

## Solarwinds msp RMM



**Have you completed your Weatec application?**  
**If not, contact your deacon for an application before continuing**  
**to setup this Weatec approved filter!**

### Who is it for?

Solarwinds RemoteManagement is a cloud-based security administration platform offering services such as web filtering, antivirus, email protection, and more. As of June 2016, expect pricing for antivirus and web protection to be around \$6 to \$10 per month. If buying directly from the company, there is a 50 seat minimum; that minimum doesn't apply if buying through a reseller. Find more information at [www.solarwindsmsp.com](http://www.solarwindsmsp.com).

#### Pros:

- Free 30-day trial available
- Manage multiple devices through your browser
- Antivirus service
- Web filtering service
- Remote IT allows the management of multiple devices

#### Cons:

- Not ideal for large businesses since each device needs to be licensed.
- 50-seat minimum unless buying through a reseller.
- Currently Windows only.

**Note:** After testing, Solarwinds RemoteManagement has been approved as an acceptable category-based internet filter if configured to meet the requirements set forth in the [Weaverland Conference Electronic Technology Usage Guidelines](#). Please remember that no filter can be guaranteed to filter out all objectionable content; therefore, the Weatec Accountability Software must be installed on all devices in order to be in compliance with Weaverland Conference guidelines. The accountability software logs all web traffic, thus fostering brotherhood accountability. So even if objectionable content is missed by Solarwinds RemoteManagement, the content will still trigger a flag on the accountability server. Use the following configuration as a minimum; there is nothing preventing you from choosing stricter settings.

### How to Acquire

Solarwinds RemoteManagement is offered as a 30-day free trial. After signing up and installing, login to your account, select the Licenses tab, and click on the **Buy now** link at the top right of the page. Or you can contact sales to buy directly or find a reseller in your area:

<https://www.solarwindmsp.com/contact>

**Sales and customer service**

Tel: 855-679-0817

## How to Install (Windows Vista)

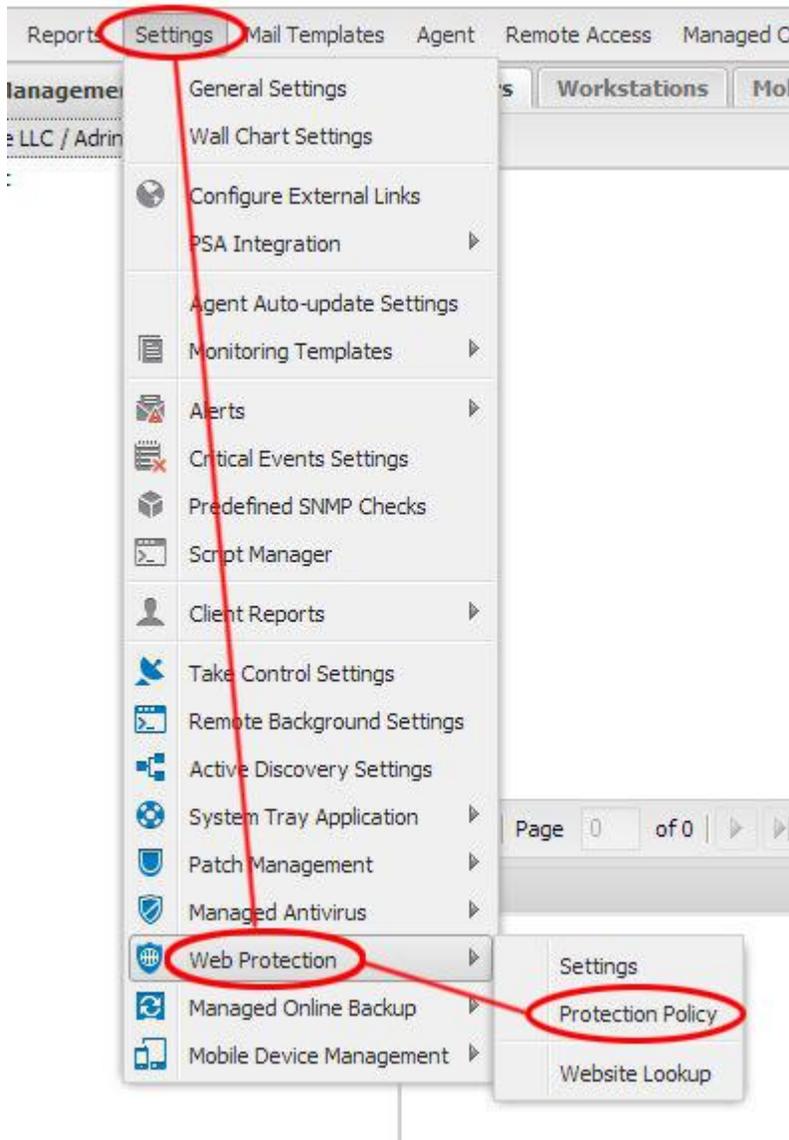
Notes: You will need to install the software on each device. Max RM will support Internet Explorer 10 or later and Windows Vista or later.

1. Contact a reseller.
2. Your reseller will send you an email with a link for the Max RM installer. Click on the link to download a zip file.
3. Unzip the file.
4. Double-click on the file to install it.
5. If a security question pops up, click "Continue."
6. You might think nothing happened, but if a new program named "Advanced Monitoring Agent" appeared in your programs list, then installation was successful.
7. Contact your reseller to let them know that your device is ready to have Max RM installed. Your reseller will be able to install Max RM remotely.

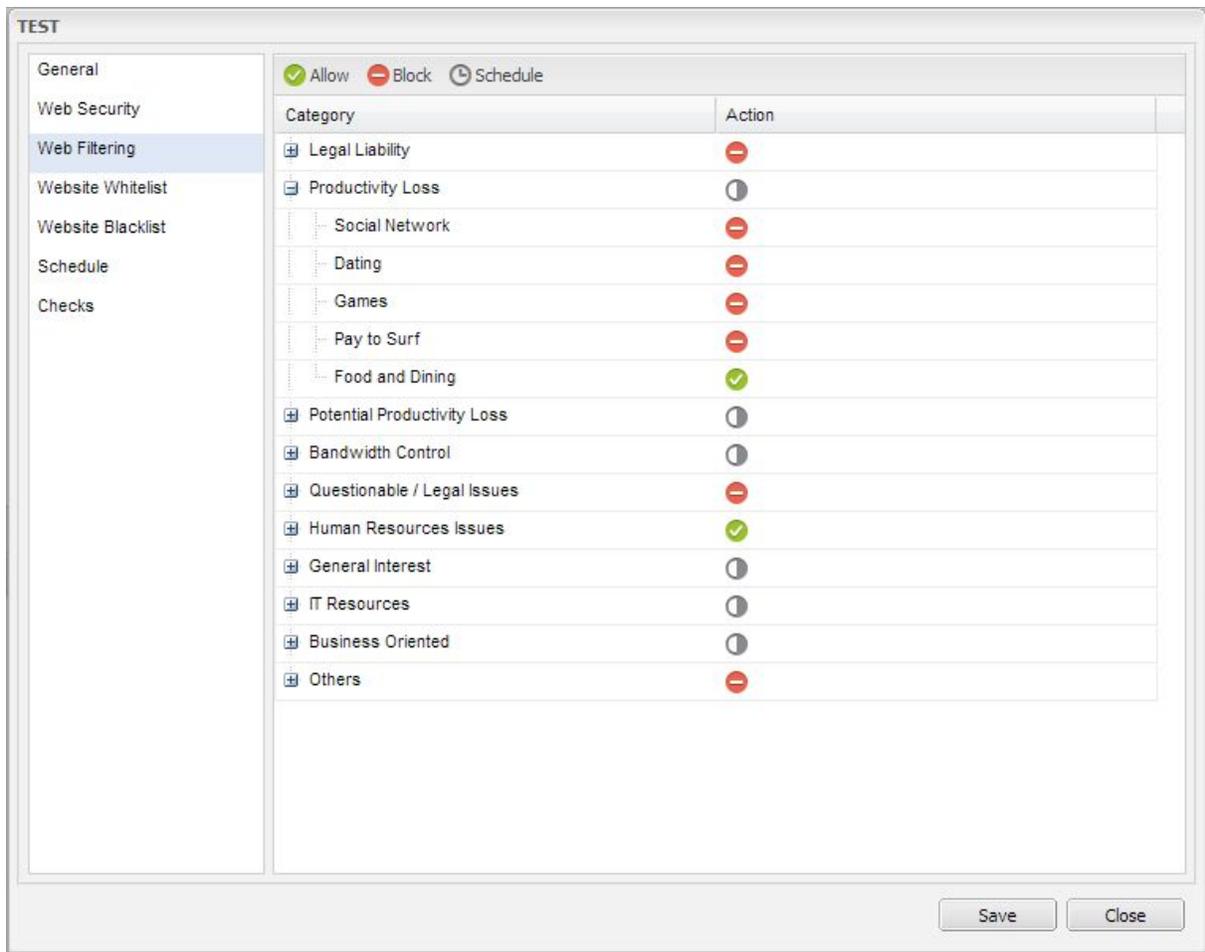
## How to Configure a Protection Policy

Web Protection policies are assigned to individual or groups of computers. They contain all the required settings to automate the selected service. Each policy instructs how the Agent handles requested and scheduled tasks. For example, a Web Protection policy contains settings that enable you to automate category filtering, notifications, and site blacklists and whitelists.

1. In your browser, go to <https://dashboard.systemmonitor.us/>.
2. Log in with the email address and password provided by your reseller.
3. Go to Settings > Web Protection > Protection Policy.



4. To set up a new policy that can be applied to a device or groups of devices, click on "New."
5. Enter a name for your new policy. Optionally, you can base your new policy on an existing policy to save setup time. Click "OK."
6. Under "General," you may customize the message that appears on blocked pages. Click "Save."
7. Under "Web Security," block all items. Click "Save."
8. Under "Web Filtering," apply the following settings:



**Note on Limited Use Categories:** If your business does not need access to limited use categories, you will realize an extra measure of safety by blocking them. If a site is needed that falls under a limited use category, a better practice may be to add that URL to the whitelist under Policy whitelist. An asterisk \* denotes a limited use category.

- Legal Liability: 
- Productivity Loss: (*drill down*)
  - Social Network 
  - Dating 
  - Games 
  - Pay to Surf 
  - Food and Dining 
- Potential Productivity Loss: (*drill down*)
  - \* Auctions: 
  - \* Shopping: 
  - Travel: 

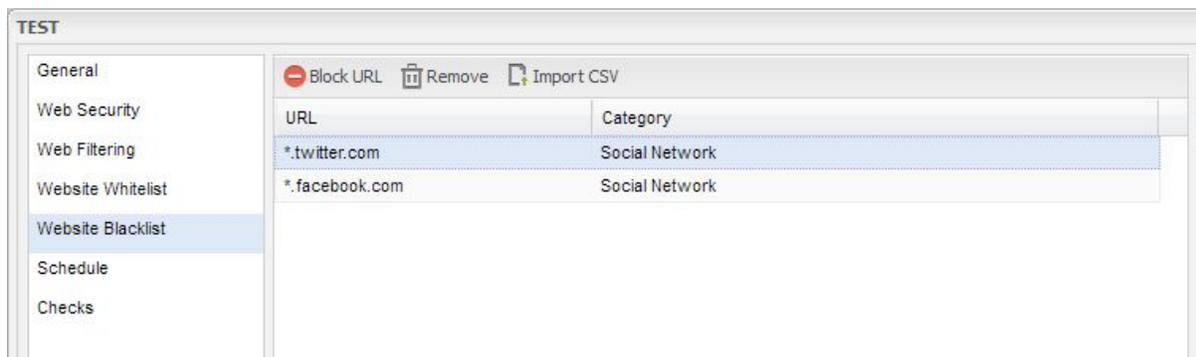
- Home: ✓
- Military: ✗
- Individual Stock Advice and Tools: ✓
- Entertainment and Arts: ✗
- Personal Sites and Blogs: ✗
- Local Information: ✓
- \* Hunting and Fishing: ✗
- Online Greeting cards: ✗
- Sports: ✗
- Web based email: ✓
- Music: ✗
- \* News and Media: ✗
- Alcohol and Tobacco: ✗
- Image and Video Search: ✗
- Fashion and Beauty: ✗
- \* Recreation and Hobbies: ✗
- Motor Vehicles: ✓
- Bandwidth Control: (*drill down*)
  - Streaming Media ✗
  - Peer to Peer ✗
  - \* Online Personal Storage ✓
- Questionable / Legal Issues: ✗
- Human Resource Issues: ✓
- General Interest: (*drill down*)
  - Real Estate: ✓
  - \* Religion: ✗
  - Philosophy and Political Advocacy: ✗
  - \* Society: ✗
  - Kids: ✗
  - Internet Portals: ✗
  - Web Advertisements: ✗
  - Content Delivery Networks: ✓
  - Abortion: ✗
  - \* Health and Medicine: ✗
  - Dynamically Generated Content: ✗
- IT Resources: (*drill down*)

- Computer and Internet Security: ✓
- Computer and Internet Info: ✓
- \* Shareware and Freeware: ✗
- \* Internet Communications: ✗
- Web Hosting: ✓
- Business Orientated: (*drill down*)
  - Financial Services: ✓
  - Business and Economy: ✓
  - Legal: ✓
  - Translation: ✓
  - \* Reference and Research: ✗
  - Educational Institutions: ✓
  - \* Search Engines: ✗
  - Government: ✓
- Others: ✗

9. Select **Save**.

Policy Blacklist:

10. Sometimes exceptions will need to be made if the filter is not working properly. In this case sites can be added to a blacklist. Click on the **Website Blacklist** tab.



11. To block a URL, click on **“Block URL.”** Add the undesirable URL to the Website field and click **“Add.”**

12. The **Policy Whitelist** tab could be used in a case where a good, necessary website is being mistakenly blocked and hindering business operation.

Assign the Policy

A default policy is assigned to each computer when it first enables the selected service. This is based on the type of computer it is and the group it belongs to. Groups are determined automatically by Max RM, depending on the type of the computer (desktop, laptop, server). Each group has a default policy assigned automatically to new computers that become members of the group. This can be changed for the entire group or for individual computers within a group.

To assign a policy to an individual computer:

1. From the main-menu, choose **Edit > Edit Workstation**. A window will open.
2. Under “General Settings,” choose the site (group) and workstation that you want to edit.
3. Under “Web Protection,” turn the setting on, and choose the policy that you want to apply to the chosen device.
4. Click **OK** to save changes.

## How to Get Help

Search the Max RM Knowledge Base: <https://support.solarwindmsp.com/kb>

*or*

**Contact Max RM customer service:**

Phone: 855-679-0817

**Contact the Weatec Helpdesk:**

Phone: (717) 723-8978

Email: [helpdesk@weatec.com](mailto:helpdesk@weatec.com)