OneSite Patch Tenants

for Managed Service Providers

Table of Contents

Adaptiva Copyright and Legal Notices

Copyright © 2023-2024 Adaptive Protocols, Inc. - All Rights Reserved

The information in these documents is proprietary and confidential to Adaptive Protocols, Inc. (Adaptiva®) and provided to customers for their internal use only. No part of this document may be reproduced or redistributed in any form without the prior written consent of Adaptiva.

All information supplied here is subject to change without notice. Contact Adaptiva to request the latest OneSite specifications and designs.

Adaptiva reserves the right to amend the product(s) or information disclosed herein at any time without notice. Adaptiva does not assume any responsibility or liability arising out of the application or use of any product or service described herein, except as expressly agreed to in writing by Adaptiva.

Any brand and/or product names mentioned may be trademarks of their respective companies.

Corporate Headquarters	E-mail	Website
Kirkland, WA +1 (425) 823-4500	info@adaptiva.com	www.adaptiva.com

Revision History

OneSite Patch Tenants for Managed Service Providers

Release Date	Product Version	Details
October 17, 2024	v1.2	Updated the Command line topic
April 16, 2024	v1.1	Updated structure, style, and content. No new features.
January 18, 2024	v1	First Publication

Getting Started with OneSite

Adaptiva OneSite Patch automates even the most complex enterprise patching processes, allowing IT and security teams to precisely mirror their patching strategies and tailor processes for specific device groups.

Adaptiva OneSite Patch Tenants for Managed Service Providers (MSPs) provides users with the option to set up and use a multi-tenant environment. Tenant environments allow maintenance of separate data for all customers on a single administrative console.

Prerequisites

Before using any Adaptiva OneSite Products, you must set up your OneSite environment. See the *Adaptiva OneSite Platform Site Planning Guide* for details. The Adaptiva Server and Adaptiva Client software installations support all OneSite products. After you add license keys for your licensed products, you are ready to access the power of OneSite in your environment.

To license Adaptiva OneSite Patch Tenants for Managed Service Providers (MSPs), you must have enabled a license for Adaptiva OneSite Patch.

Supported Browsers

Adaptiva OneSite Patch supports Google Chrome, Microsoft Edge and Chromium Edge, and most other browsers.

> **❗ IMPORTANT**
>
> Do not use Microsoft Internet Explorer.

Logging

You may access logs and log management for the Adaptiva Server through the ⚙ on the Admin Portal or from the Adaptiva Server in `Program Files/Adaptiva/AdaptivaServer/Logs`.

Access Adaptiva Client logs from the Adaptiva Client in `Program Files/Adaptiva/AdaptivaClient/Logs`.

Customer Support

Whenever you need information beyond what our [Knowledge Base](#) provides, enter a support ticket and request help from [Adaptiva Customer Support](#) (support account required).

Adaptiva OneSite Admin Portal

OneSite Patch uses the Adaptiva OneSite Admin Portal and OneSite Patch dashboard to configure and manage OneSite Patch.

The OneSite Platform and all Adaptiva products use the OneSite Admin Portal to set up the Adaptiva environment, create policies, add administrators, and more. OneSite Admin Portal settings, such as groups, security, and administrators, are global settings and support all licensed Adaptiva products.

See the *Adaptiva OneSite Platform User Guide* for more information.

Log in to the OneSite Admin Portal
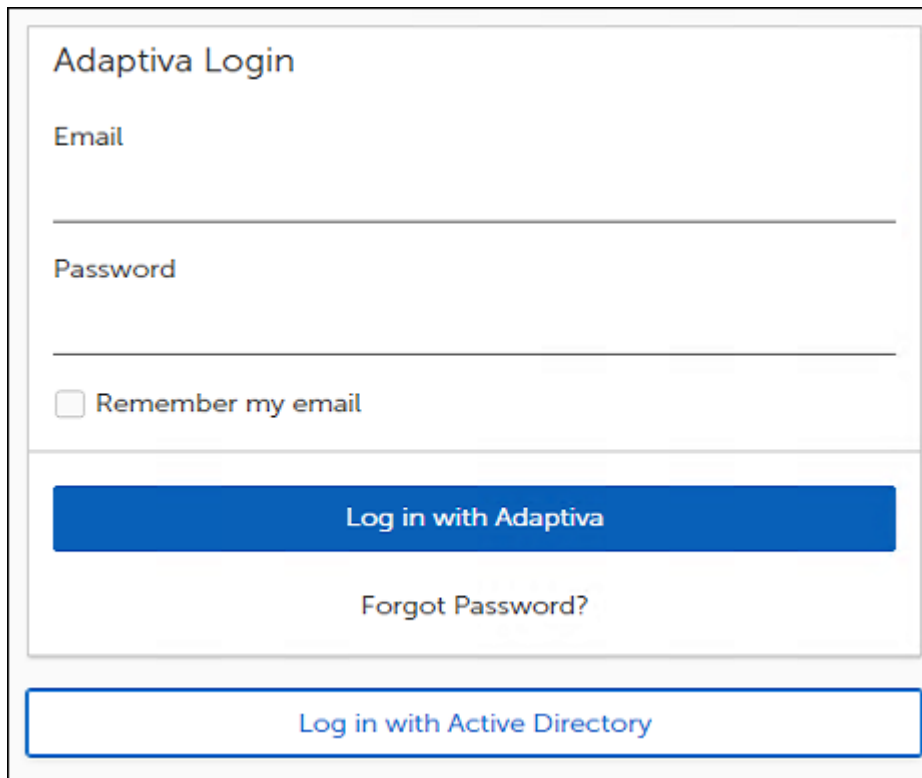
During the OneSite Product installation, the administrator creates a SuperAdmin account using either a native Adaptiva OneSite login or a Windows Active Directory account (recommended).

1. Enter the **Fully Qualified Domain Name (FQDN)** for the Adaptiva Server followed by the **port (optional)** into the browser address bar:

    ```
    https://<FQDN>:[port]
    ```
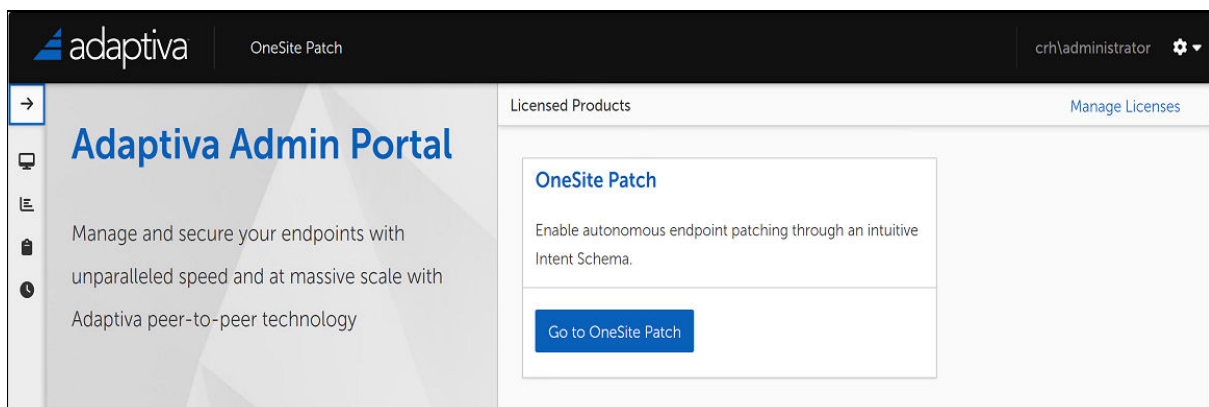
    If necessary, confirm the port with the administrator who defined the port during software installation. If the server is already using port 80, for example, the web site might use port 9678.

2. Press **Enter**. The OneSite Admin Portal login dialog opens.

3. Log in using one of the following methods:
    *   Click **Login with Active Directory** (recommended).

    *   Enter the **Login ID** (email address) and password provided by your administrator, and then click **Login with Adaptiva**.

After successfully logging in, the OneSite Admin Portal dashboard appears.

Licensing Adaptiva Products

Adaptiva OneSite Products require a license for each active client. The license key contains the licensed company name and client count. The Adaptiva Server periodically counts all active, healthy, reporting clients as licensed clients.
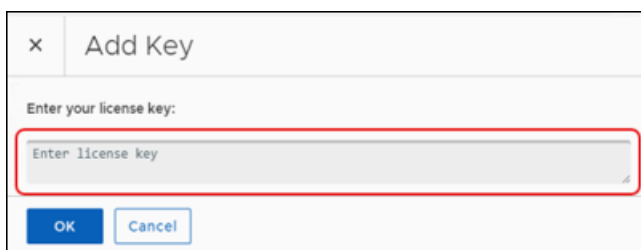
Enter the license key using the Adaptiva OneSite Admin Portal. If you are starting the OneSite Admin Portal for the first time or your key has expired, the software prompts you for a license key at login.
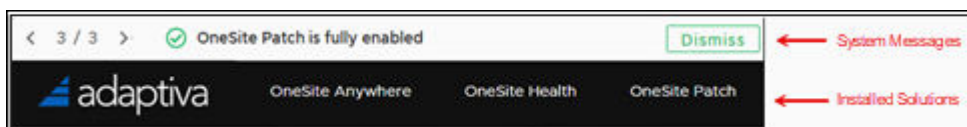
Add an OneSite License Key

1. Click **Manage Licenses** at the upper-right of the Admin Portal dashboard.
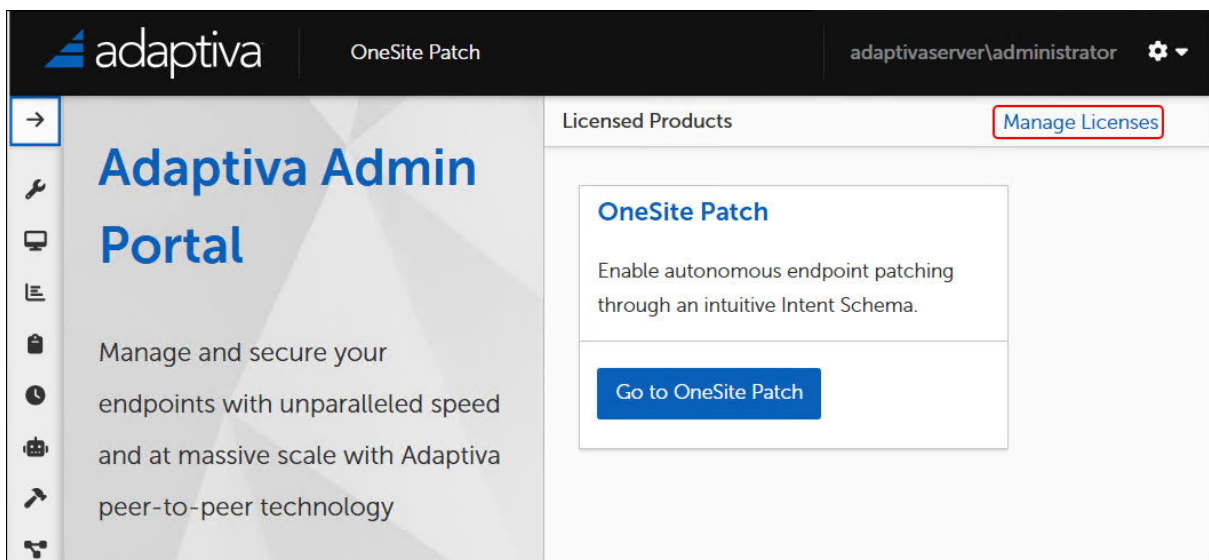
2. Click **Add Key**, and enter your license key.

3. Click **OK** to return to the **Product Licensing** workspace.

4. Wait for the licensing process to complete. For any user-generated changes, OneSite sends a status update when it has enabled the installed solution.

Adaptiva OneSite Patch Dashboard

Use the OneSite Patch dashboard, available from the OneSite Admin Portal, to manage your patching strategies, review patching status, and more.

Access the OneSite Patch Dashboard

Open the OneSite Patch dashboard from the OneSite Admin Portal using one of the following methods:

- Click **OneSite Patch** near the top of the page.
- Click **Go to OneSite Patch** under **Licensed Products**.

 This opens the OneSite Patch Dashboard.
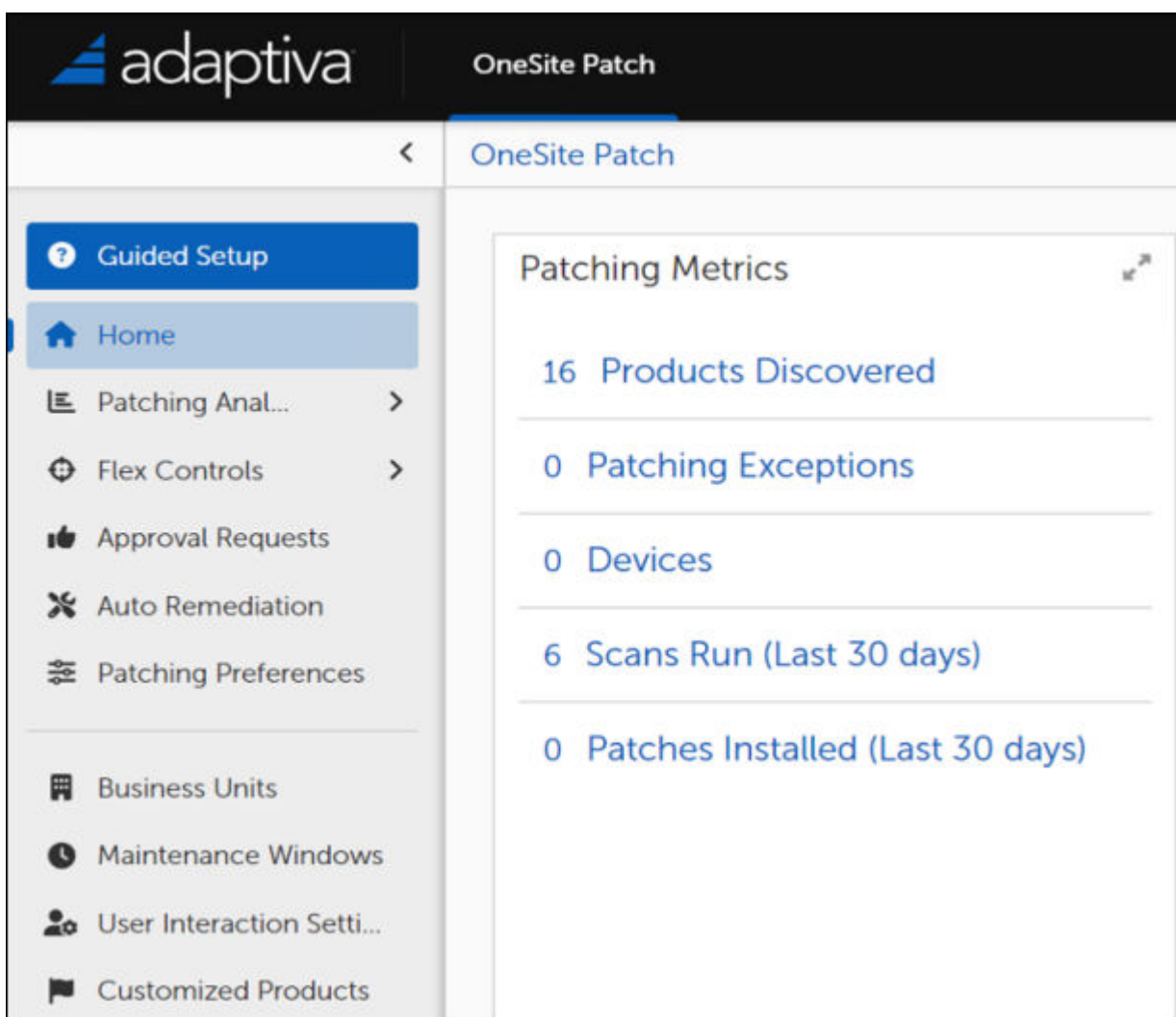
Setting Up the MSP Multi-tenant Environment

Every Managed Service Provider customer requires a unique Tenant GUID. Use the steps below to create a Tenant Adaptiva Client GUID. The installation does not use the Tenant GUID for that customer.
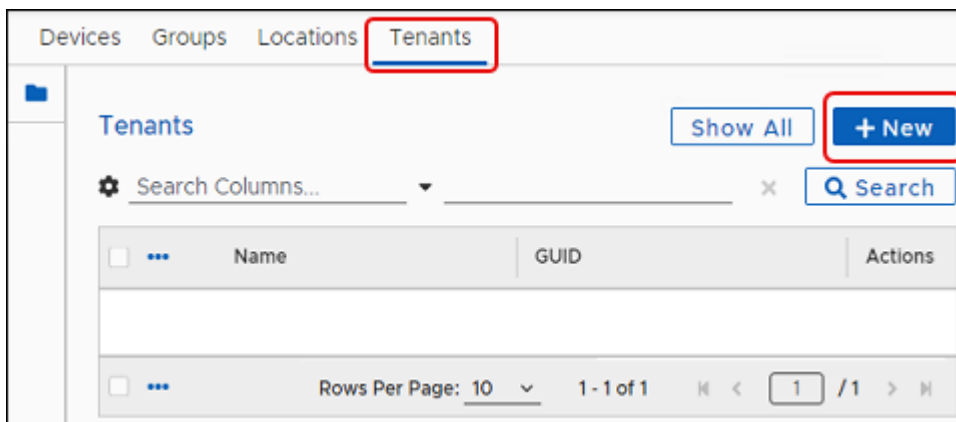
Create a Tenant

When you create a tenant, OneSite Patch automatically creates a GUID used to install the Adaptiva Client with that tenant.

1. Log in to the [Adaptiva OneSite Admin Portal](#).

2. Select **Assets** in the left navigation menu, and select **Tenants**.
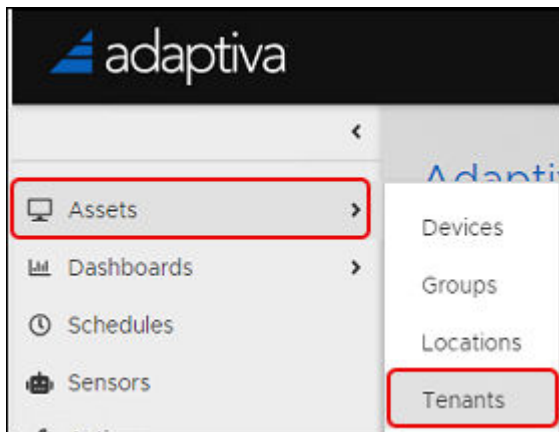
3. Select **+New** on the upper-right corner of the workspace.

This opens the Tenant template to **General Settings**.

4. Enter a unique **Name** for the Tenant, and add a detailed **Description**.
5. Select **Save** to save the new Tenant.

- OneSite Patch Tenants automatically creates a unique, 32-character GUID for the new Tenant.

- Each Tenant you create receives a unique GUID that identifies the Tenant in Managed Services Provider (MSP).

6. Copy the **GUID** created in the previous step. The GUID is necessary for the command line used to install or upgrade the Adaptiva Client.

Associate a Tenant With the Adaptiva Client

After creating a tenant, use the unique Tenant GUID to associate an Adaptiva Client with a tenant during Adaptiva Client installation.

Prerequisites

Before adding a tenant to an Adaptiva Client installation, make sure you have the following information:

- **DNS server name:** The name of the DNS server.

- **Server GUID:** The GUID for your Adaptiva Server. In the Admin Portal, select ⚙ > **Settings > Server Activation** to view the Server GUID.

- **Tenant GUID:** The GUID you created in Create a Tenant.

Choose an Option

- **Adaptiva Client Installation Wizard:** When you install the Adaptiva Client on a new device or upgrade an existing Adaptiva Client version, use the installation wizard to install the Adaptiva Client on the device and associate the appropriate tenant. Specific fields to modify during installation include the Adaptiva Cloud Relay Service, Server DNS, Server GUID, and Tenant GUID:

- **Command Line**: When you install the Adaptiva Client on a device use a command line on devices that require association with a tenant.

  Run the example command below to install the Adaptiva Client. Replace the Server FQDN, Server GUID, and the Tenant GUID, respectively.

  <drive:\path>\AdaptivaClientSetup.exe –installorupgrade –servername *<AdaptivaCustomerServerFQDN>* –ServerGUID *<A123B456- C789-012D-E345-6789F0GHJK12>* –CloudRelay –TenantGUID *<L123M456- N789-012P-Q345-6789R0STUV12>* [other options as needed]

  To explore additional parameters for this command line, see the *Client Installation* section of the Adaptiva OneSite Platform Installation User Guide.

View Members of the Tenant Business Unit

1. Open the Adaptiva OneSite Patch Dashboard from the OneSite Admin Portal.

2. Hover over **Business Units** in the left navigation menu of the Adaptiva OneSite Patch Dashboard, and select **Business Units**.
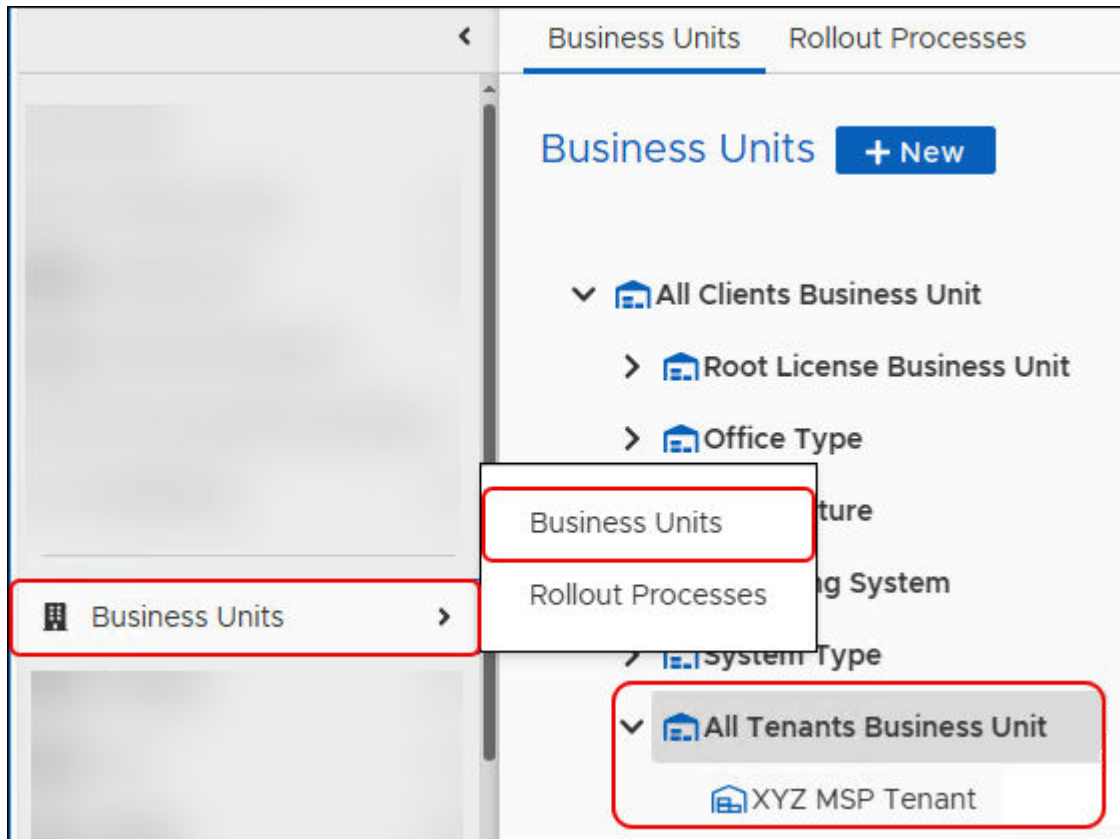
3. Expand the **All Tenants Business Unit** to view existing members. Each time you create a new Tenant, it appears in this list.

4. Select the **name** of the tenant you created to open the Tenant Build Unit. In this example, XYZ Managed Services Provider (MSP) Tenant.

5. Scroll down to **Business Units Scopes**, and select **Devices**.

6. Select **Show Members** on the upper-right corner of the **Business Units Scopes** dialog.
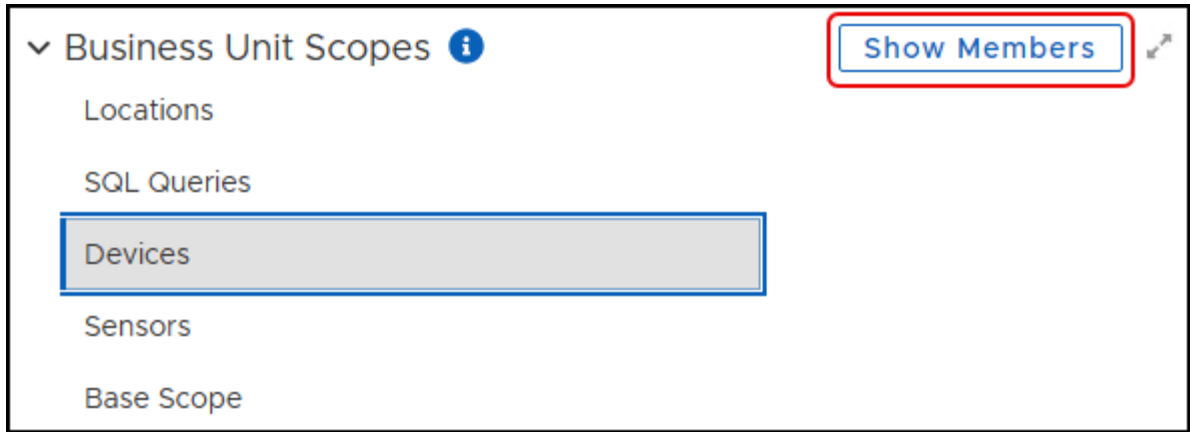
A list of devices appears detailing where the Adaptiva Client is installed with the Tenant GUID.