SonicWall Capture Client and Datto RMM
Integration Guide

This document describes how SonicWall Capture Client integrates with Datto Remote Monitoring & Management (RMM) tool. This integration helps install Capture Client on the endpoint using the Datto platform and displays that Capture Client is installed on the device details in device list page.

Versions:

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About Datto RMM

Datto RMM 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. Datto RMM 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 Datto RMM agent is installed on the endpoints and is being reported in the Datto RMM console.

- The Capture Client Agent MSI package from the CC Console is downloaded.

- The **Tenant Token** is **Downloaded** or **copied** while downloading the Client Installer and store it to use during Configuring Datto RMM

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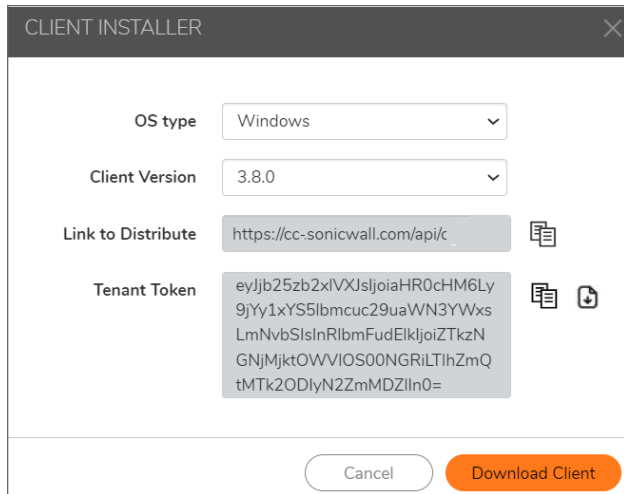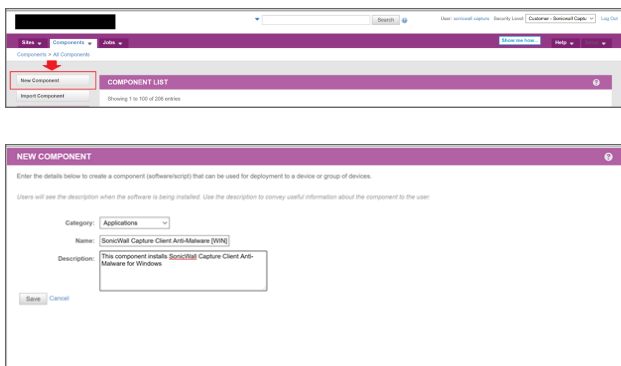
Downloading Package

Download the **cc-install-component** from the SonicWall Github repository: https://github.com/sonicwall/sonicwall-captureclient-rmm/tree/master/Datto.

Configuring Datto RMM

1. Login to Datto RMM tool and create a new component by choosing category as **Applications**.

2. Choose the sites where you want to install Capture Client.

3. Choose the Batch command and copy the contents downloaded from file in step 1.

   Sample Datto RMM PowerShell script component inside the batch file:

   - For Capture Client Windows Agent version 3.7 and earlier: `msiexec /i "SonicWall Capture Client.3.7.7.msi" /qn /promptrestart TOKENID=$ENV:CaptureClientTenantID /L*V "C:\CapCliInstall.log echo Product Installed Succesfully exit.`

   - For Capture Client Windows Agent version 3.8 and above: `msiexec /i "SonicWall Capture Client.3.8.msi" /qn /promptrestart tenantToken="$env:CaptureClienttenantToken /L*V "C:\CapCliInstall.log echo Product Installed Succesfully exit.`

4. Download the MSI from Capture Client management console under **Management > Client Installers**, rename the downloaded msi to **SonicWall Capture Client.msi** and add to the file in the component.

5. Create 2 input variables required for the script.

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

6. When choosing to use the above created component in a job the **tenantId** and **version** needs to be filled based on the sites. For example, while creating a job for auto install of Capture Client on a given site the tenantId and version is filled for a site.

7. Attach the MSI package as a file to the component (after removing the tenant details/checking the version matches). Enter the Site Settings as per below:

- For 3.7 and earlier windows agent installation, add the **CaptureClientTenantID** into the Site Settings of the customer.

- For 3.8 and above windows agent installation, add the **CaptureClienttenantToken** into the Site Settings of the customer.
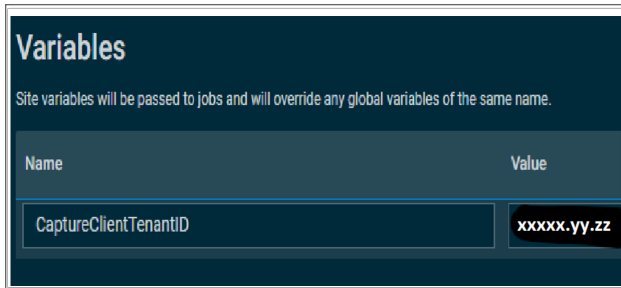
The values for these variables can be found in the Capture Client console under the respective tenant. The **tenantId** can be found in the Capture Client console under **Management > Tenant Settings**.
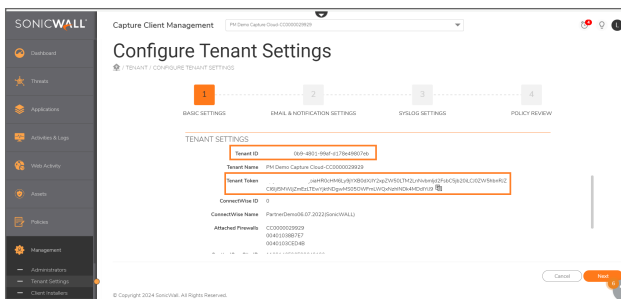
The version can be found under **Management > Client Installers** based on the clients chosen.
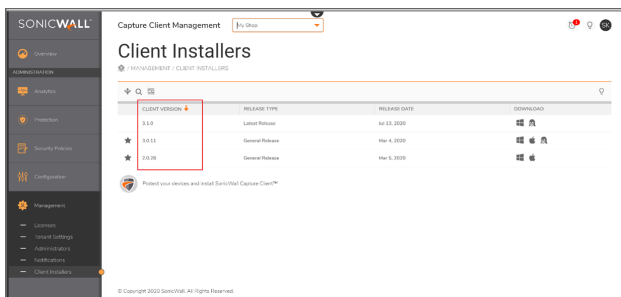
ⓘ | **NOTE:**

- 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.**

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