SonicWall Capture Client and ConnectWise Automate

Integration Guide

This document describes how SonicWall Capture Client integrates with ConnectWise Automate tool. This integration helps detect devices which don't have Capture Client installed, install Capture Client on the endpoint via ConnectWise Automate tool and displays that Capture Client is installed on the device details in the monitor and in device list page.

Versions:

- About ConnectWise Automate
- Requirements
- Downloading the Package
- Importing Scripts and SQL
- Run Commands
- Community Support

About ConnectWise Automate

ConnectWise Automate (Formerly LabTech) is a cloud-based and on-premise IT automation solution that helps companies track and manage IT assets from a single location. This document describes the steps that need to be performed to be able to configure the integration successfully. ConnectWise Automate helps Managed Service Providers (MSPs/MSSPs) to secure, monitor, and manage endpoints remotely to reduce costs and improve service delivery.

Requirements

Before starting the integration, make sure that the ConnectWise Automate agent is installed on the endpoints and is being reported in the ConnectWise Automate console. Also, download the Capture Client Agent MSI package from the CC Console.

Downloading the Package

Download all files from the folder CW Automate Packaging under our SonicWall Github repository: https://github.com/sonicwall/sonicwall-captureclient-rmm/tree/master/ConnectWise_Automate/CW_Automate_packaging.

Importing Scripts and SQL

Topics:

- Scripts
- SQL

Scripts

1. Open ConnectWise Automate, navigate to **Tools > Import > LT XML Expansion**, and import the below files from extracted folder:

    - SonicWall Capture Client Endpoint Protection Install.xml

    - Computers-with-CC.xml

    - Computers-without-CC.xml

2. A new folder **Antivirus > SonicWall Capture Client** is created under Scripts which lists the client install script.

3. A couple of new search items will be added under search **Automation > Searches > Antivirus Software** namely **Antivirus – Non SonicWall Capture Client Endpoints** and **Antivirus – SonicWall Capture Client**.

SQL

1. Navigate to **Tools > Import > SQL File**, and import the below SQL files from the extracted folder.

    - edf-tenantid.sql

    - edf-version.sql

    - VirusScan-defination.sql

When you import the script, the following updates are made in ConnectWise Automate.

2. Navigate to **System > Configuration > Dashboard > Config** to see the below 2 registered custom fields.
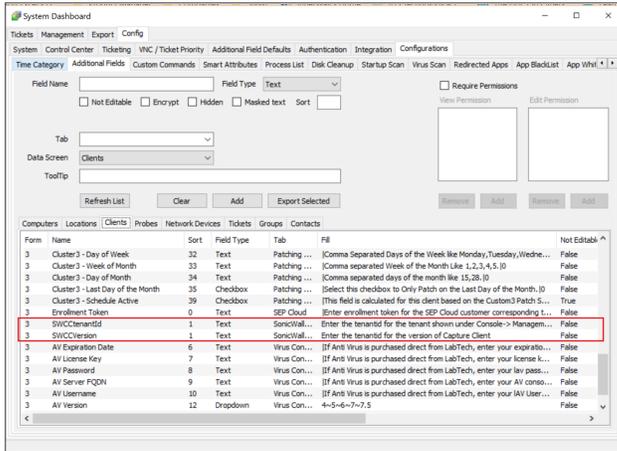
3. Right-click on **client > open > Info** to see a new tab **SonicWall Capture Client** and 2 custom fields.
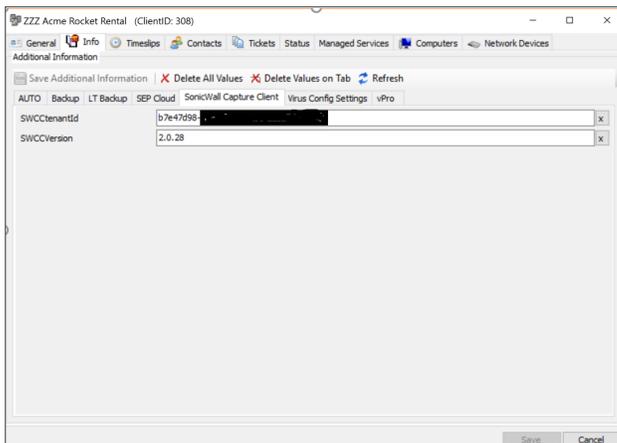
4. You should be able to see the new virus definition for Capture Client registered under **System > Configuration > Dashboard > Config**.
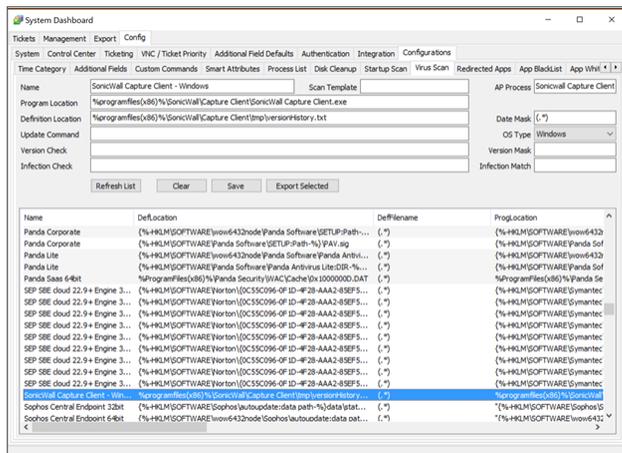
ⓘ **NOTE:** Please make sure you use the right TenantId or the client will be installed under different (wrong) Tenant.

ⓘ **TIP:**

- To know more about Capture Client Installation via Command Line Interface or PowerShell, refer to to KB article, Capture Client Installation via Command Line Interface or PowerShell.

- If you are facing any issue with Capture Client reporting to ConnectWise Automate platform, refer to KB article, Capture Client on Window Servers not detected by ConnectWise Automate.

Run Commands

You must issue the following commands from **Commands > Inventory** to all the ConnectWise Automate clients:

- Update Config
- Resend System info
- Resend Software Info L

Community Support

Please post your queries to SonicWall community for any help. To participate in the SonicWall Community, visit https://community.sonicwall.com/technology-and-support and login using your MySonicWall credentials.

SonicWall Support

Technical support is available to customers who have purchased SonicWall products with a valid maintenance contract.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. To access the Support Portal, go to https://www.sonicwall.com/support.

The Support Portal enables you to:

- View knowledge base articles and technical documentation
- View and participate in the Community forum discussions at https://community.sonicwall.com/technology-and-support.
- View video tutorials
- Access https://mysonicwall.com
- Learn about SonicWall Professional Services
- Review SonicWall Support services and warranty information
- Register for training and certification
- Request technical support or customer service

To contact SonicWall Support, visit https://www.sonicwall.com/support/contact-support.

About This Document

ⓘ | **NOTE:** A NOTE icon indicates supporting information.

ⓘ | **IMPORTANT:** An IMPORTANT icon indicates supporting information.

ⓘ | **TIP:** A TIP icon indicates helpful information.

⚠ | **CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.**

⚠ | **WARNING: A WARNING icon indicates a potential for property damage, personal injury, or death.**