SonicWall Capture Client and ConnectWise Command

Integration Guide

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

Versions:

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About ConnectWise Command

ConnectWise Command is an 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 Command 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 to:

- Install the ConnectWise Command agent on the endpoints and is being reported in the ConnectWise Command console.

- Download the Capture Client Agent MSI package from the CC Console.

- **Download** or **copy** the **Tenant Token** while downloading the Client Installer and store it to use it during Configuring ConnectWise Command.

For more information, refer to **Protection > Tenant Token** section in Capture Client Protecting Assets with Security Policies Administration Guide.

Downloading the Package

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

Configuring ConnectWise Command

1. Navigate to the **Scripts** section in ConnectWise Command and create a new script from **Add > Add from template** and select **Create own application** from list of templates.

2. Add the below details to create the script:

- Script Name: SonicWall Capture Client Deploy Windows, add description

- Choose Type of Installer: Installer

- Choose https for download details and add the url,
  https://captureclient.sonicwall.com/api/clientapp/[tenantId]. Steps to find tenantId are given below.

- Type of application: MSI package

- Package/Exe Name: Downloaded Capture Client msi from **Management > Client Installers** and rename it to **SonicWall Capture Client.msi**.

- Installation parameter:

  For Capture Client Windows Agent version 3.7 and earlier: `/l*v C:\Capture\CaptureClientMSILog.txt /qn /promptrestart TOKENID=[tenantId]`

  For Capture Client Windows Agent version 3.8 and above: `/l*v C:\Capture\CaptureClientMSILog.txt /i tenantToken=<TenantToken> /qn`

- Save the script.

The script can be used to create jobs and in turn install Capture Client on devices.

3. When choosing the above created script, the **tenantId/tenantToken** is mandatory for the sites. For example, while creating a job for auto install of Capture Client on a given site the **tenantId/tenantToken** is equivalent to a site. The values for these variables can be found in the Capture Client console under the respective tenant. The **tenantId/tenantToken** can be found in the Capture Client console under **Management > Tenant Settings**.
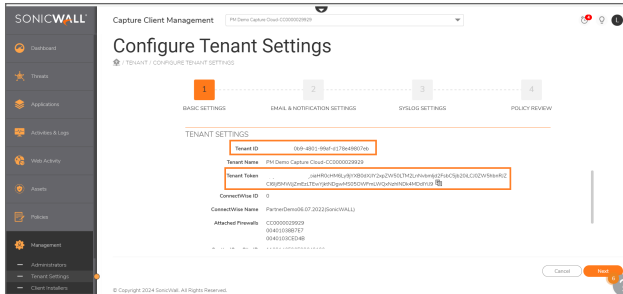
ⓘ **NOTE:**
- Please make sure you use the right **TenantId/tenantToken** or the client will be installed under different (wrong) Tenant.
- Starting from Capture Client Agent version 3.8, use **tenantToken** parameter instead of **TenantId** used in 3.7 and earlier versions.

ⓘ **TIP:** To know more about Capture Client Installation via Command Line Interface or PowerShell, refer to this KB article.

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.

The Support Portal enables you to:

- View Knowledge Base articles and Technical Documentation
- View and participate in the Community Forum discussions
- View Video Tutorials
- Access MySonicWall
- Learn about SonicWall Professional Services
- Review SonicWall Support services and warranty information
- Register at SonicWall University for training and certification

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.**

ConnectWise Command Integration Guide
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