

E-Automate On-Premise Integration

You can integrate e-automate with MSPbots by adding a connector for the SQL Server or MySQL. Only users with editing privileges for integrations can link e-automate On-Premise with MSPbots. Ensure that you have admin rights before performing the integration steps below.

What's in this article:

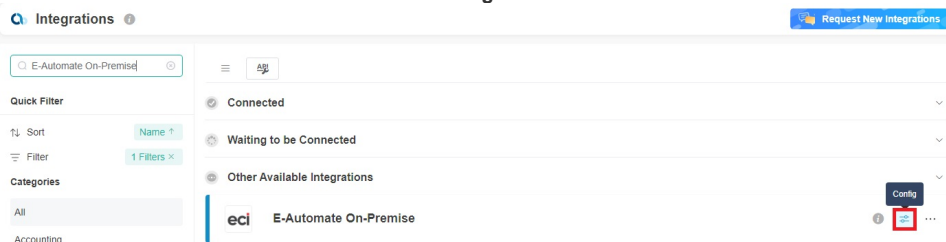
1. Complete the prerequisites
2. Connect the MSPbots agent
3. Set up the MSPbots Agent Connector
4. Create a dataset and validate the data
5. Save the logs and send the file to MSPbots Support Team
6. Related Topics

1. Complete the prerequisites

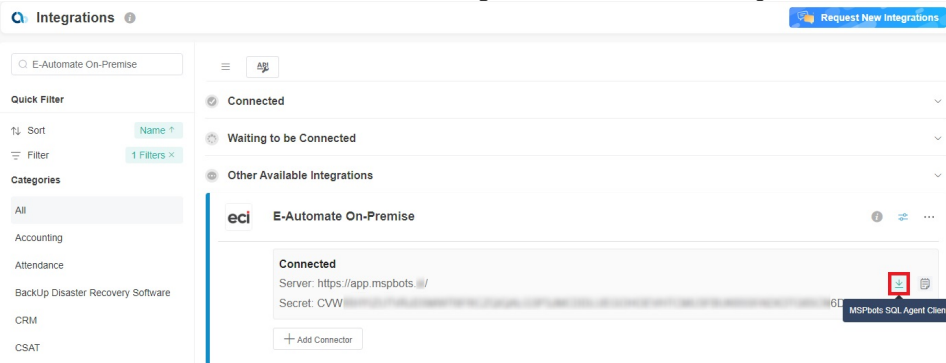
Please create a new read-only account in your SQL Server or MySQL as follows: [How to Create a Read-only Account for Your SQL Server or MySQL](#). If you already have a read-only account specifically for communicating with MSPbots, please skip this prerequisite.

2. Connect the MSPbots agent

1. Go to **Integrations** on the MSPbots app menu.
2. Find the **E-Automate On-Premise** and click the **Config** icon.

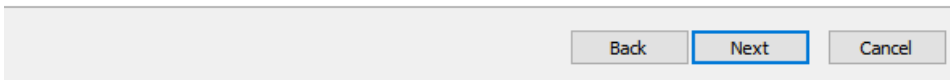
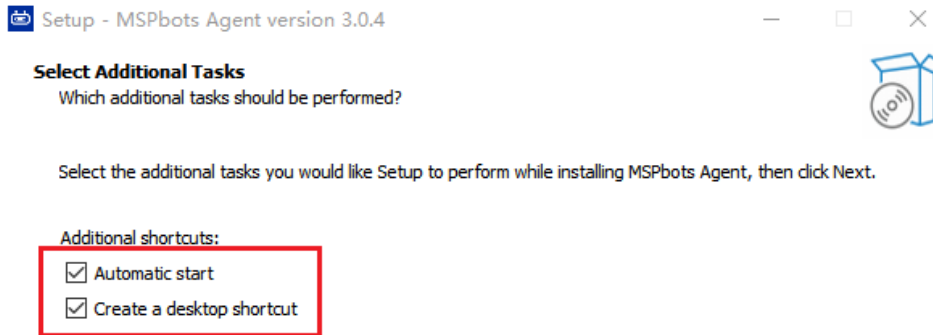


3. Next, click the download icon for the **MSPbots SQL Agent Client** to start downloading the installer file.

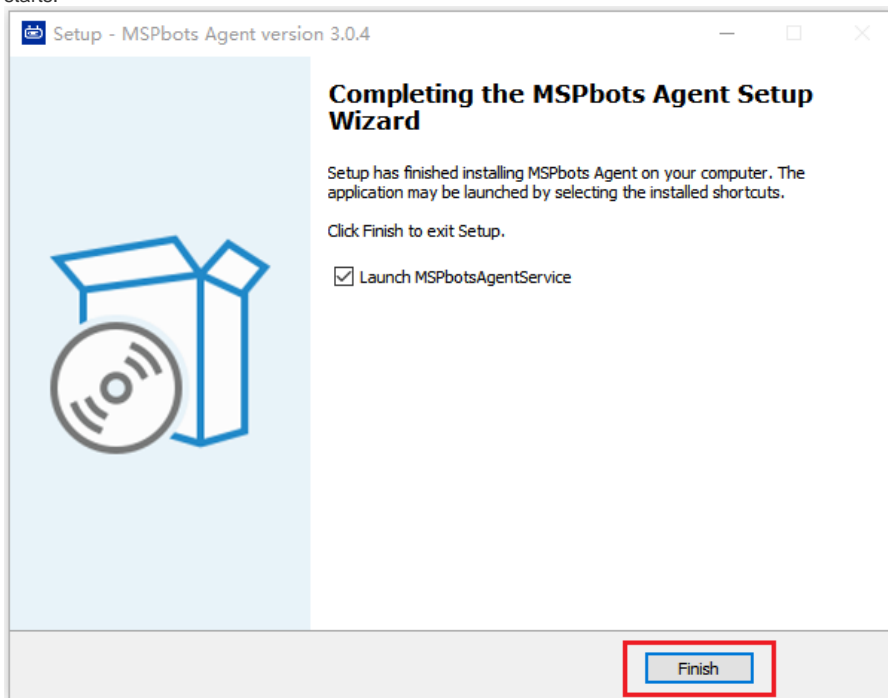


4. After the download is complete, follow the prompts to install the **MSPbots SQL Agent** client.

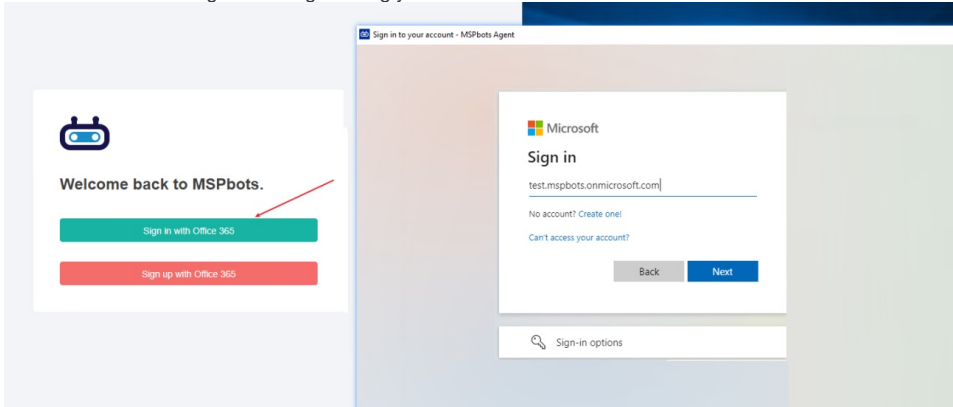
5. During the setup, select **Automatic Start** and **Create a desktop shortcut**, then click **Next**.



6. In the last step, select the **Launch MSPbotsAgentService** checkbox and click **Finish**. The window will automatically close when the service starts.

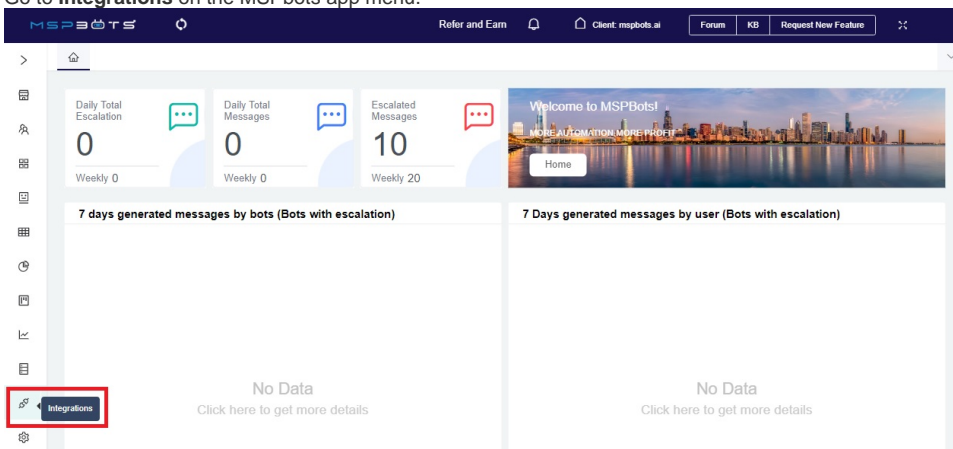


7. Launch the MSPbots agent and log in using your MSPbots account. You can Minimize or Close the window after login but do not log out.

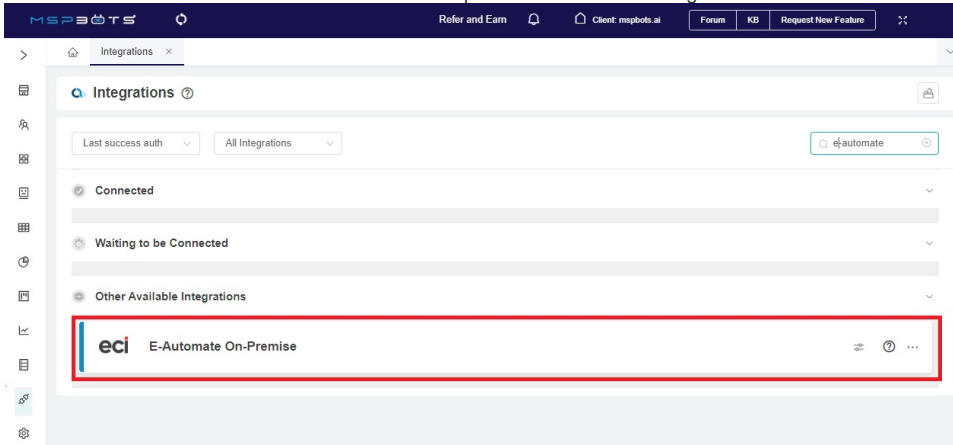


3. Set up the MSPbots Agent Connector

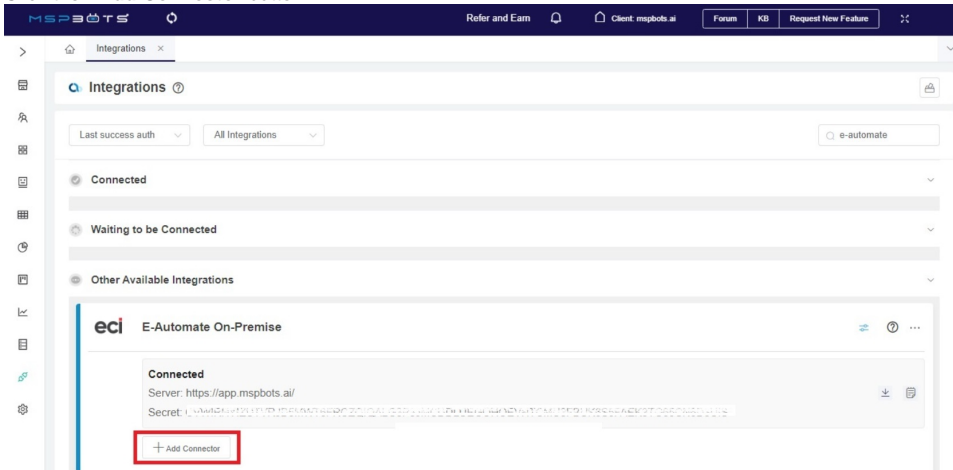
1. Go to **Integrations** on the MSPbots app menu.



2. Search for **e-automate On-Premise** and click it to open the connection settings.

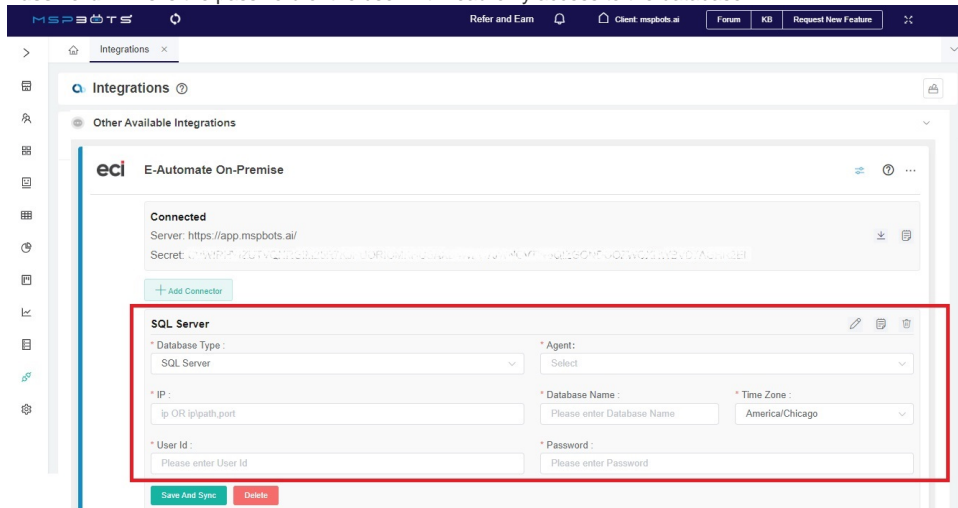


3. Click the **+Add Connector** button.



4. Fill in all of the following required fields.

- **Database Type** - Select **SQL Server**.
- **Agent** - The agent will be populated automatically with the name of the installed machine.
- **IP** - Provide the internal IP address or FQDN of the **e-Automate SQL database server**.
- **Database Name**
- **Time Zone** - Select the time zone used by the connected database.
- **User ID** - This is the username of the user with read-only access to the database.
- **Password** - This is the password of the user with read-only access to the database.

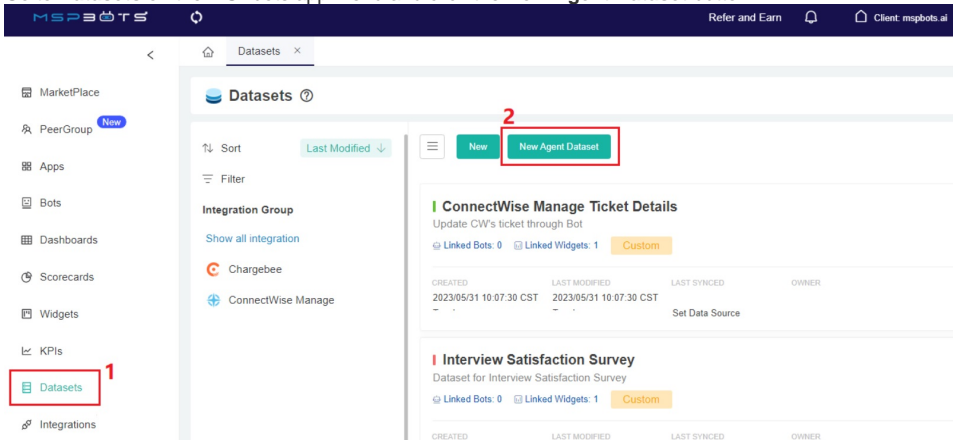


- It may take a few moments for the agent to check in after installation.
- If you have installed **multiple MSPbots agents** with different databases in different network segments, you have to select the device name where you manually installed the MSPbots Agent. You can find the device name in the Agent selection box. Select the one under the corresponding gateway of the database.

5. Click **Save And Sync**.

4. Create a dataset and validate the data

1. Go to **Datasets** on the MSPbots app menu and click the **New Agent Dataset** button.



2. When the New window appears, click **Integration** and select **E-Automate On-Premise**. Don't forget to fill in the dataset **Name** and **Description** fields.

New

* Name

Name

* Integration

Integration

ConnectWise Manage On-Premise

ConnectWise Automate On-Premise

E-Automate On-Premise

SQL Agent

Kaseya VSA On-Premise

SQL Agent

* Role

Admin +1

* Description

Description

Internal Notes

Internal Notes

Cancel Confirm

3. Next, go to the **Data Cleaning** tab to show the Validate SQL section below.
 - a. Select a database from the **DB** dropdown list.

New ×

* Name

Name

* Integration

Integration

* Role

Admin + 1

☒ Remind user to link integration

Default

Fields Description

Data Cleaning

Refresh Type

SQL

* DB

Refresh Name

* SQL

Please Enter Content, Required field cannot be empty

Validate SQL

Description

Please Enter Content, Required field cannot be empty

* Sync Frequency(Mins)

30

Cancel

Confirm

- b. Scroll down to the Validate SQL section, fill in the **SQL field**. The most common SQL statement here is `"select * from TABLENAME"`.
- c. Input your desired **Sync Frequency** in minutes.
- Sync Frequency is currently limited to 30 minutes and can only be decreased for smaller datasets. For larger datasets, the frequency may be limited due to a large amount of data ingestion and the constraint it would place on both your server and ours.

New



* Name

Name

* Integration

Integration

* Role

Admin + 1

☒ Remind user to link integration

Default

Fields Description

Data Cleaning

Refresh Type

SQL

* DB

Refresh Name

* SQL

Please Enter Content, Required field cannot be empty

Validate SQL

Description

Please Enter Content, Required field cannot be empty

* Sync Frequency(Mins)

30

Cancel

Confirm

- Click **Confirm** when done. This will show a preview of the data for your validation. You can customize or use the default character length for string-type fields, and the time field can be set with a timezone.

Integration: SQL Agent Role: Admin +1

☒ Remind user to link integration

Dataset Key: [Placeholder]

Validate SQL

opponent Mitt Romney, Obama was sworns

The SQL statement passes validation and the following table will be generated.

Column	Timezone	Length
ids		
username		305
stats		
createtime	Please enter Time Zone	
description		65585
price		

OK

Cancel Confirm

- Once you confirm the data is correct, click **OK** to create and save the dataset. The data will be synchronized in 10 minutes.

5. Save the logs and send the file to MSPbots Support Team

- Open the **MSPbots Agent** client and click the **Save Log** button on the upper right corner of the window.

MSPbots

SQL Agent

Secret: [Placeholder] Data Server: [Placeholder]

Change Setting View Log **Save Log**

Start date End date Choose Result All Please Enter Message Search

- Click **Confirm** on the Tips popup that appears.

Tips

Download the log and send it to support@mspbots.ai , please add the log as an attachment.

Cancel Confirm

- Next, select the location to save the logs, provide a filename, and click **Save**.
- Send the file to support@mspbots.ai.

6. Related Topics

- [Reminders for Connecting to MSPbots via API or SQL Agent](#)
- [SQL Agent Integration Setup](#)
- [How to Create a Read-only Account for Your SQL Server or MySQL](#)
- [How to Create a Read-Only Account on the MySQL or SQL Server](#)

