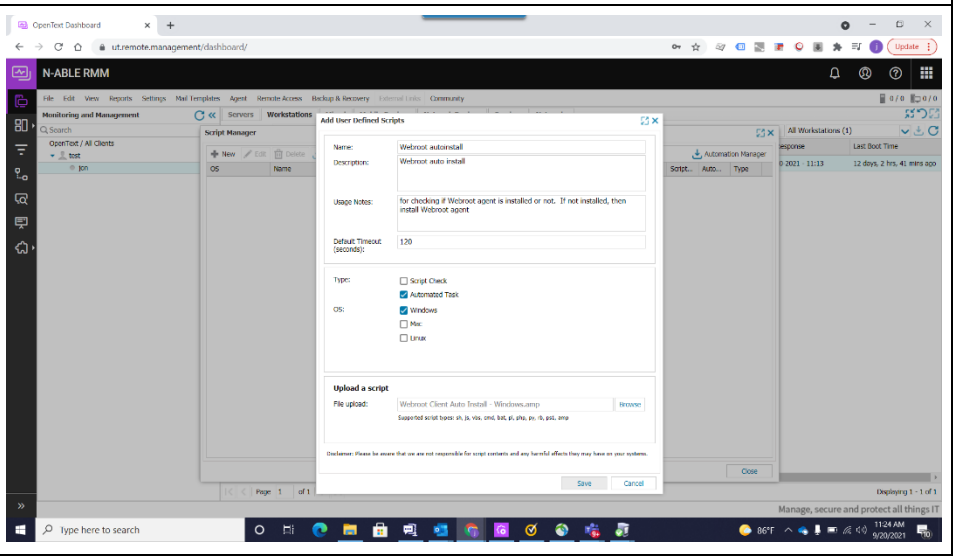
2	go to settings →script manager	
3	then enter the script information	
4	Open the folder where you have the Nable+Webroot integration scripts	

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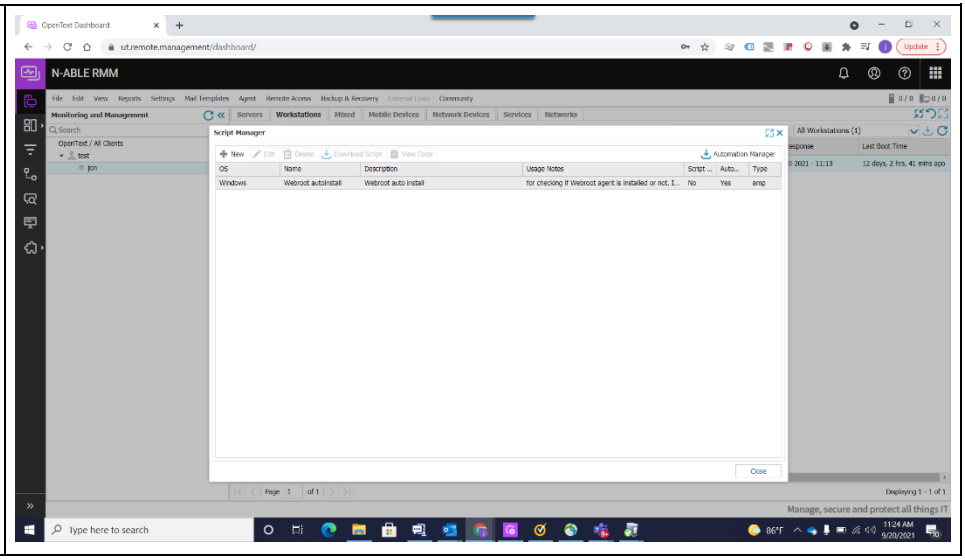
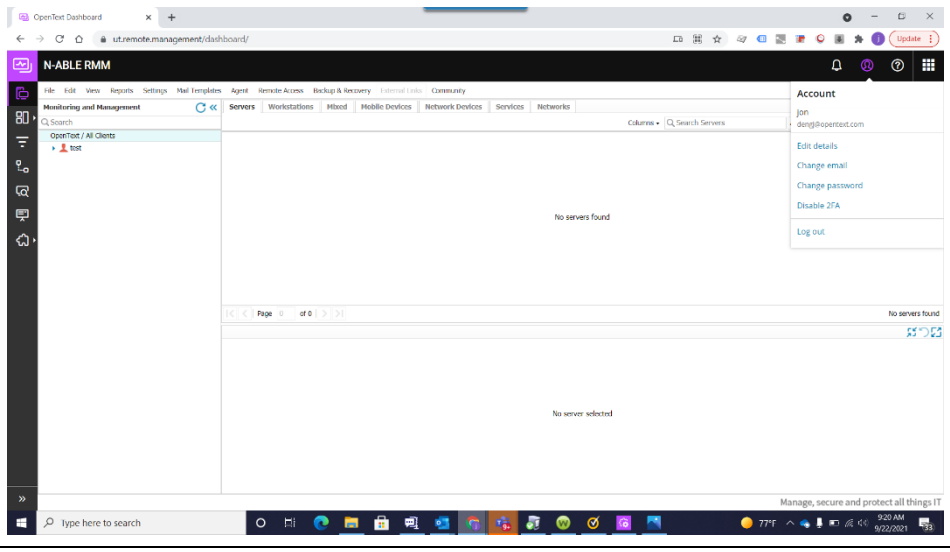
5	For Webroot auto install script, select automated task. For all other scripts, select script check, then click save to the script in the RMM.	

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	Log in to MSP RMM console as superuser or admin	

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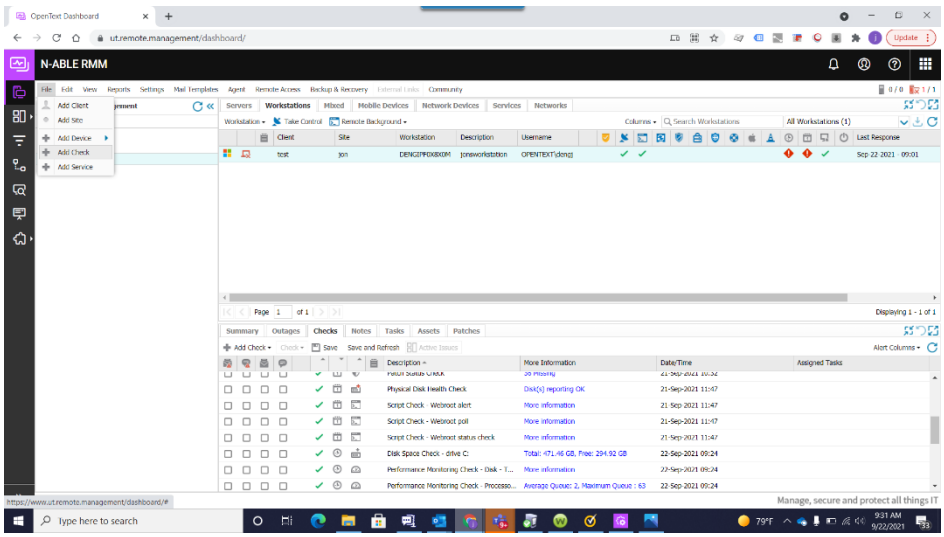
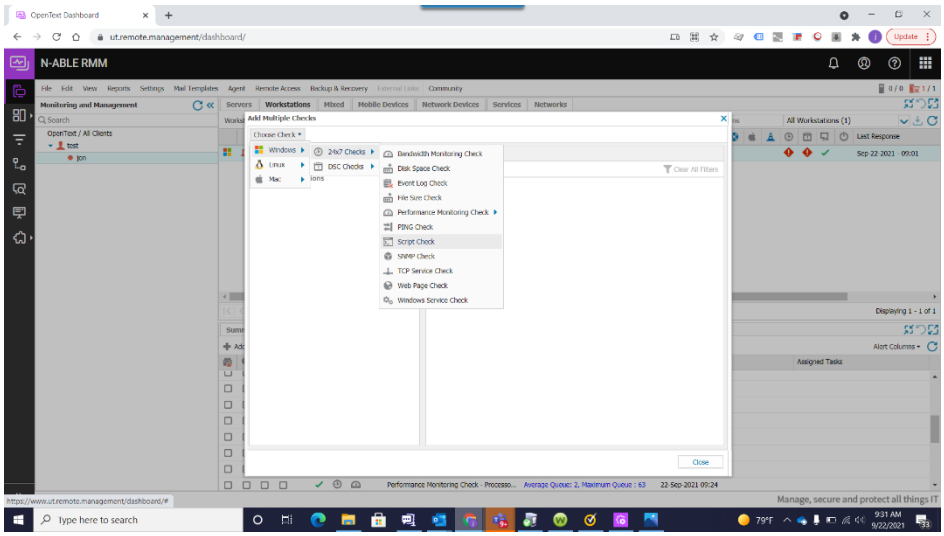
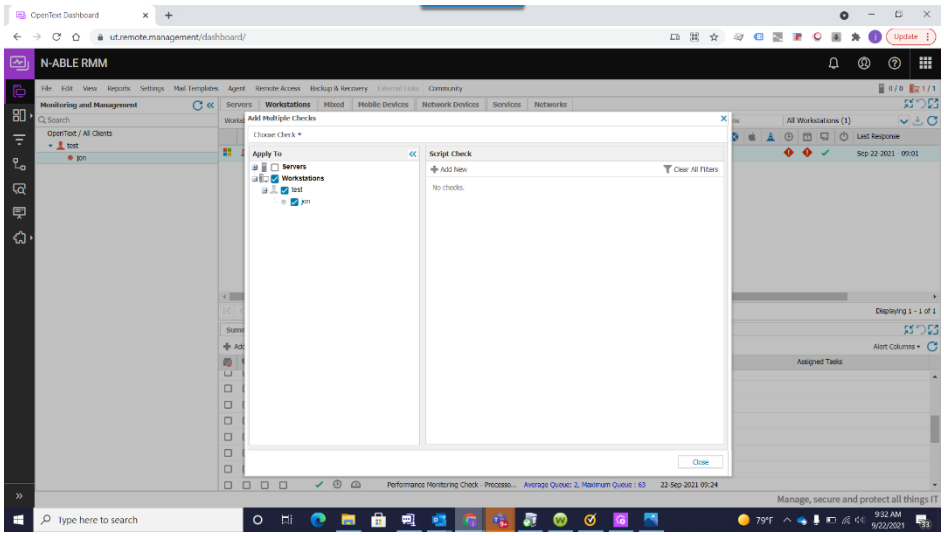
2	Then use the menu on the left side to navigate to File →Add Check	
3	Then click on Choose Check→ Windows →24x7 Checks→ Script Check	
4	Then choose the workstations or servers where you want to apply the check	

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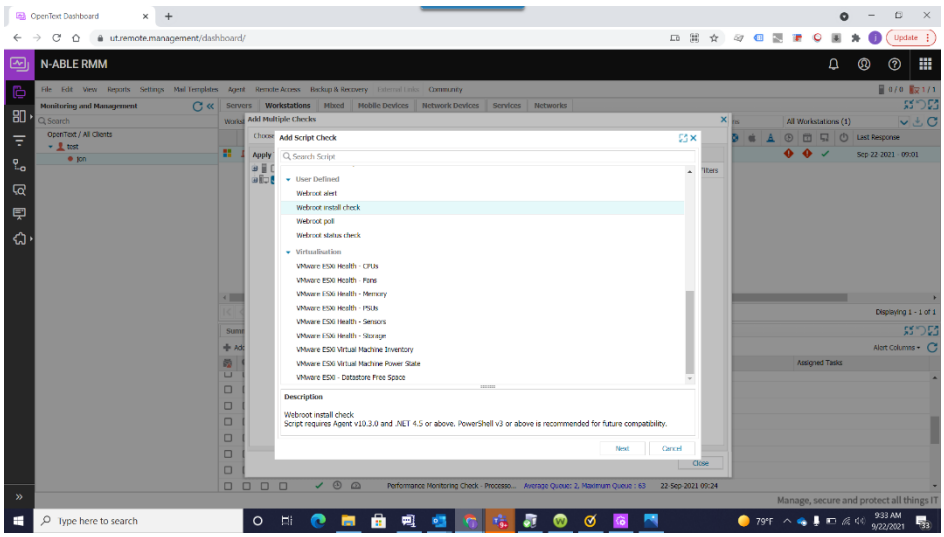
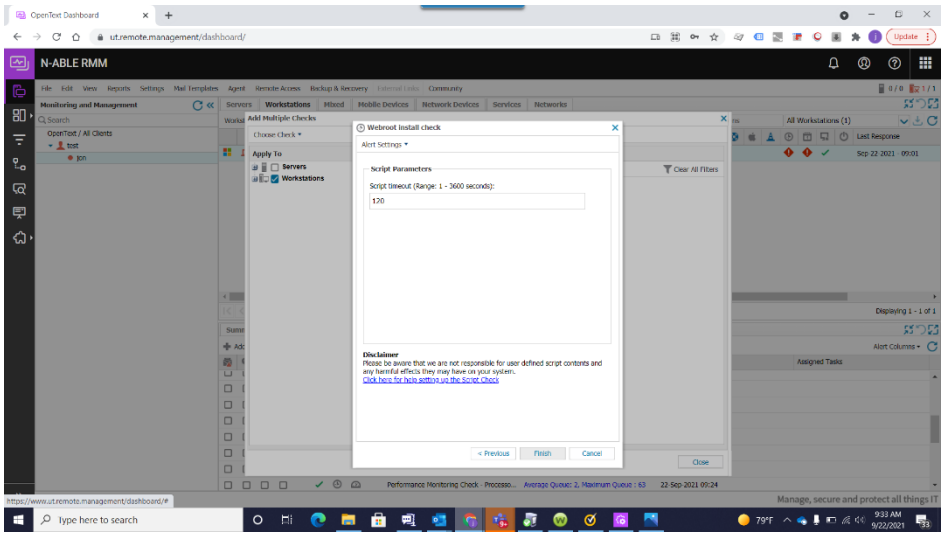
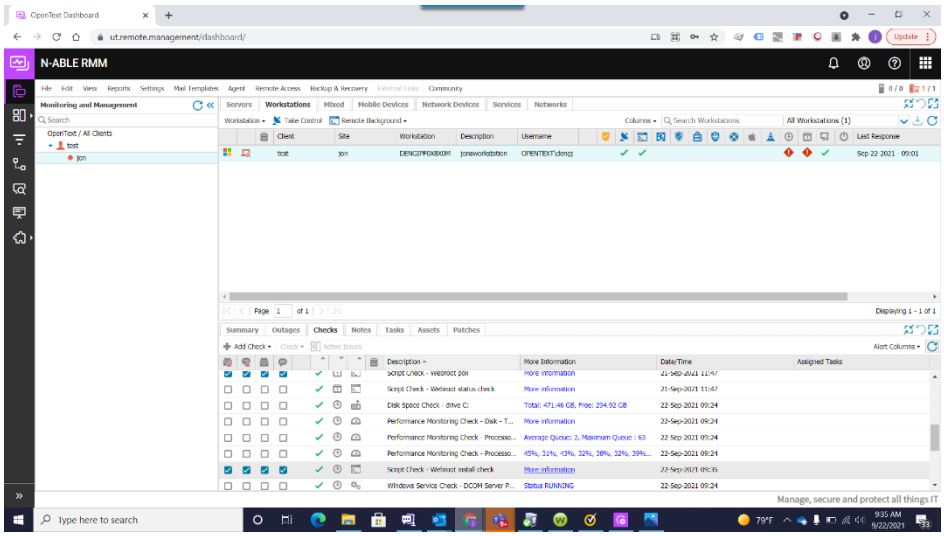
5	Then click add new, and select script check = Webroot install check. (Make sure you have uploaded the Webroot install check script first)	
6	Then set up the timeout	
7	Then you can see the script status on the console	

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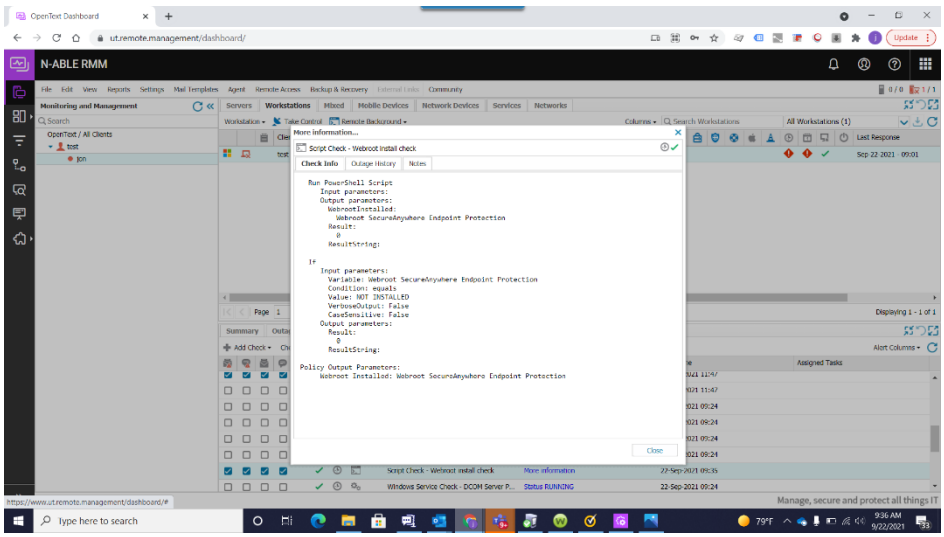
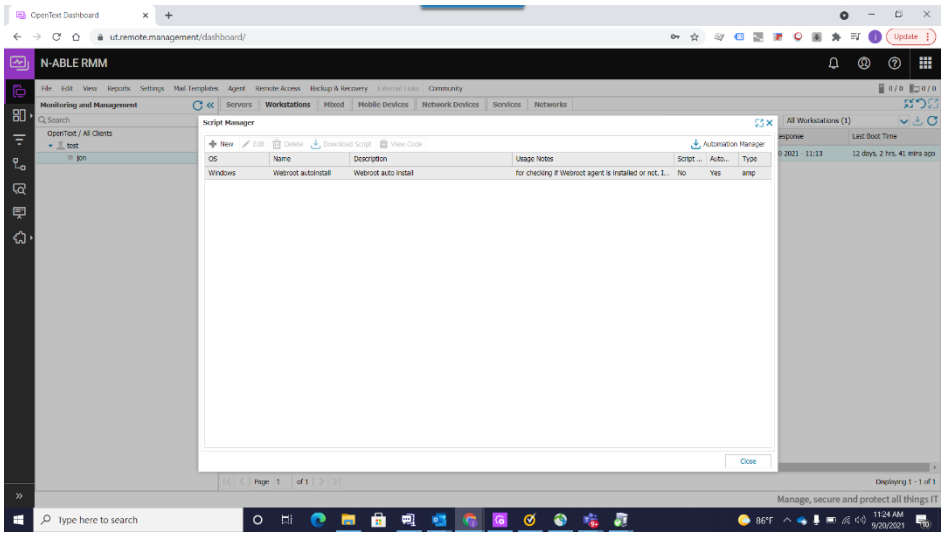
8	Click on more information, check info tab will show you the execution detail	

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	Log in to MSP RMM console as superuser or admin, Then upload the script as an automated task	

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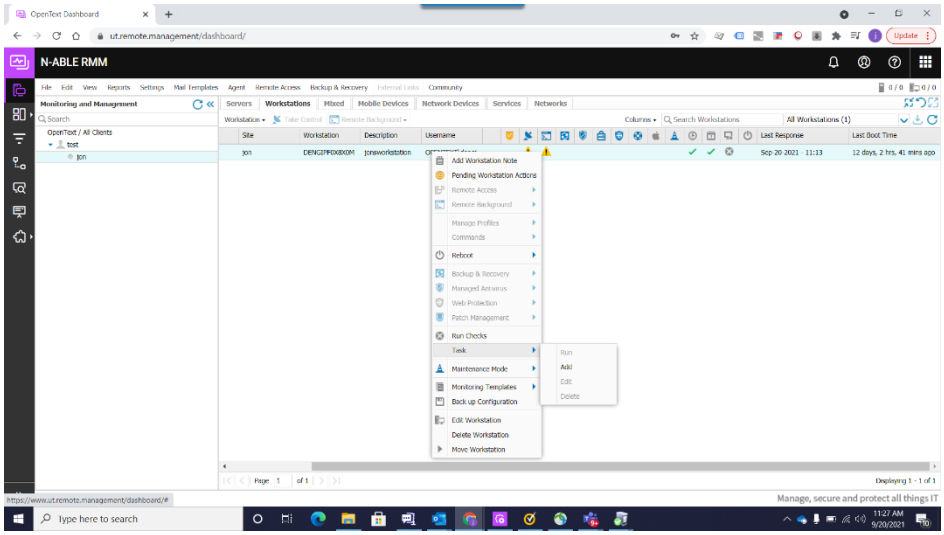
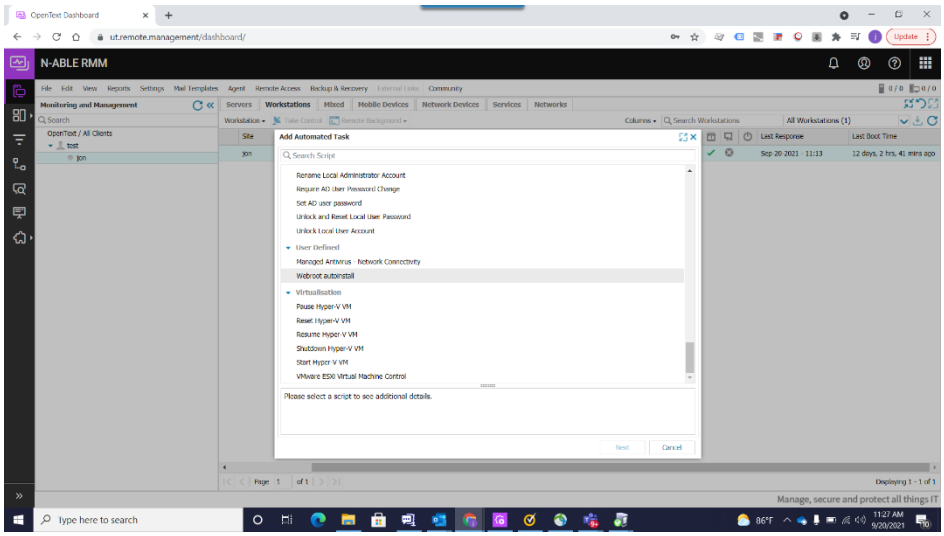
2	Then select the server or workstation where you want to add the script then right-click, to add a task	
3	Then select Webroot auto install	

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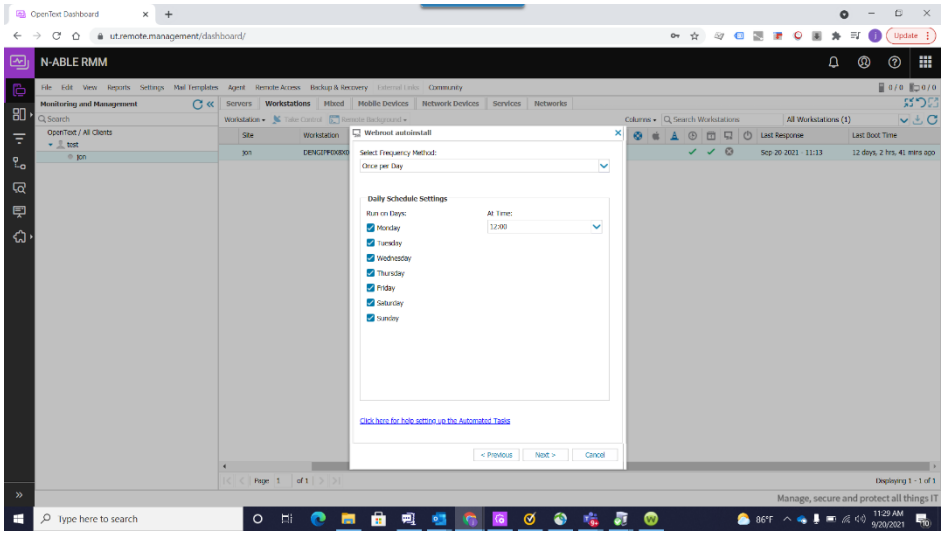
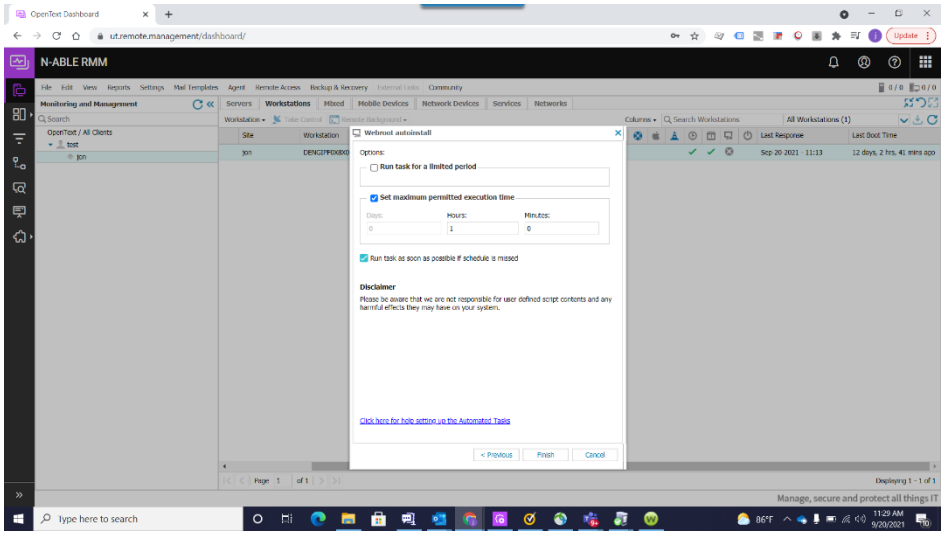
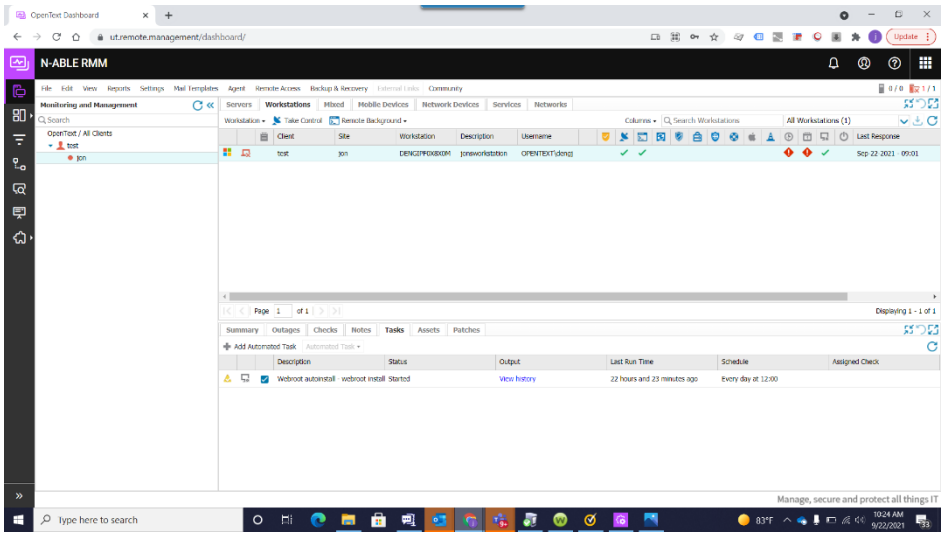
4	Then fill out the schedule for this task.	 
5	Then you can check the status on the console	

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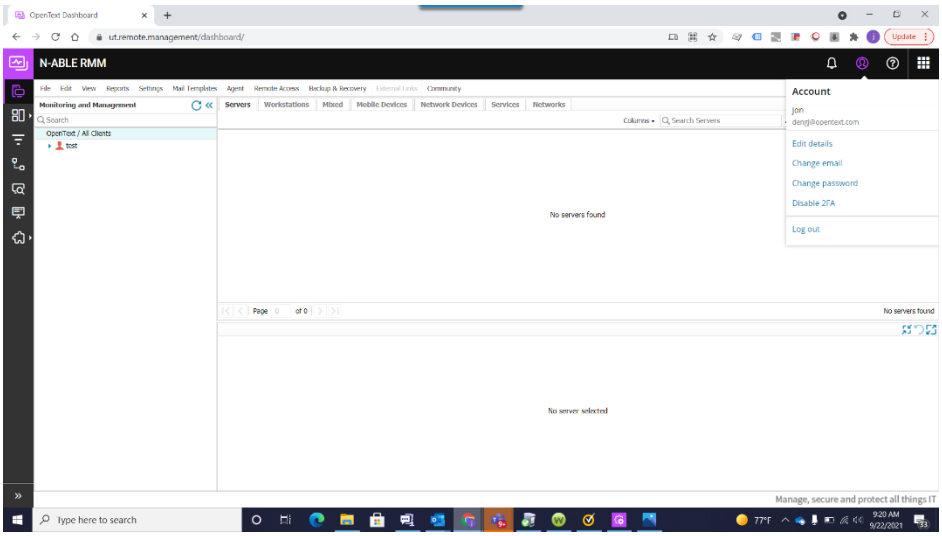
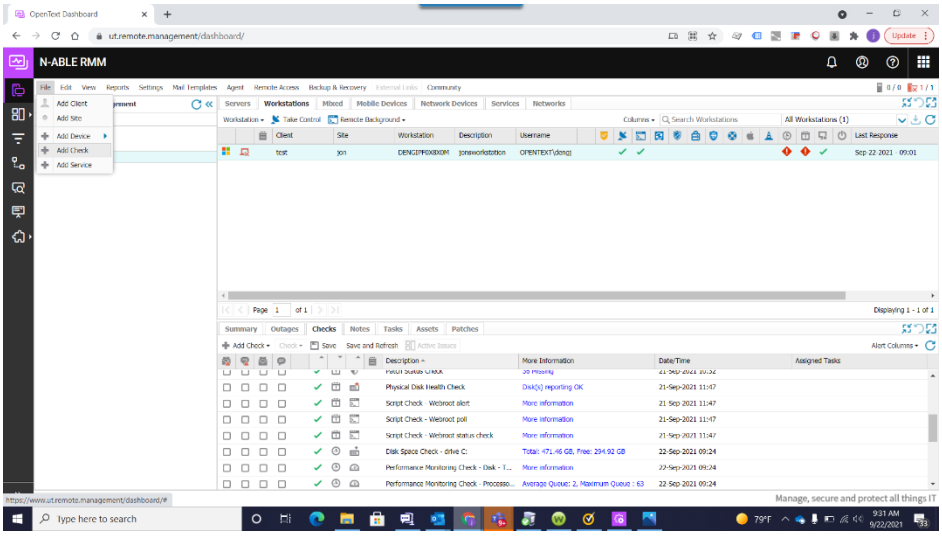
Guide C: How to execute the Webroot client status check script to check Webroot endpoint protection status

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	

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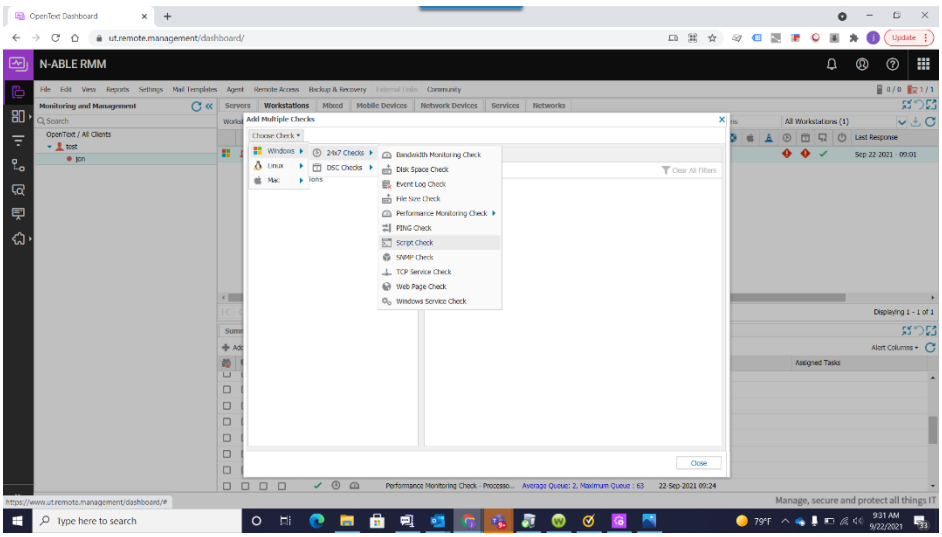
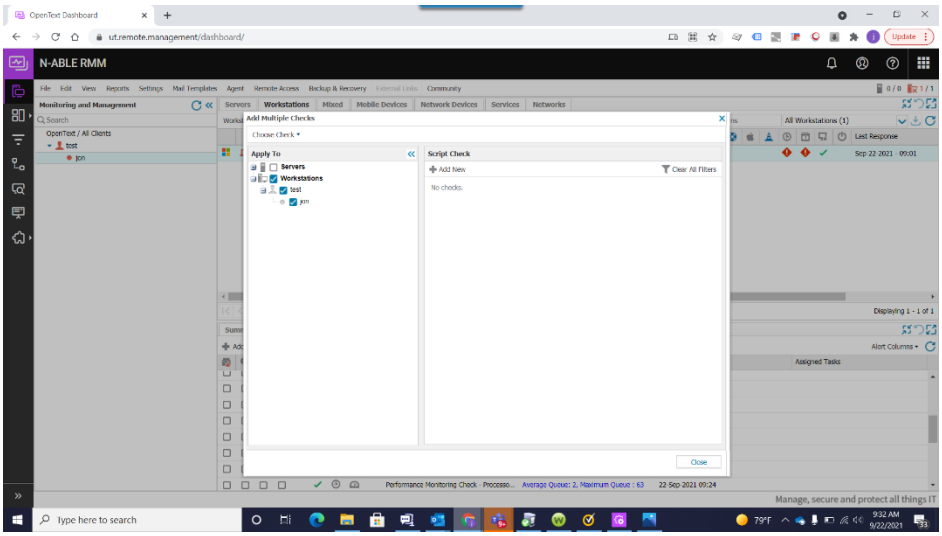
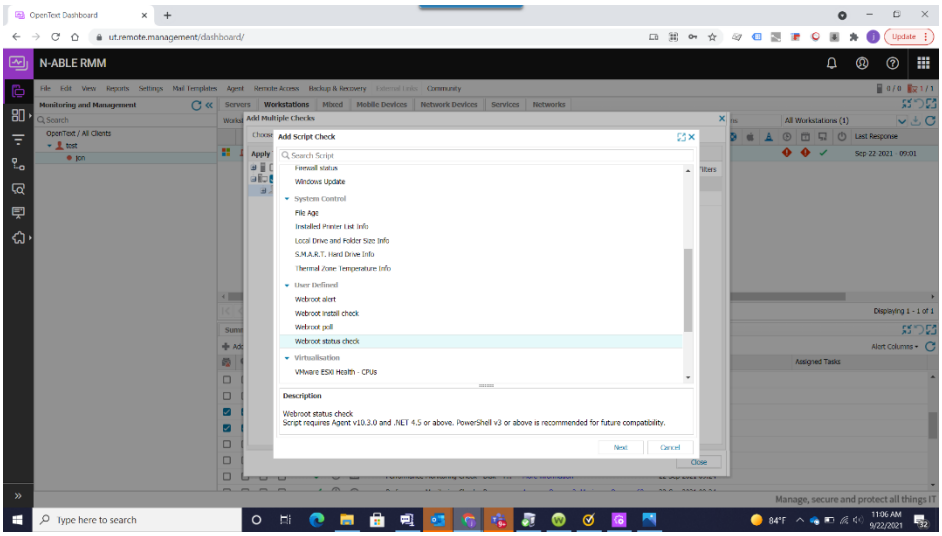
3	Then click on Choose Check→ Windows →24x7 Checks→ Script Check	
4	Then choose the workstations or servers where you want to apply the check	
5	Then click add new and select script check = Webroot status check. (Make sure you have uploaded the Webroot status check script first)	

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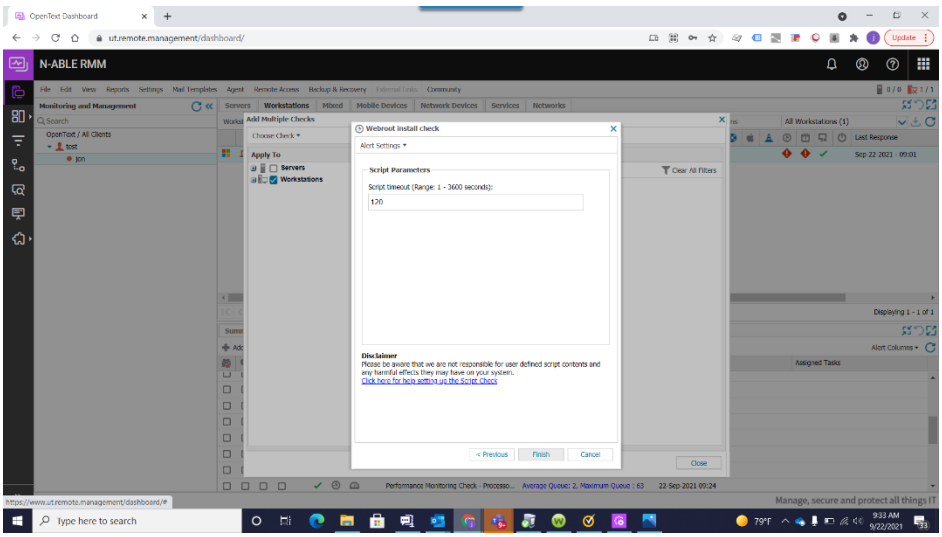
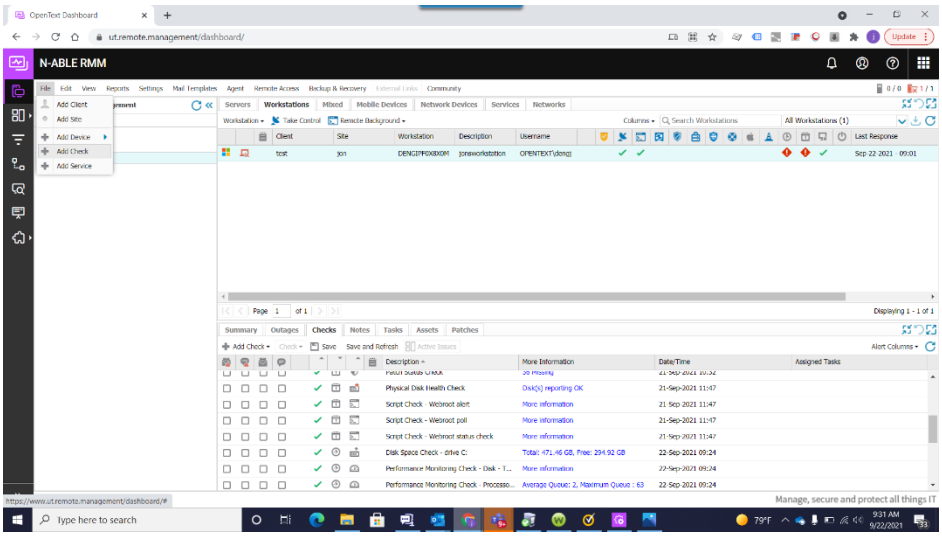
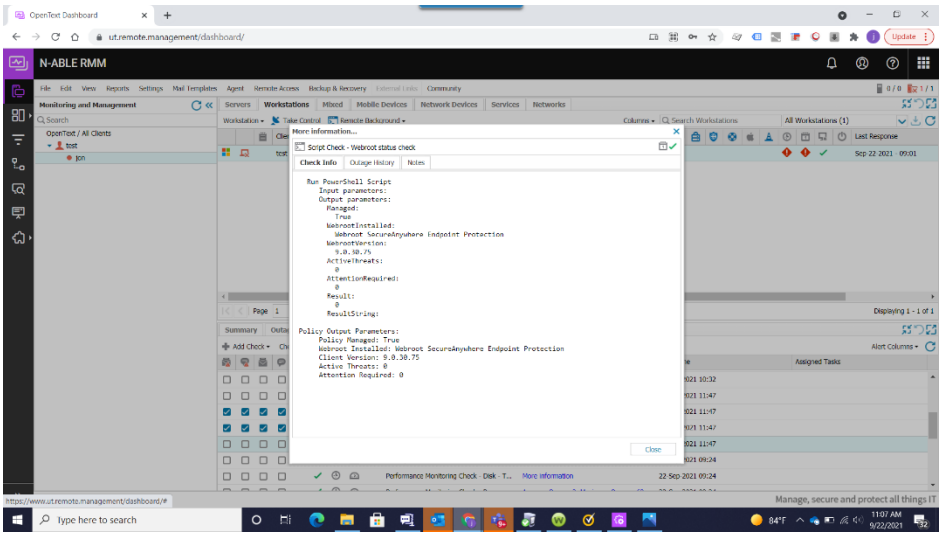
6	Then set up the timeout	
7	Then you can see the script status on the console	 

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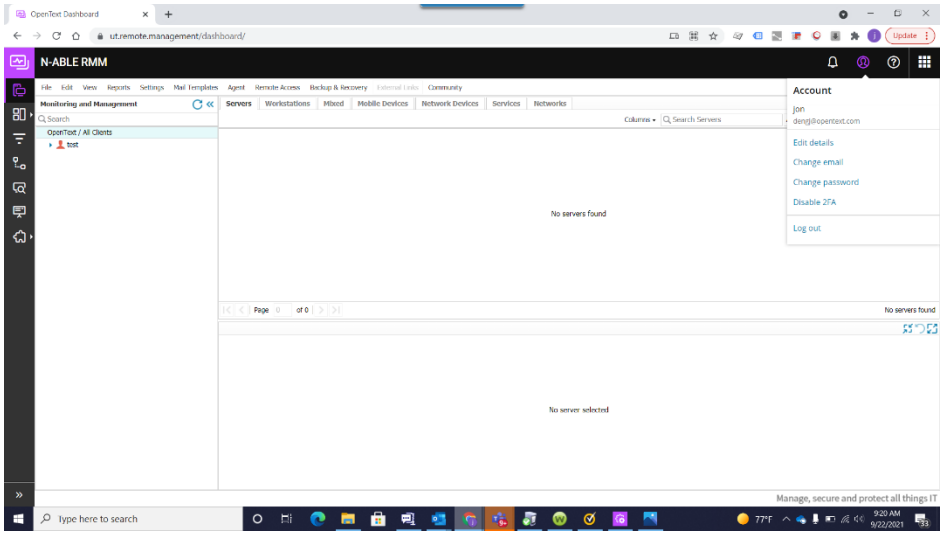
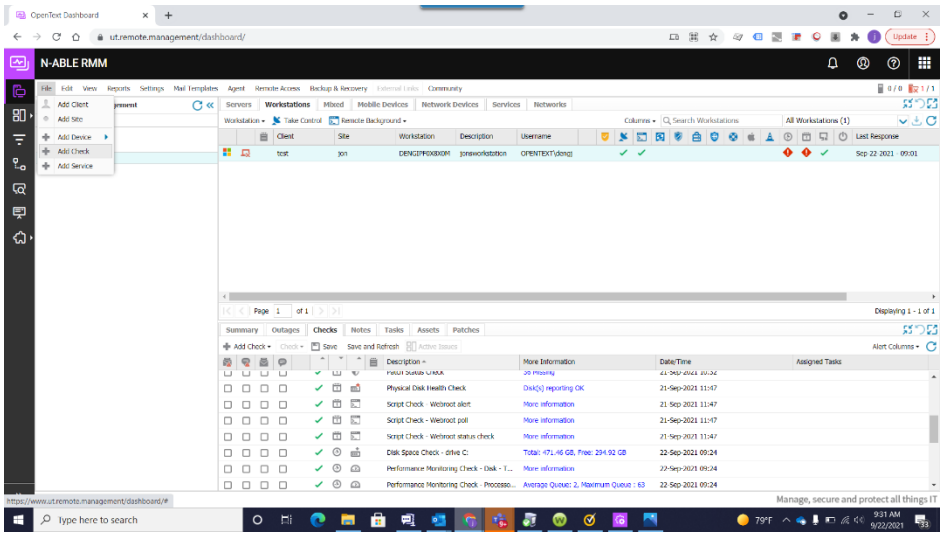
Guide D: How to execute Webroot poll script to update Webroot client definition file

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	

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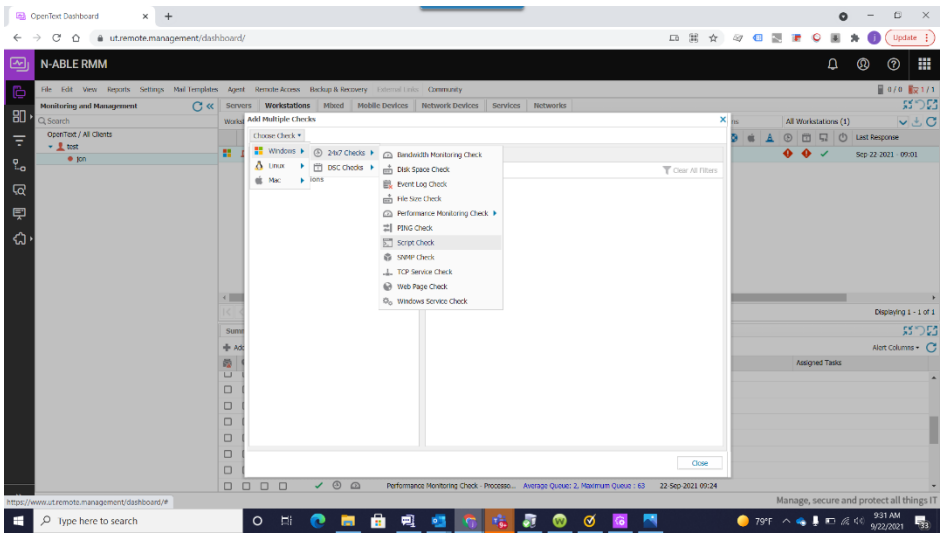
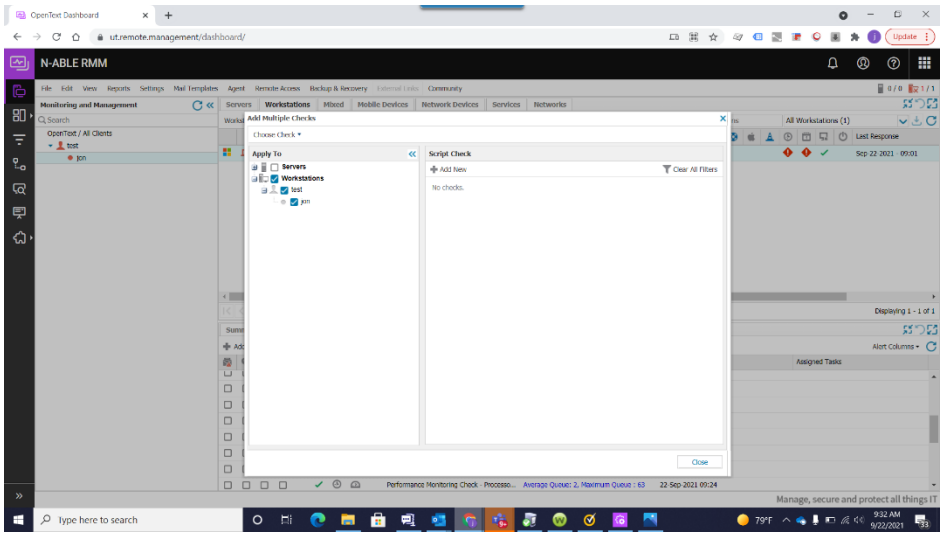
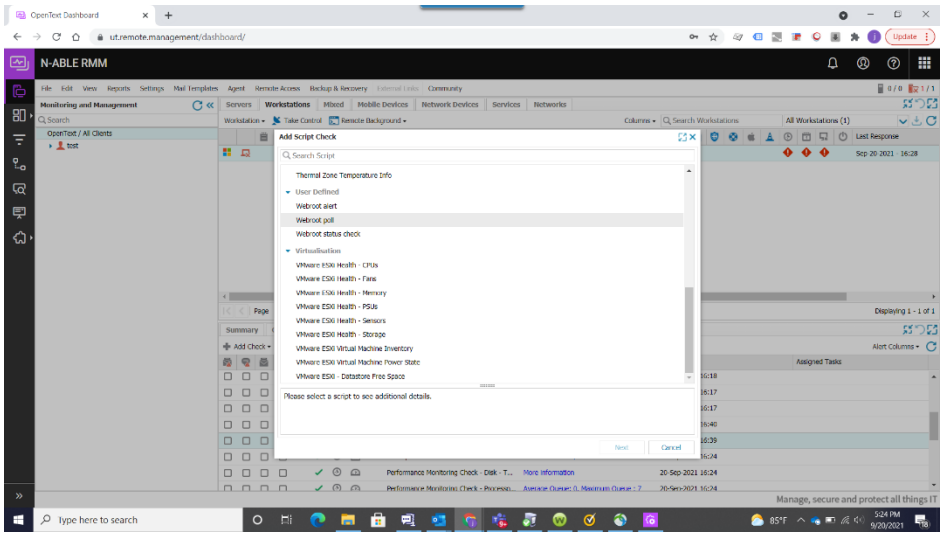
3	Then click on Choose Check→ Windows →24x7 Checks→ Script Check	
4	Then choose the workstations or servers where you want to apply the check	
5	Then click add new and select script check = Webroot poll. (Make sure you have uploaded the Webroot poll script first)	

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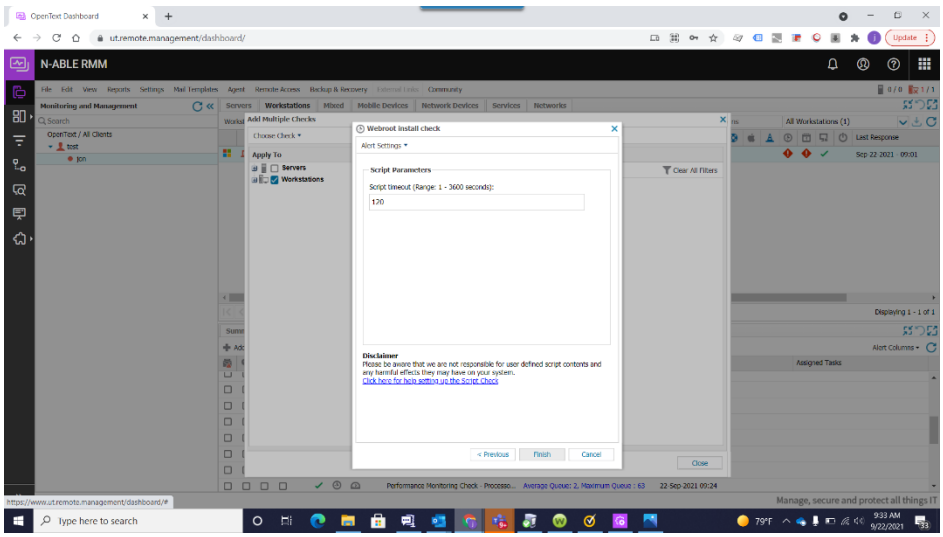
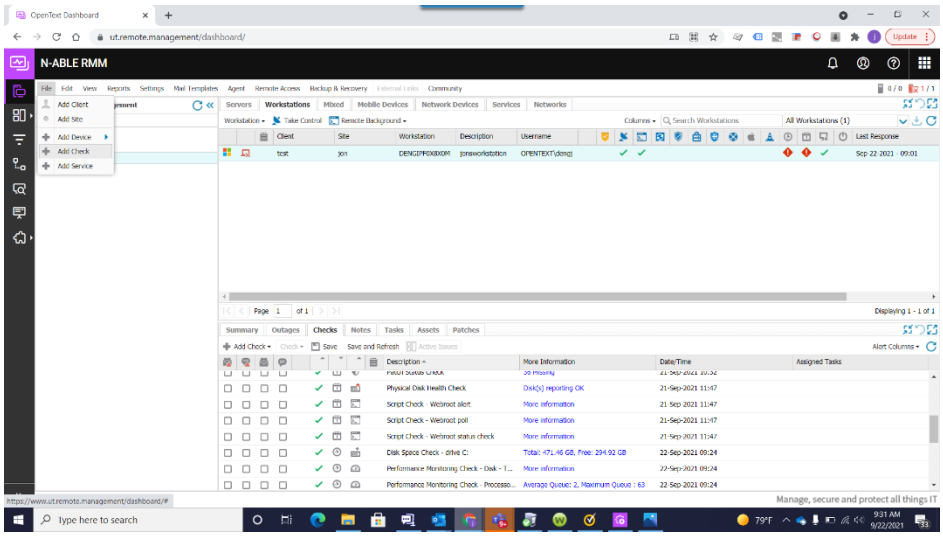
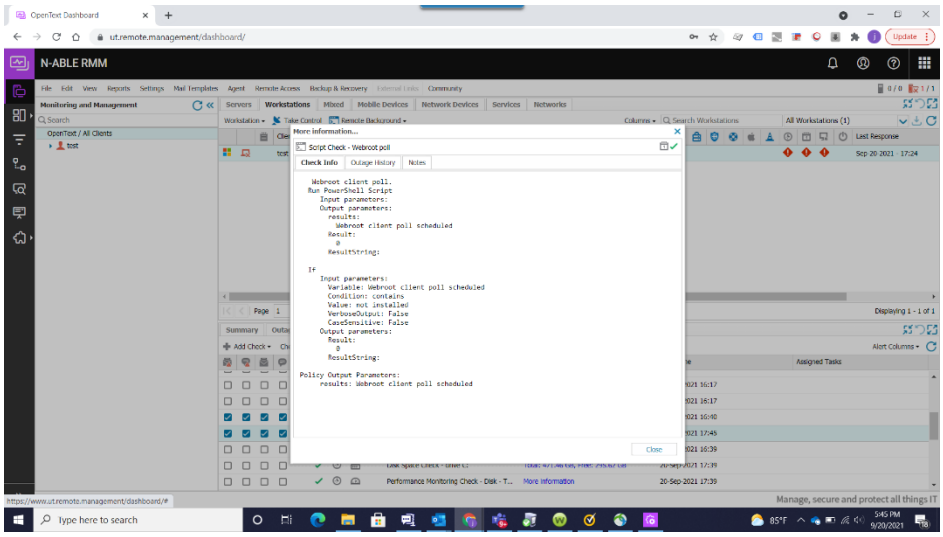
6	Then set up the timeout	
7	Then you can see the script status on the console	 

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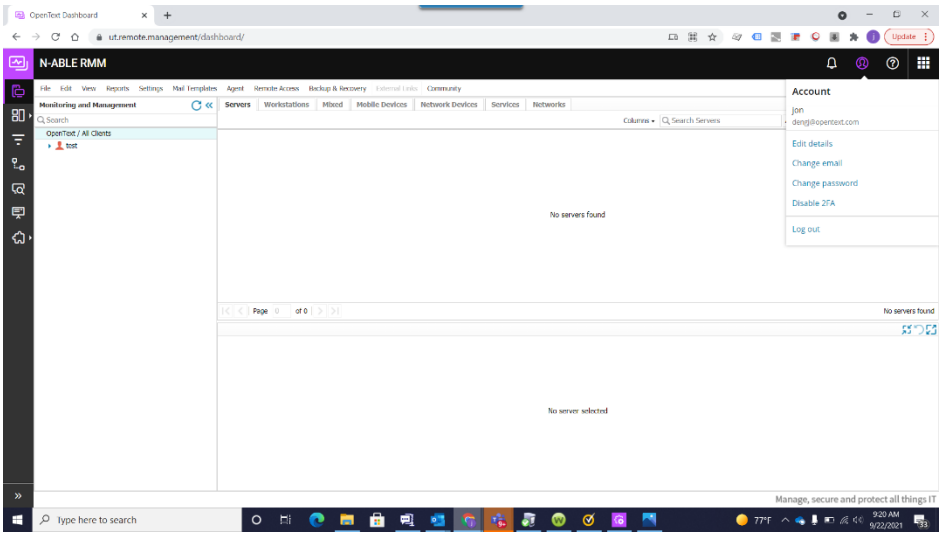
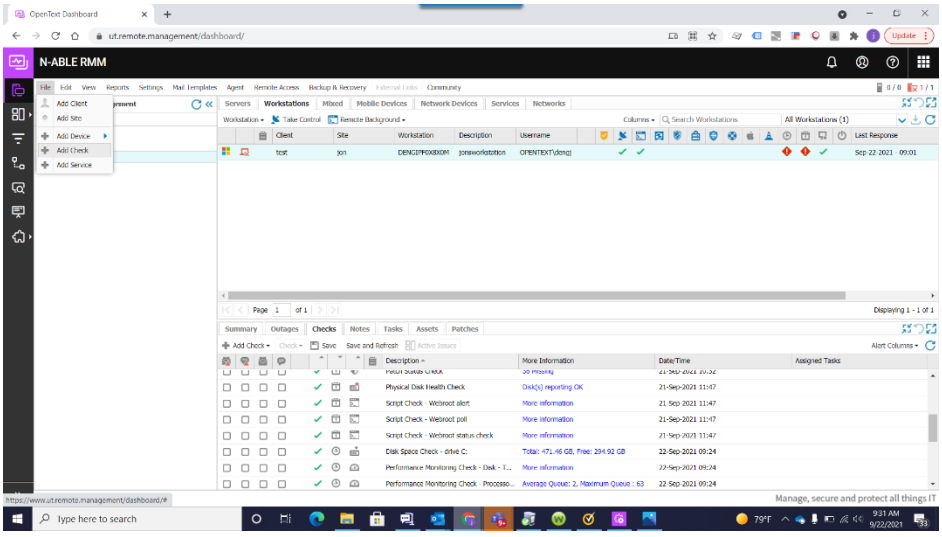
Guide E: How to execute Webroot scan script to manually scan

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	
2	Then use the menu on the left side to navigate to File →Add Check	

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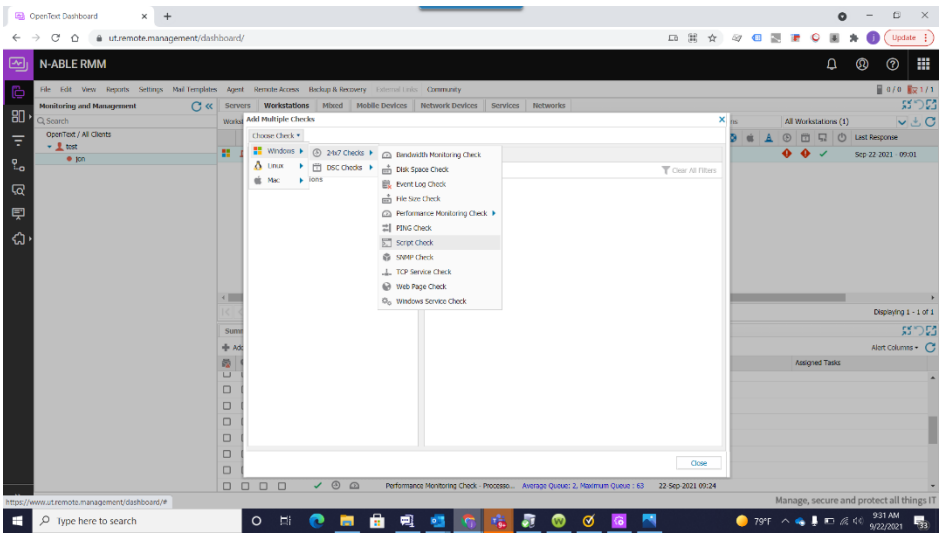
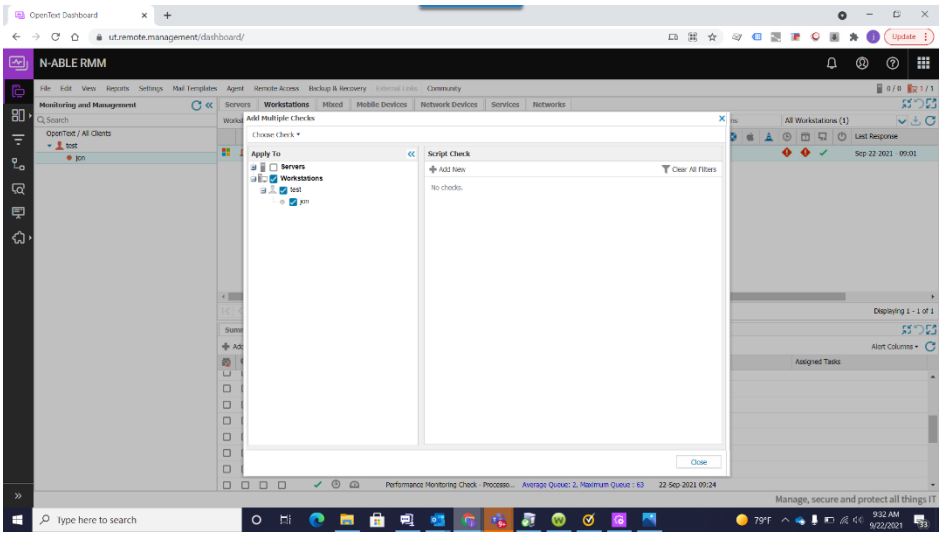
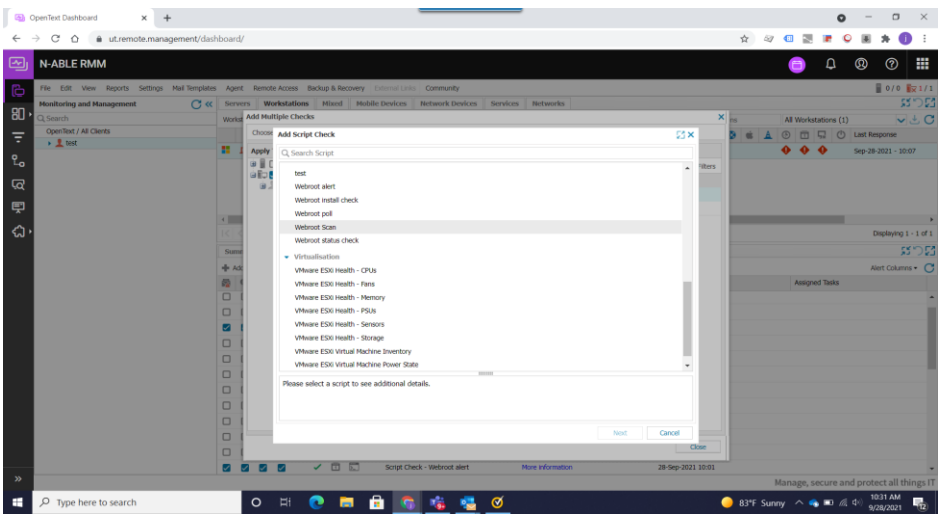
3	Then click on Choose Check→ Windows →24x7 Checks→ Script Check	
4	Then choose the workstations or servers where you want to apply the check	
5	Then click add new and select script check = Webroot scan. (Make sure you have uploaded the Webroot scan script first) Notes: scan folder value is optional.	

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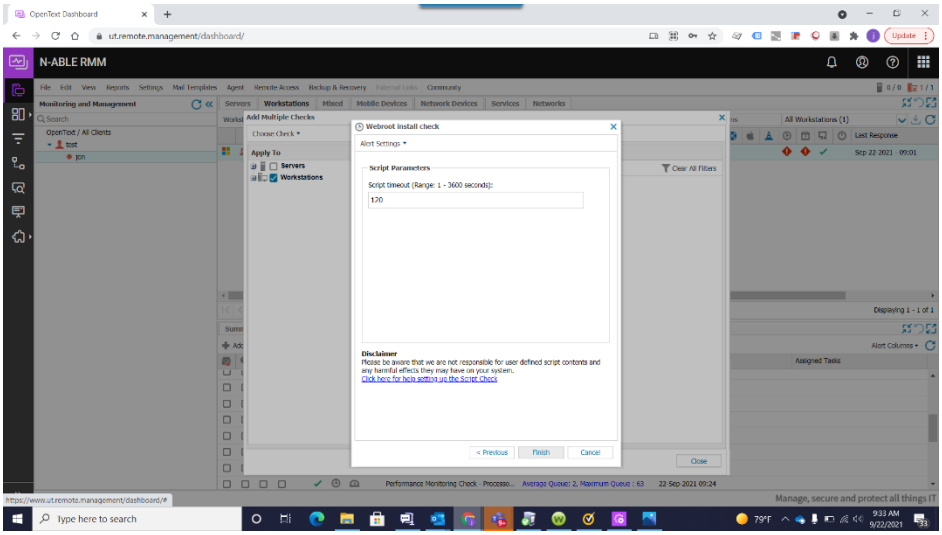
6	Then set up the timeout	

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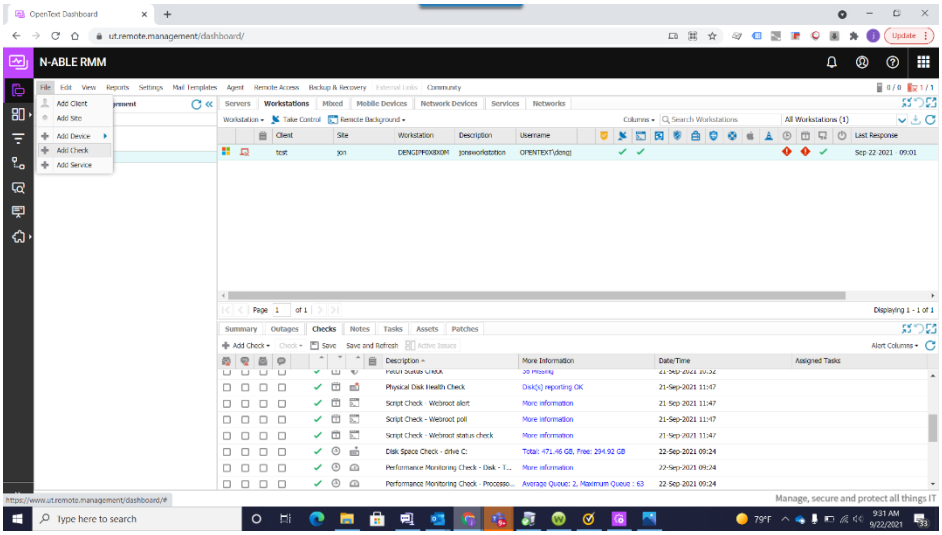
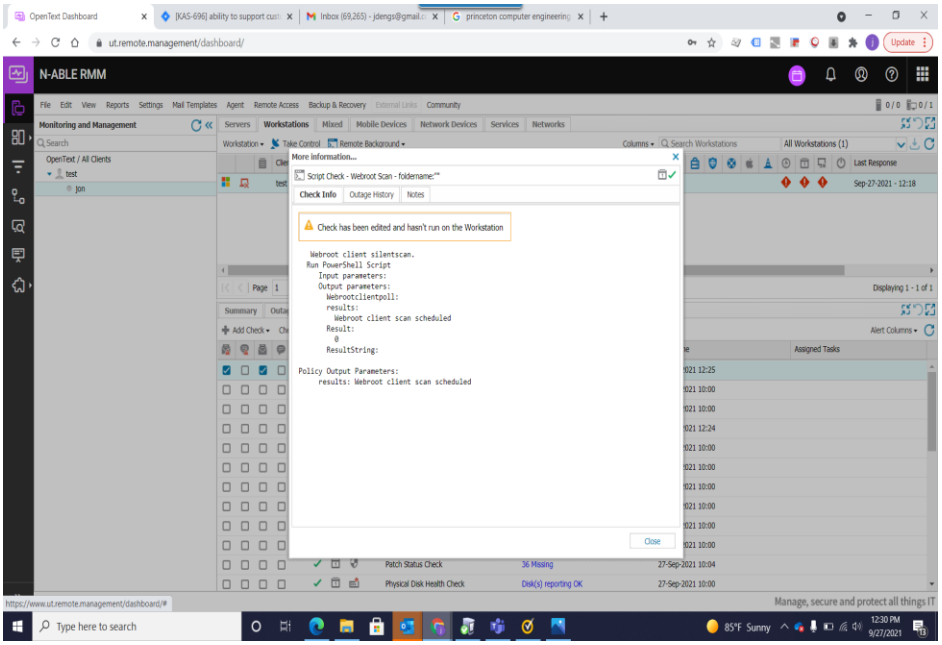
7	Then you can see the script status on the console	 

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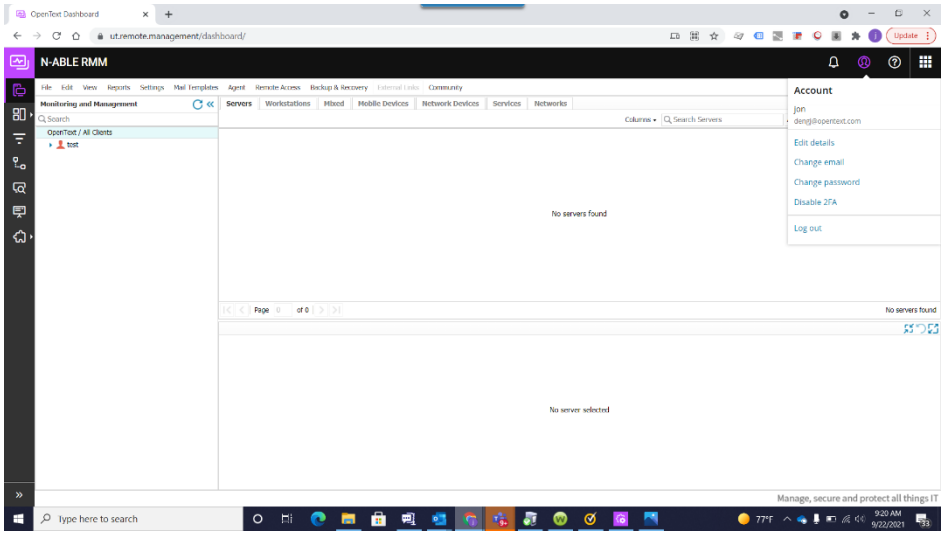
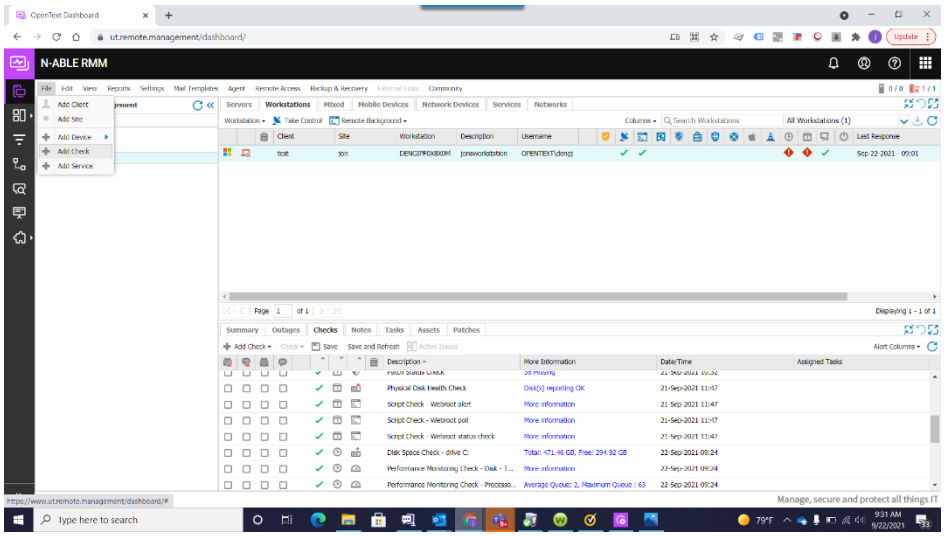
Guide F: How to execute Webroot alert script to check endpoint alerts

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	

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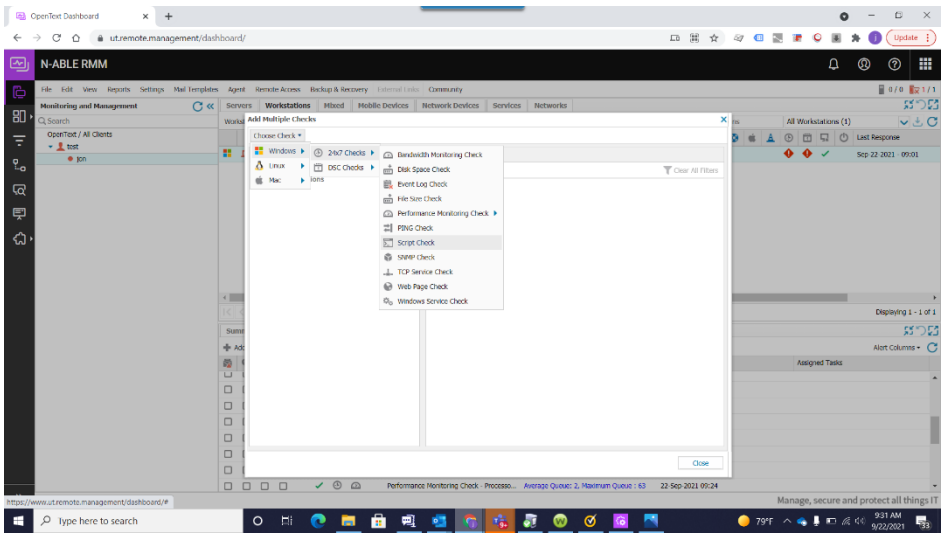
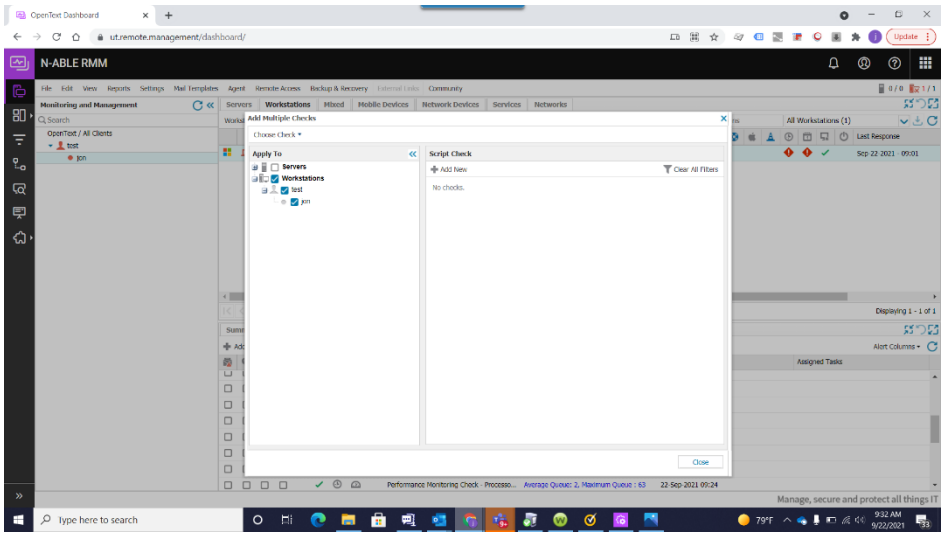
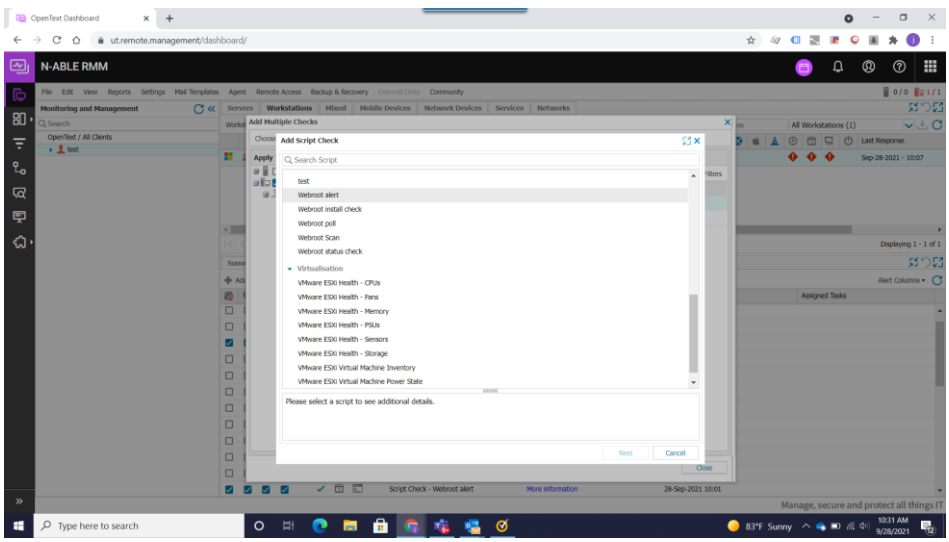
3	Then click on Choose Check→ Windows →24x7 Checks→ Script Check	
4	Then choose the workstations or servers where you want to apply the check	
5	Then click add new and select script check = Webroot alert. (Make sure you have uploaded the Webroot alert script first)	

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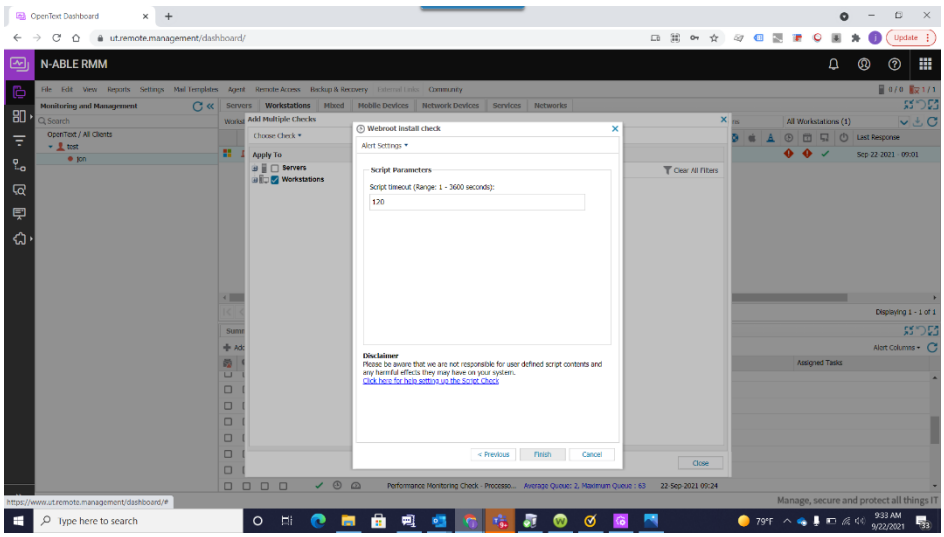
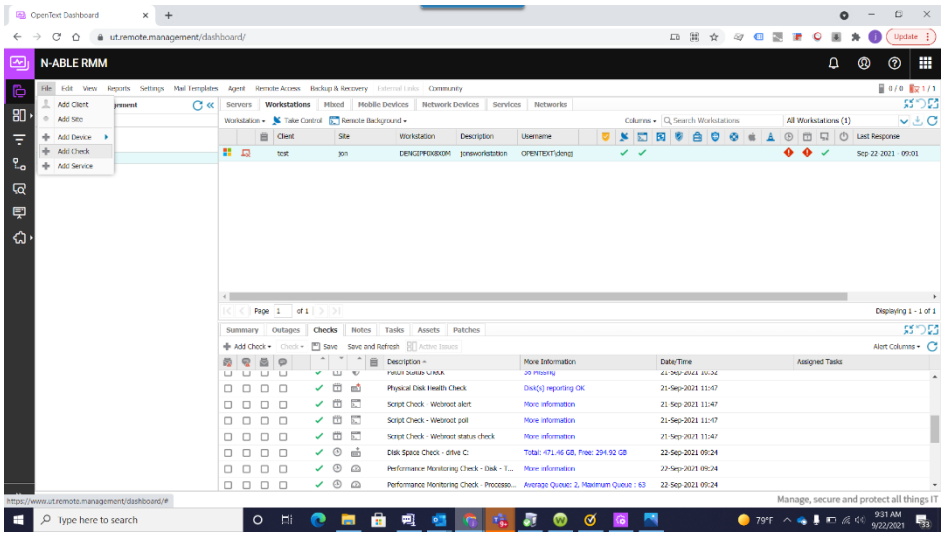
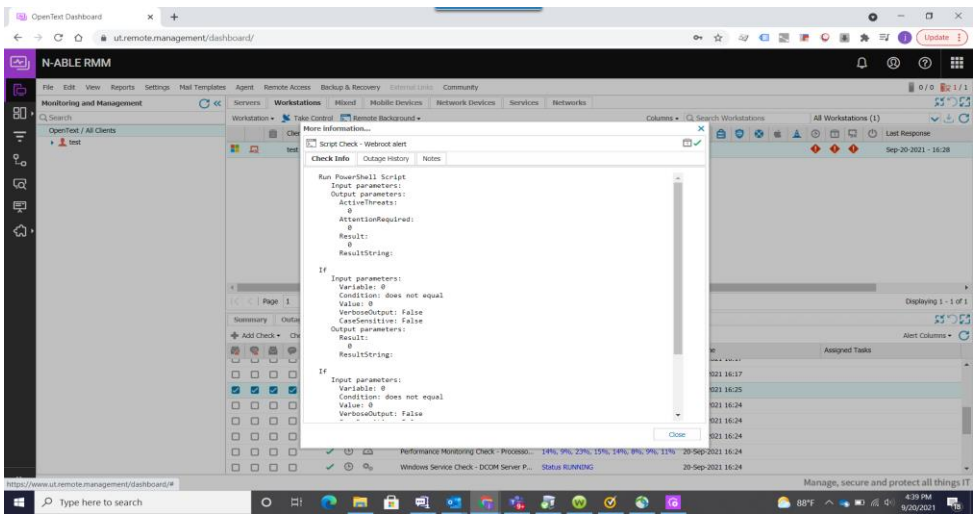
6	Then set up the timeout	
7	Then you can see the script status on the console	 

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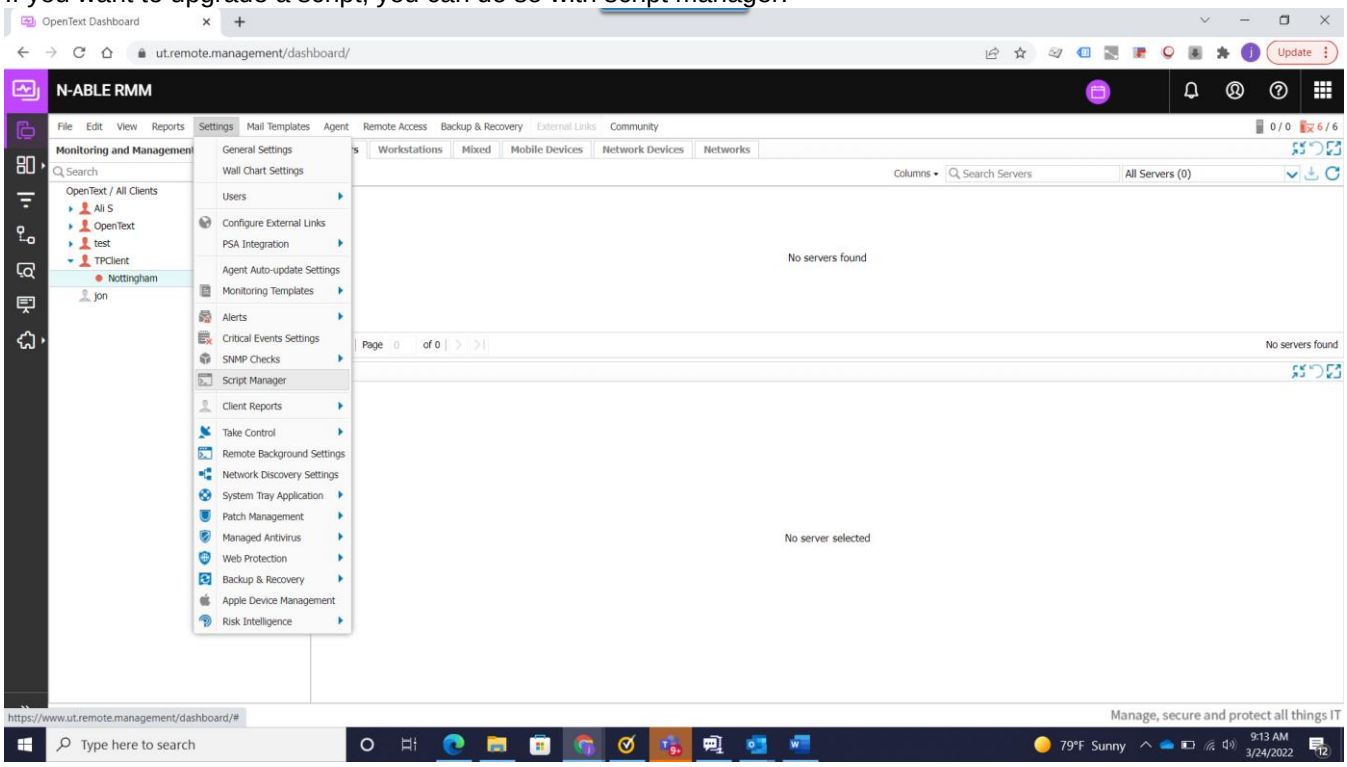
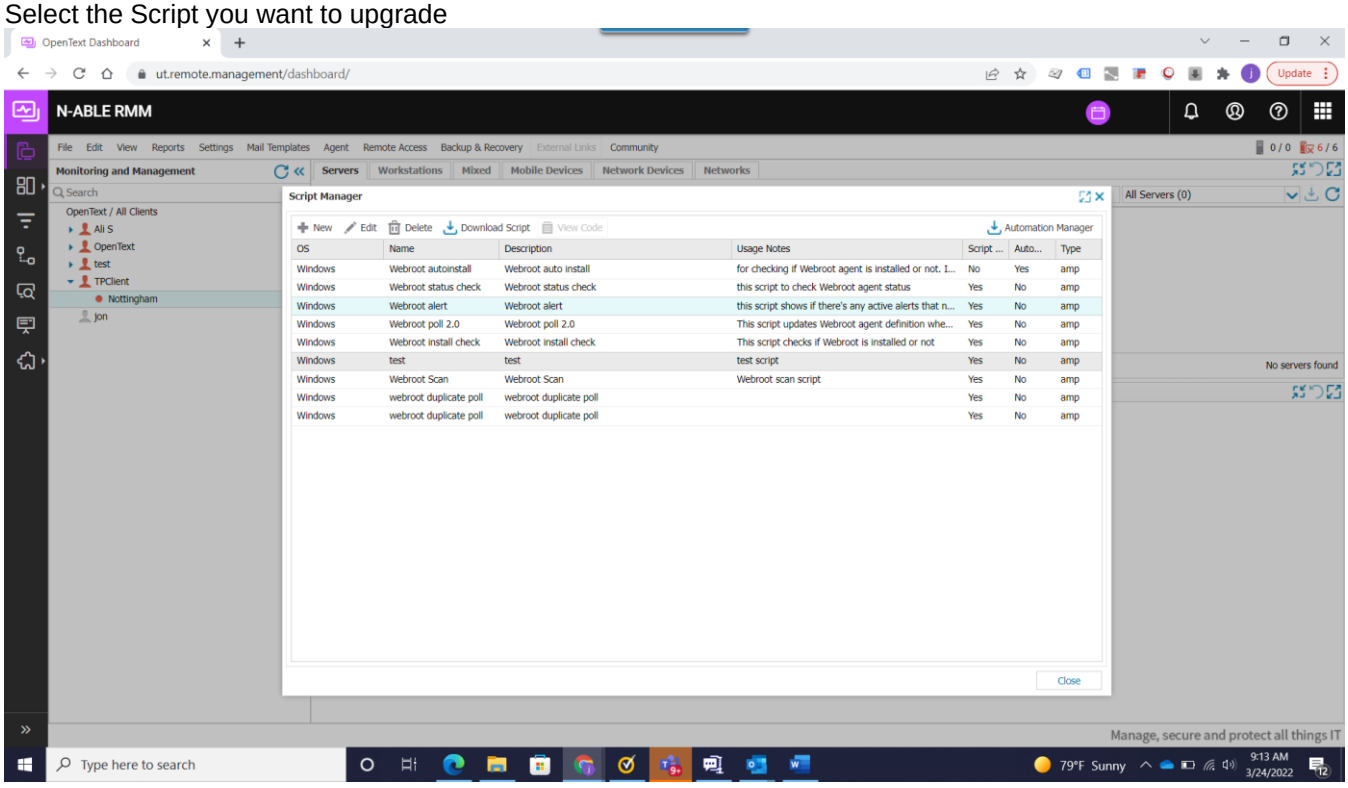
SECTION 2 – How to Upgrade

Upgrade Script

If you want to upgrade a script, you can do so with script manager.



Select the Script you want to upgrade



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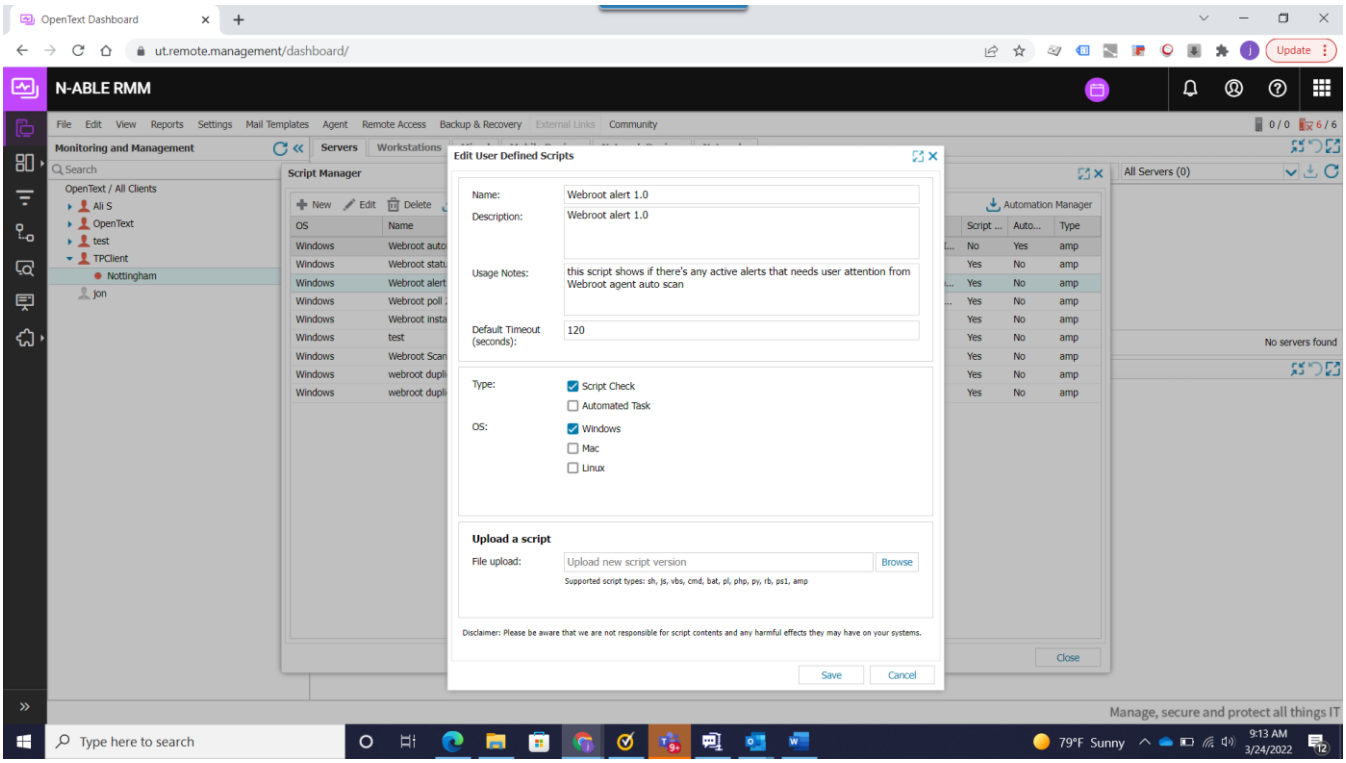
Change its naming to newer version, then upload the new script, it will overwrite the current version with the newer version of script.



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.

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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/

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