

## Support 24/7/365

- Specialized team that will be monitoring and staying ahead of any inconvenience that can occur in your environment.
- MSP Team can solve problems on their own to remain the availability of the infrastructure to avoid downtimes. We will work proactively to prevent any issue that can encounter.
- If the Customer doesn't have time to implement a security policy or has problems with port access, they can just contact our team to solve this problem

Demo:

## Quick Overview of Connectwise

- RMM Setup, a non-invasive app that makes the connection between Henson Group and the customer.

Product Options   Default Patch Policies   Agents   Passwords   NOC / HD Access   Network Info   Users   Help Desk   Proxy Server

You can download Server and Workstation agents for installation here.  
**Agent Overview:** Agent communicates with Datacentre using HTTP/HTTPS. Please refer to [Firewall settings](#), the list of IP address/URL to be whitelisted.


**Windows Silent Installation Instructions**

► Desktop Agents

▼ Server Agents


**Note:** The Managed Server Monitoring Agent (MSMA) is responsible for collecting monitoring statistics on servers. The MSMA can be installed to desktops if you want server level monitoring on desktops. If you install the MSMA to a system (server or desktop) you will be charged the MSMA price. Additional details on Agent installation are on the FAQ page on the [Support Site](#) in the "Installation" FAQs.

**Managed Server Monitoring - ITS Platform Agent Version 2.1.803** Release date: 05 Aug 2022

 **Compatibility:** Windows 2008, 2008 R2, SBS 2008, SBS 2011, 2012, 2012 R2, 2016, 2019, 2022 and Windows core, windows 7, windows 10 and Windows 11.

[Download .msi](#) [Copy URL](#)

**Linux Server Monitoring - ITS Platform Agent Version 2.1.803** Release date: 05 Aug 2022

 **Compatibility:** Linux 64-bit-amd64 (UBUNTU 12.04, UBUNTU 14.04, UBUNTU 16.04, FEDORA 16 (Verne), FEDORA 17 (Beefy Miracle), RHEL 5 and above, CentOS 8.3,8.4)

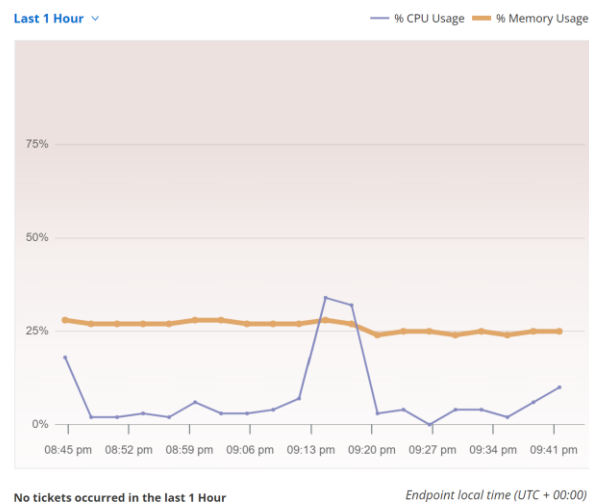
[Download .run](#) [Copy URL](#)

► Manage Installed Agents

► Network Availability Monitoring

- CPU and Memory Usage

### Tickets and Performance



- OS Patching (Classifications between Critical, Important and Unspecified)

Summary
Tickets
Automation
**OS Patching**
Applications
Inventory
Processes
Services
Notes
Custom Fields

Summary

OS

Windows Server 2019 Datacenter version 10.0.17763

Last assessed

Aug 30, 2022 9:21 pm GMT

Last restart

Aug 25, 2022 6:48 pm GMT

Patch policy

Default Server Policy

OS Patch Policy Compliance

100%

Missing (0)

Pending reboot (0)

Installed (4)

Q

Policy patches ▾

| KB#       | Title  | Sta... ↑  | NOC Recommends | Classification   | Severity    |
|-----------|--|-----------|----------------|------------------|-------------|
| KB925673  | MSXML 6.0 RTM Security Update (925673)                               | Installed |                | Security Updates | Critical    |
| KB4335680 | Security Update for Windows Server 2019 for x64-based Systems (KB... | Installed | Blocked        | Security Updates | Important   |
| KB5012170 | 2022-08 Security Update for Windows Server 2019 for x64-based Sys... | Installed | Approved       | Security Updates | Critical    |
| KB5016623 | 2022-08 Cumulative Update for Windows Server 2019 (1809) for x64...  | Installed | Approved       | Security Updates | Unspecified |

KB925673

Patch Details

Title

MSXML 6.0 RTM Security Update (925673)

Status

Installed

Reboot behavior






Can Request Reboot

Size of package

- Remote Access (Different modes)

A screenshot of the 'Log In' button in the top right corner of the application. The button is blue with a white icon of a person at a computer. A dropdown menu is open, showing two options: 'Control Remote Access' and 'Control Backstage', both in black text on a white background.

- Monitoring of applications in the server

| Summary  | Tickets | Automation | OS Patching | Applications | Inventory              | Processes | Services       | Notes | Custom Fields     |   |
|--|---------|------------|-------------|--------------|------------------------|-----------|----------------|-------|-------------------|---|
|  |         |            |             |              |                        |           |                |       |                   |   |
| Name ↑   |         |            |             |              | Publisher              |           | Version        |       | Installed Date    | Actions   |
| ITSupportPlatform  |         |            |             |              | ITSupport247           |           | 2.1.803        |       | Wed, Aug 24, 2022 |  |
| Microsoft Monitoring Agent                                   |         |            |             |              | Microsoft Corporation  |           | 10.20.18067.0  |       | Thu, Aug 25, 2022 |  |
| Microsoft Visual C++ 2013 Redistributable (x64) - 12.0.40649 |         |            |             |              | Microsoft Corporation  |           | 12.0.40649.5   |       | Wed, Aug 24, 2022 |  |
| Microsoft Visual C++ 2013 Redistributable (x86) - 12.0.40649 |         |            |             |              | Microsoft Corporation  |           | 12.0.40649.5   |       | Wed, Aug 24, 2022 |  |
| ScreenConnect Client (8f86fd6ebb7a1e7f)                      |         |            |             |              | ScreenConnect Software |           | 22.6.8722.8249 |       | Wed, Aug 24, 2022 |  |

## Detailed Demo of Autotask

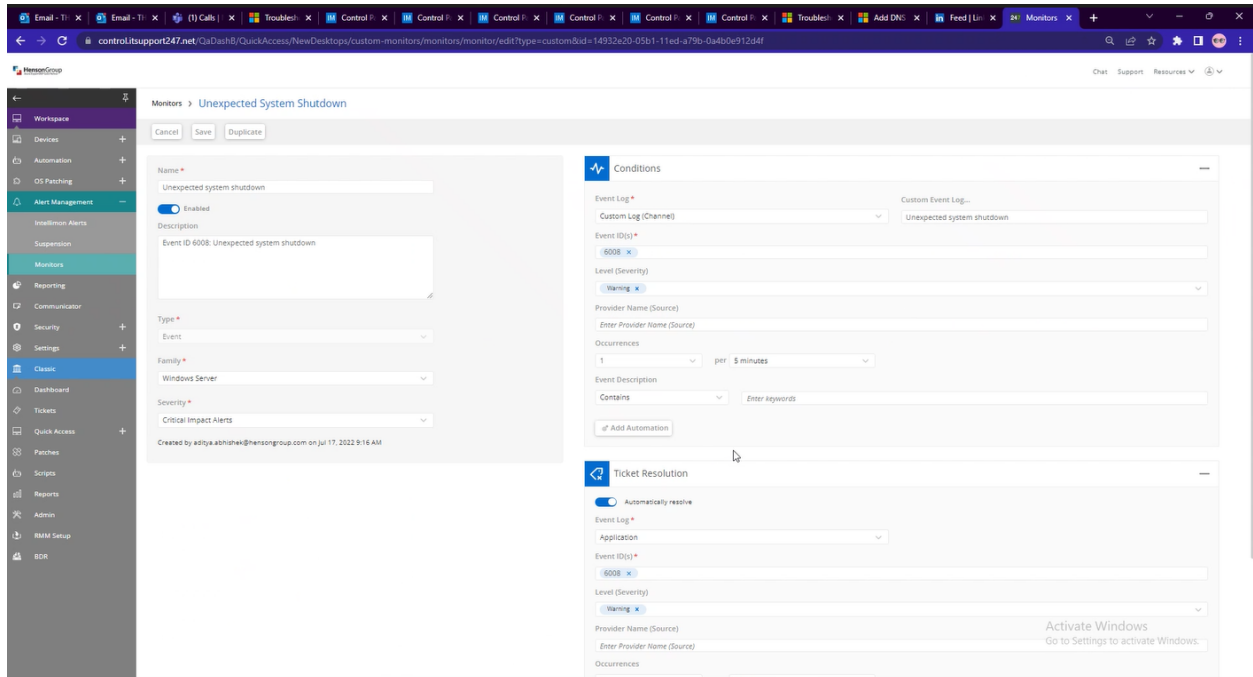
- Autotask Internal Use
  - How the tickets show up on our system.
  - MSP Team follow-up and actions done on tickets.
  - Internal SLA measurement for customer response.
  - Microsoft Premier Support if the problem is out of scope.



- Ethical hacking for ticketing purposes
  - Run script to increase CPU performance.
  - Run script to increase memory usage.

Show alerts when you stop and start a server and a windows services

This is the specific monitor or event that creates the ticket alert – Start and Stop Computer

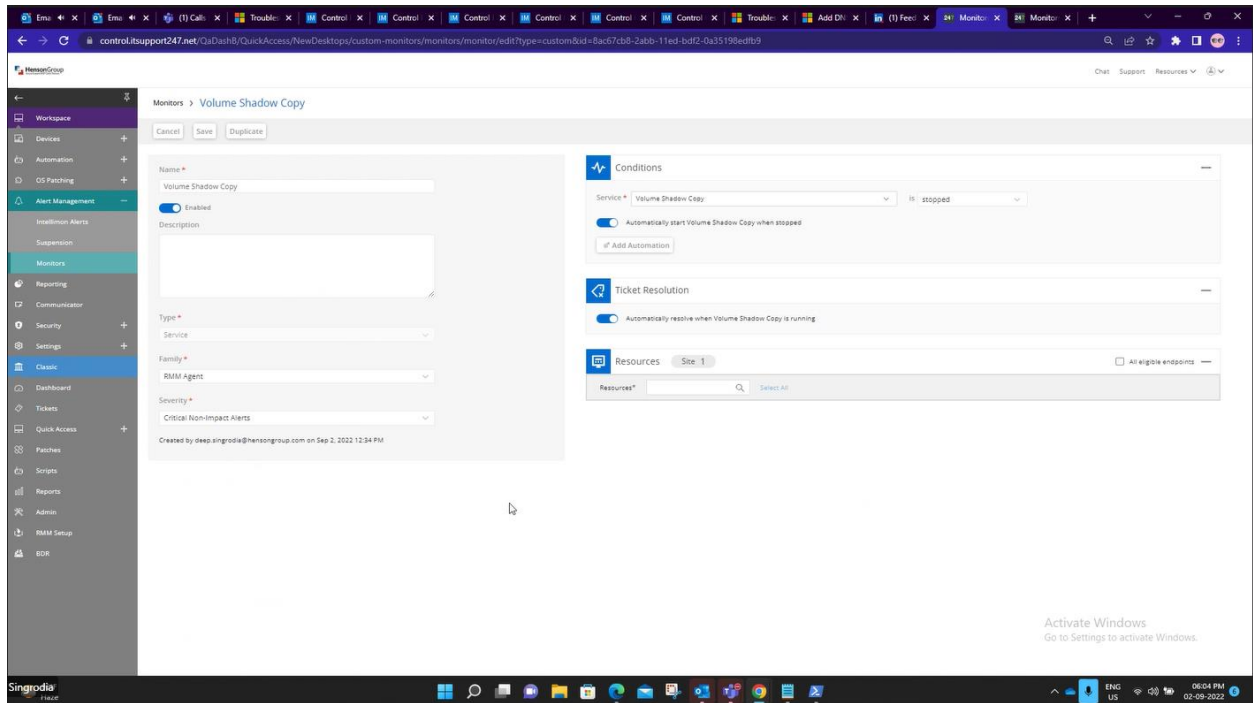


Ticket is on

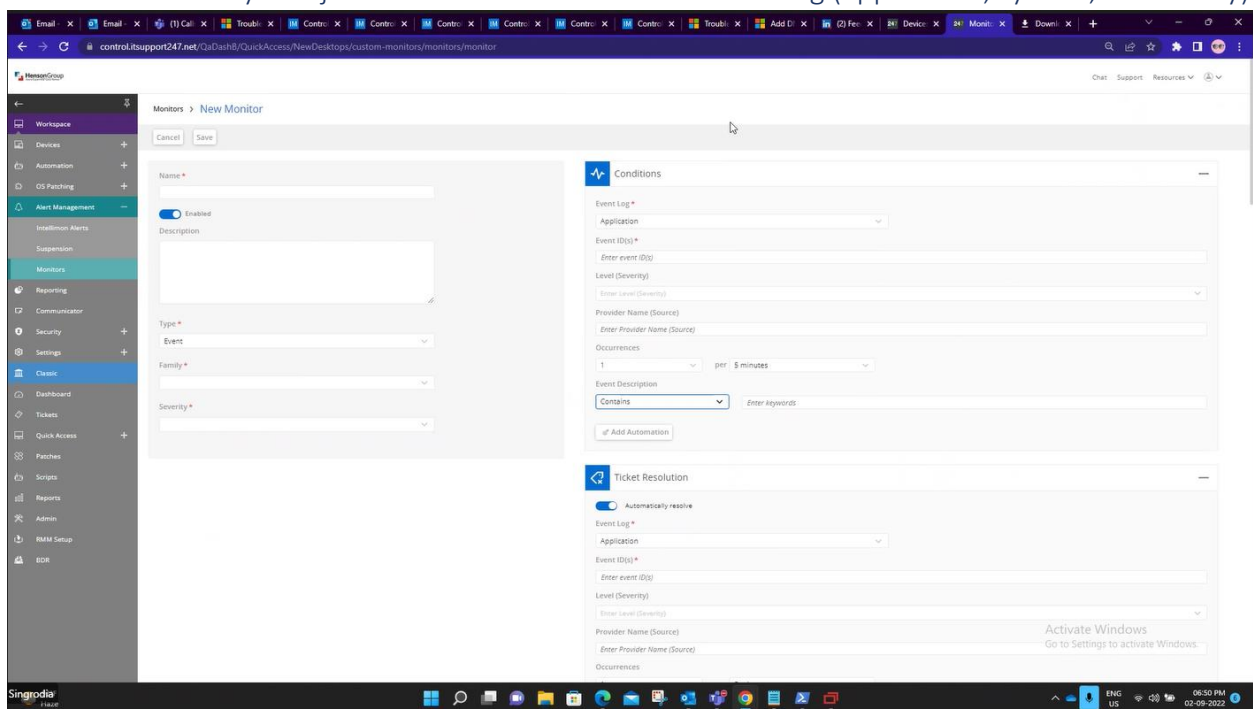
| OPEN TICKETS - TOTAL OPEN |                |   |   |              |          |                |           |      |        |          |                     |                     |                    |
|---------------------------|----------------|---|---|--------------|----------|----------------|-----------|------|--------|----------|---------------------|---------------------|--------------------|
|                           | Ticket Number  | Title   | Description   | Company      | Contract | Queue          | Resources | Role | Status | Priority | Created             | Due                 | Total Hours Worked |
|                           | T29229902 0074 | Resource - Demo1 (Demo1) at Henson Group is down/ unreachable | Site Name - Henson Group, Demo1 (Demo1) at Site Henson Group is currently unreachable possibly because of a connection issue or because the server was shut down. To potentially prevent issues, set up | Henson Group |          | Administration |           |      | New    | Medium   | 09/02/2022 06:03 PM | 09/03/2022 06:03 PM | 0.00               |

Once the ticket is On, Continuum will call our team to let us acknowledge of the ticket that was created and to see if we need help solving it.

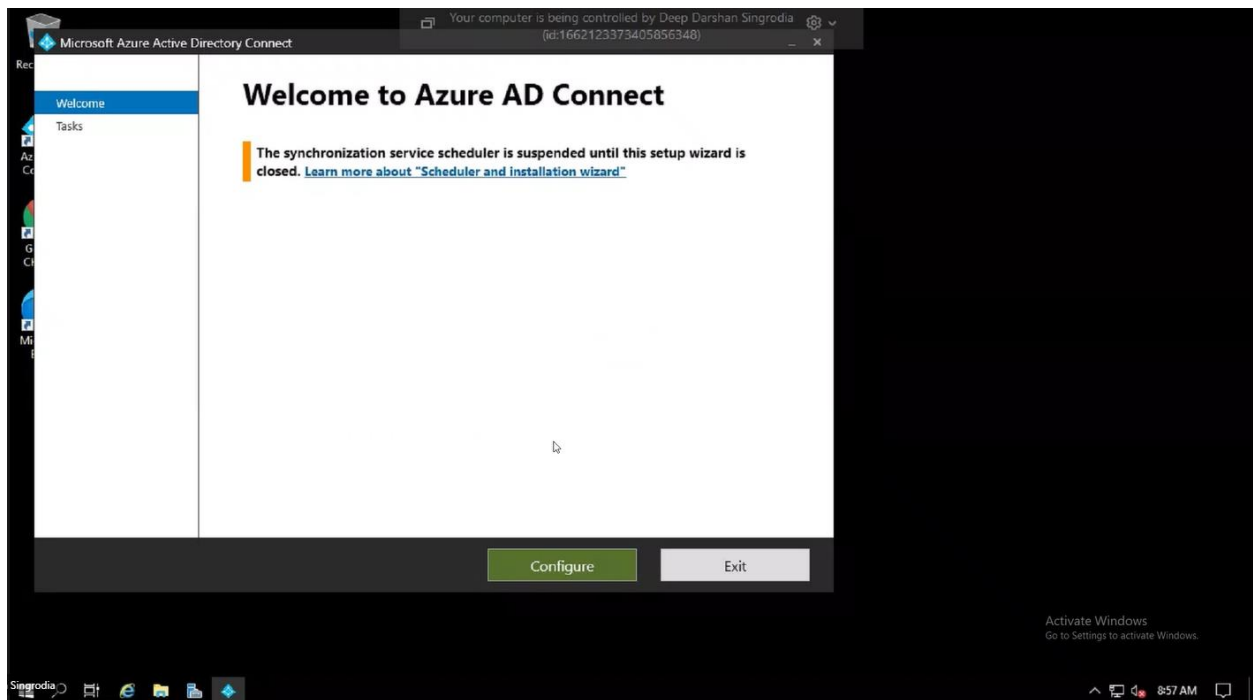
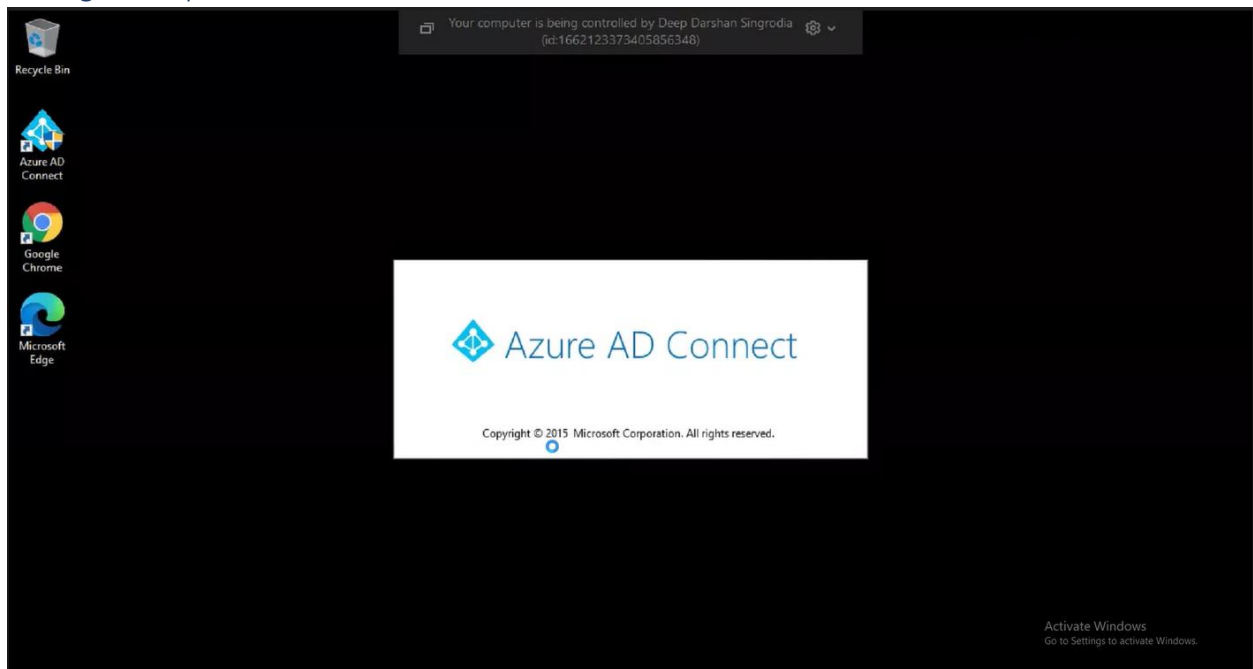
Windows Server - Start and Stop Windows Services/ Volume Shadow Copy is backup service on the WS

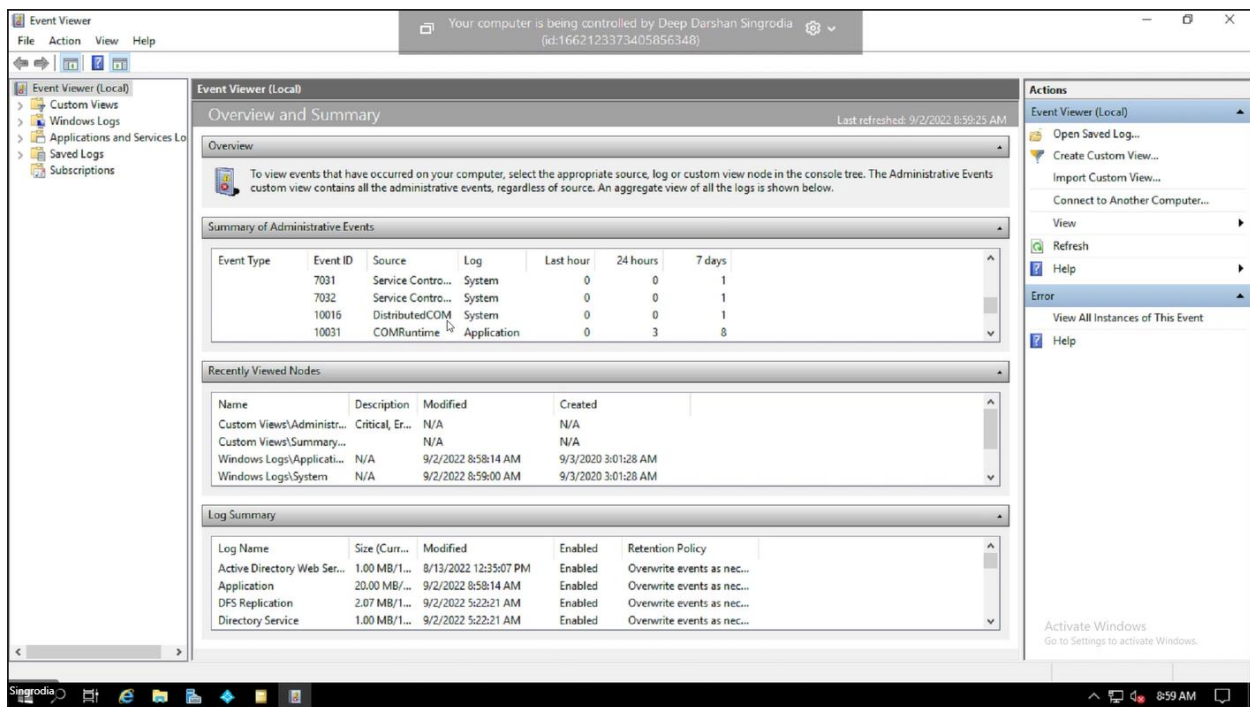


Show alerts when you inject a false alert in a windows event log (application, system, or security)

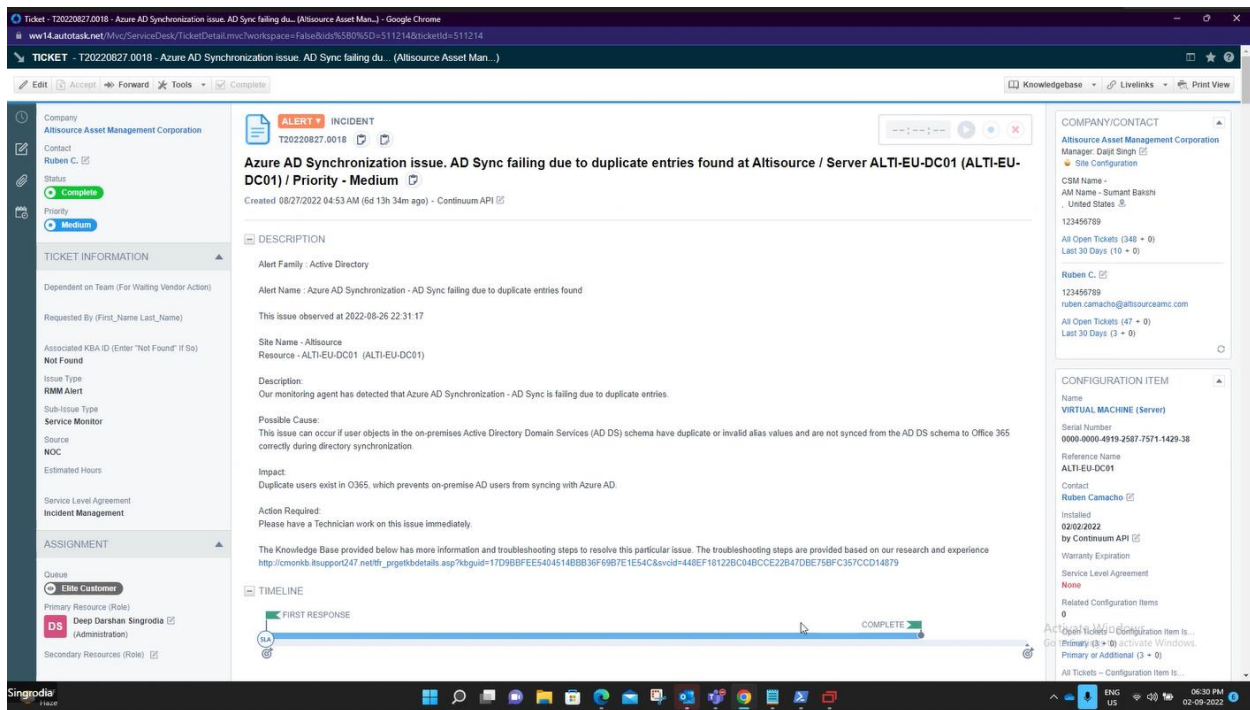


Show the monitors in the SQL Server, Exchange Server, and Active Directory Domain management packs.





Ticket received



## Show scheduling of patch management

The screenshot displays the Singrodia console interface. The left sidebar contains navigation options: Workspace, Devices, Automation, OS Patching, Alert Management, Reporting, Communicator, Security, Settings, Custom Fields, Integrations, Packages, Policies, IP Restriction Management, Class, Dashboard, Tickets, Quick Access, Patches, Scripts, Reports, Admin, RMM Setup, and BDR. The main content area is titled 'Policies > Altsource-India'. It shows the 'OS Patching Server' configuration for the 'Altsource-India' policy. The settings include:

- Feature Packs: Do not deploy
- Update Rollups: Do not deploy
- Tools: Do not deploy
- Schedule:
  - Download: At scheduled time
  - Repeat: Every 1 Month(s), On Last Sunday
  - Between (local machine time): 12:00 AM and 04:00 AM
  - Install: At scheduled time
  - Repeat: Every 1 Month(s), On Last Sunday
  - Between (local machine time): 04:00 AM and 08:00 AM
  - Reboot: At scheduled time
  - Repeat: Every 1 Month(s), On Last Sunday
  - Between (local machine time): 09:00 AM and 11:00 AM
- Notify user before initiating reboot: ON

The bottom of the screen shows the Windows taskbar with the Singrodia logo and system tray icons.

The screenshot displays the Singrodia console interface showing the 'OS Patch Policy Compliance' summary for the 'ALT-CL-DC02' workstation. The summary includes:

- OS: Windows Server 2019 Datacenter version 18.0.17763
- Last assessed: Sep 2, 2022 9:23 pm IST
- Last restart: Aug 13, 2022 11:55 pm IST
- OS Patch Policy Compliance: 100% (0 Missing, 0 Pending reboot, 0 Installed)

A table lists the patches:

| KB#       | Title  | Status    | NOC Recommends | Classification   | Severity    |
|-----------|--|-----------|----------------|------------------|-------------|
| KB925673  | MSXML 6.0 RTM Security Update (KB925673)   | Installed |                | Security Updates | Critical    |
| KB433680  | Security Update for Windows Server 2019 for x64-based Systems (KB433680)                   | Installed | Blocked        | Security Updates | Important   |
| KB5012170 | 2022-08 Security Update for Windows Server 2019 for x64-based Systems (KB5012170)          | Installed | Approved       | Security Updates | Critical    |
| KB5016623 | 2022-08 Cumulative Update for Windows Server 2019 (1809) for x64-based Systems (KB5016623) | Installed | Approved       | Security Updates | Unspecified |

The right sidebar shows details for KB925673, including the title 'MSXML 6.0 RTM Security Update (KB925673)', status 'Installed', and reboot behavior 'Can Request Reboot'. The bottom of the screen shows the Windows taskbar with the Singrodia logo and system tray icons.

## Show built-in backup and restore capabilities in Continuum

The screenshot shows the Microsoft Azure portal interface. At the top, there's a search bar and navigation icons. The main heading is "Veeam Backup for Microsoft Azure BYOL Edition". Below this, there's a Veeam logo and a description: "Veeam Backup for Microsoft Azure BYOL Edition". It includes ratings: "5.0 (2 Azure ratings)" and "4.7 (20 external ratings)". There are two buttons: "Create" and "Start with a pre-set configuration". Below these buttons, there's a link "Want to deploy programmatically? Get started". At the bottom, there's a section "What's inside?" with a list of features:

- **Set and forget simplicity:** Policy-based automation easily manages the creation, retention and lifecycle of native snapshots, eliminating manual processes, custom scripts and agents.
- **Fast and flexible recovery:** Easy wizard-driven recovery options enable near-zero RTOs — from entire instances to individual files and folders, as well as instant recovery out of Azure.
- **Low-cost backup:** Cost calculator, intelligent tiering to Azure storage classes and compression deliver low-cost Azure backup while hitting retention and compliance objectives.
- **Greater security and compliance:** Role-Based Access Control, Azure Key Vault support, cross-subscription/region backup and encryption meet Azure-recommended best practices to secure your data against ransomware, cyberthreats and bad actors.
- **Cloud mobility:** Back up, recover and migrate your files, application items and instances across cloud, virtual and physical environments with no Veeam charges.

The screenshot shows the "Create a virtual machine" wizard in the Microsoft Azure portal. The wizard is divided into several tabs: Basics, Disks, Networking, Management, Advanced, Tags, and Review + create. The "Basics" tab is selected. The wizard prompts the user to "Create a virtual machine that runs Linux or Windows. Select an image from Azure marketplace or use your own customized image. Complete the Basics tab then Review + create to provision a virtual machine with default parameters or review each tab for full customization. Learn more".

**Project details**

Select the subscription to manage deployed resources and costs. Use resource groups like folders to organize and manage all your resources.

Subscription: Enterprise - QA  
Resource group: 0306proxy

**Instance details**

Virtual machine name: VBA  
Region: (Europe) UK West  
Availability options: Availability set  
Availability set: (new) 0306VBA  
Security type: Standard  
Image: Veeam Backup for Microsoft Azure BYOL Edition - Gen1  
Azure Spot instance: ☐  
Size: Standard\_B2s - 2 vcpus, 4 GiB memory (£28.91/month)

**Administrator account**

Authentication type: ☒ Password  
Username: alinich1  
Password:   
Confirm password:

Buttons: Review + create, < Previous, Next: Disks >



Veeam Backup for Microsoft Azure

Server time:  
Jun 28, 2022 10:26 AM

Admin  
Portal Administrator

Configuration

Exit Configuration

Repository

Add
 Edit
 Remove

Export...

| <input type="checkbox"/> | Repository ↑          | Description      | Status | Storage Account    | Container   | Folder       | Region         | Encryption |
|--------------------------|-----------------------|------------------|--------|--------------------|-------------|--------------|----------------|------------|
| Selected: 0 of 11        |                       |                  |        |                    |             |              |                |            |
| <input type="checkbox"/> | 140 cos               |                  | Ready  | ifxv2xgrsothersub  | container   | v4hot        | Southeast Asia | Enabled    |
| <input type="checkbox"/> | 402994                | ifv2xstdxgrsxhot | Ready  | ifv2xstdxgrsxhot   | hot         | sql import   | Southeast Asia | Disabled   |
| <input type="checkbox"/> | br cos sqlRev         |                  | Ready  | ifvobroozrs        | container   | v4bug378029  | Brazil South   | Enabled    |
| <input type="checkbox"/> | br main cos           |                  | Ready  | ifxv2xxgrs         | cont        | v4coldInf    | Brazil South   | Disabled   |
| <input type="checkbox"/> | mk cos                |                  | Ready  | ifoomk4ooseaolrs   | mk4cont     | v4           | Southeast Asia | Disabled   |
| <input type="checkbox"/> | sea cold corruption   |                  | Ready  | ifv2xstdxgrsxhot   | cold        | confirmation | Southeast Asia | Disabled   |
| <input type="checkbox"/> | sea cons main         |                  | Ready  | ifv2xstdxgrsxhot   | cold        | v4           | Southeast Asia | Disabled   |
| <input type="checkbox"/> | sea sql health check  |                  | Ready  | ifalternatestorage | v4container | sqlhealth    | Southeast Asia | Disabled   |
| <input type="checkbox"/> | uk cos arch           |                  | Ready  | ifukstorage        | cosuk       | archive      | UK South       | Enabled    |
| <input type="checkbox"/> | uk cos main key       |                  | Ready  | ifukstorage        | sql         | v4hot_key    | UK South       | Enabled    |
| <input type="checkbox"/> | uk cos main keyAbu... |                  | Ready  | ifukstorage        | cosuk       | hotv4        | UK South       | Enabled    |

Getting Started

Administration

Accounts

Repositories

Workers

Server Settings

Settings

Licensing

Support Information

## Admin Center of Veeam for MSP team

Show them the built-in antivirus/malware monitoring in Continuum

Global / HENSONGROUP / My Sites / HENSONGROUP-MSP

SingularityMarketplace
Help
Kevin (Viewer)

Search in network...

Back to My Sites
HENSONGROUP-MSP
Site - 3 Groups - 1 endpoint

Default Group
HensonGroup
HensonGroup-Servers
Rajit
Regent Education

SENTINELS

ENDPOINTS
TAGS
POLICY
BLACKLIST
EXCLUSIONS
NETWORK CONTROL
DEVICE CONTROL
PACKAGES
UPGRADE POLICY
SITE INFO
GROUP RANKING

Site Token
eyJScmVlQAUhR0xH4Ly9YXU2aXN0XWwMDIuc2VudGZlWwVvbmJubmV0bWVhZGhpdG9Va2V3pgbmMhNjNjZjBkMjY2UHYWUHQ==

Upload Package

No Items Selected

12 Packages
50 Results
Columns
All Platform Types

| Actions | Platform | Availability | Major Ver. | Minor Ver.   | Build No. | File Extension  | File Name | Size                  | Uploaded At | Acc |
|---------|----------|--------------|------------|--------------|-----------|---|-----------|-----------------------|-------------|-----|
|         | GA       | 22.2         | GA         | 22.2.3.6268  | PKG       | Sentinel-Release-22-2-3-6268_macos_v22_2_3_6268.pkg                   | 55.54 MB  | Aug 25, 2022 18:56:09 | Glo         |     |
|         | GA       | 22.1         | SP1        | 22.1.4.10010 | EXE       | SentinelOneInstaller_windows_32bit_v22_1_4_10010.exe                  | 62.15 MB  | Aug 17, 2022 18:16:38 | Glo         |     |
|         | GA       | 22.1         | SP1        | 22.1.4.10010 | EXE       | SentinelOneInstaller_windows_64bit_v22_1_4_10010.exe                  | 68.47 MB  | Aug 17, 2022 18:11:11 | Glo         |     |
|         | GA       | 22.1         | SP1        | 22.1.4.10010 | MSI       | SentinelInstaller_windows_32bit_v22_1_4_10010.msi                     | 60.41 MB  | Aug 17, 2022 18:02:57 | Glo         |     |
|         | GA       | 22.1         | SP1        | 22.1.4.10010 | MSI       | SentinelInstaller_windows_64bit_v22_1_4_10010.msi                     | 66.54 MB  | Aug 17, 2022 17:50:32 | Glo         |     |
|         | GA       | 22.1         | GA         | 22.1.2.6102  | PKG       | Sentinel-Release-22-1-2-6102_macos_v22_1_2_6102.pkg                   | 55.43 MB  | Apr 26, 2022 16:00:04 | Glo         |     |
|         | GA       | 22.1         | GA         | 22.1.2.7     | RPM       | SentinelAgent-Linux-22-1-2-7-x86-64-release-22-1-2_linux_v22_1_2_7... | 32.05 MB  | May 25, 2022 13:11:54 | Glo         |     |
|         | GA       | 22.1         | GA         | 22.1.2.7     | DIEB      | SentinelAgent-Linux-22-1-2-7-x86-64-release-22-1-2_linux_v22_1_2_7... | 23.13 MB  | May 25, 2022 13:06:43 | Glo         |     |
|         | GA       | 21.7         | SP4        | 21.7.7.40005 | MSI       | SentinelInstaller_windows_32bit_v21_7_7_40005.msi                     | 57.44 MB  | Jun 28, 2022 19:51:05 | Glo         |     |
|         | GA       | 21.7         | SP4        | 21.7.7.40005 | EXE       | SentinelInstaller-x86_windows_32bit_v21_7_7_40005.exe                 | 58.12 MB  | Jun 28, 2022 19:48:53 | Glo         |     |
|         | GA       | 21.7         | SP4        | 21.7.7.40005 | MSI       | SentinelInstaller_windows_64bit_v21_7_7_40005.msi                     | 63.45 MB  | Jun 28, 2022 19:45:34 | Glo         |     |
|         | GA       | 21.7         | SP4        | 21.7.7.40005 | EXE       | SentinelInstaller-x64_windows_64bit_v21_7_7_40005.exe                 | 62.55 MB  | Jun 28, 2022 19:43:11 | Glo         |     |

SENTINELS

ENDPOINTS
TAGS
POLICY
BLACKLIST
EXCLUSIONS
NETWORK CONTROL
DEVICE CONTROL
UPGRADE POLICY
GROUP INFO

Select filters...

Load Filter
Save Filter

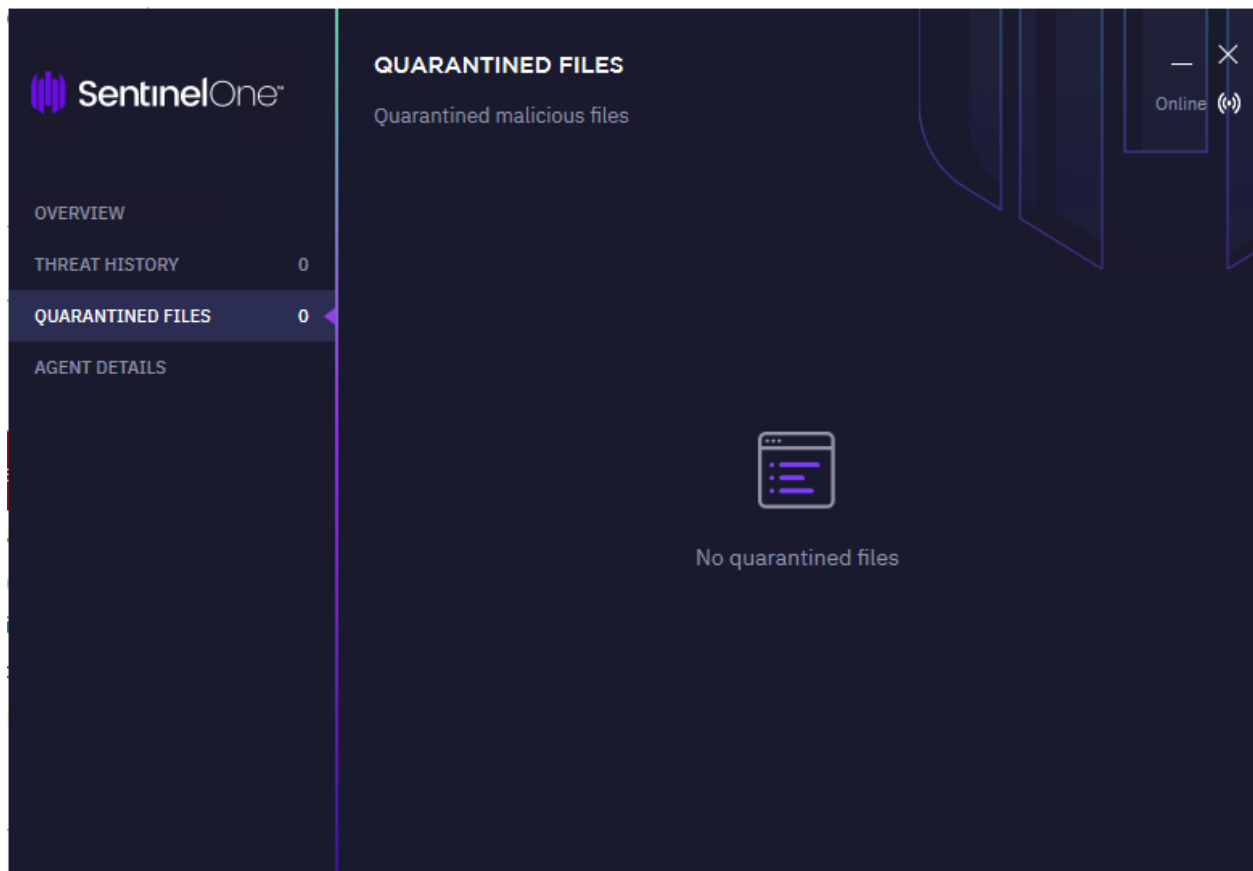
Actions

Group

No Items Selected

2 Endpoints
50 Results
Columns
Export

| <input type="checkbox"/> | Endpoint Name   | Endpoint Tags | Account     | Site            | Last Logged In User | Group         | Domain    |
|--------------------------|-----------------|---------------|-------------|-----------------|---------------------|---------------|-----------|
| <input type="checkbox"/> | DESKTOP-EN1QETT | N/A           | HENSONGROUP | HENSONGROUP-MSP | Defaultuser1        | Default Group | WORKGROUP |
| <input type="checkbox"/> | Demo1           | N/A           | HENSONGROUP | HENSONGROUP-MSP | N/A                 | Default Group | WORKGROUP |



Walk them through a sample of the monthly report we send, including the vulnerabilities assessment