

ConnectWise Automate On-Premise Integration Setup

This article provides the following step-by-step guide for establishing the connection of ConnectWise Automate On-Premise to MSPbots.

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.](#)

[Related Topics](#)

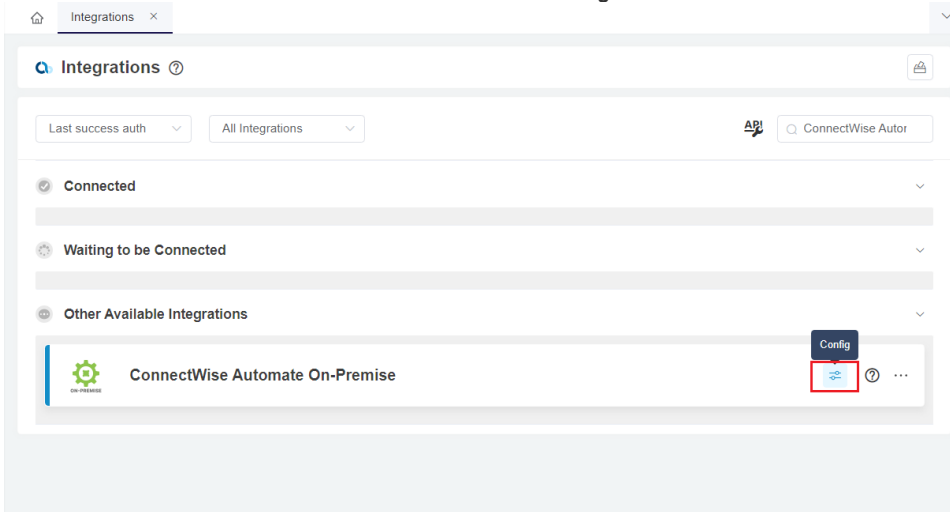
1. Complete the prerequisites.

Ensure you have a new read-only account in your SQL Server or MySQL for communicating with MSPbots. You can refer to the article [How to Create a Read-only Account for Your SQL Server or MySQL](#) for guidance.

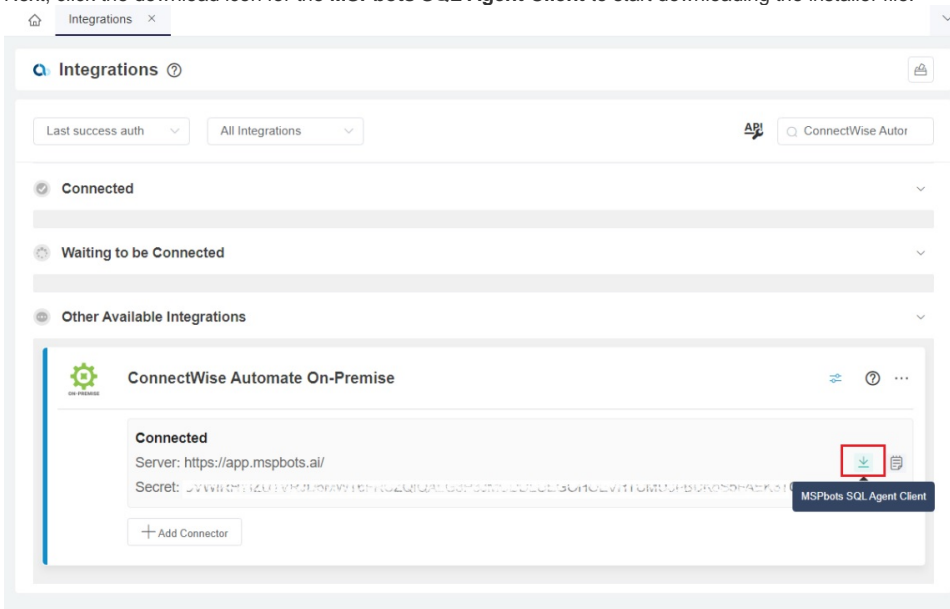
2. Connect the MSPbots agent.

Use this integration setup option only if you are an advanced user with knowledge of SQL databases and scripts. For more information on connecting your software to MSPbots using API or SQL agent, refer to [Reminders for Connecting to MSPbots via API or SQL Agent](#).

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

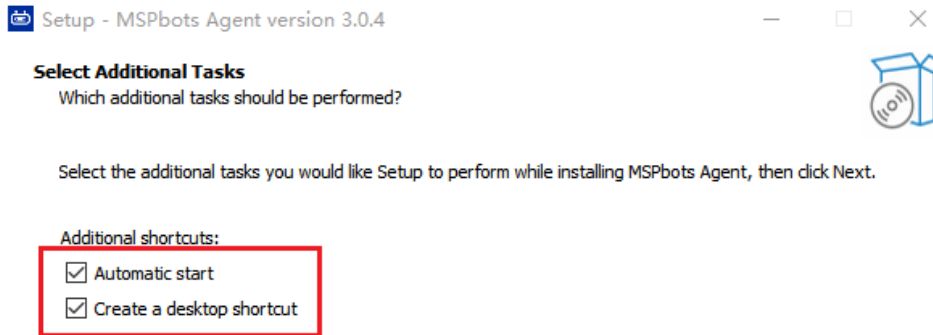


3. Next, click the download icon for the **MSPbots SQL Agent Client** to start downloading the installer file.

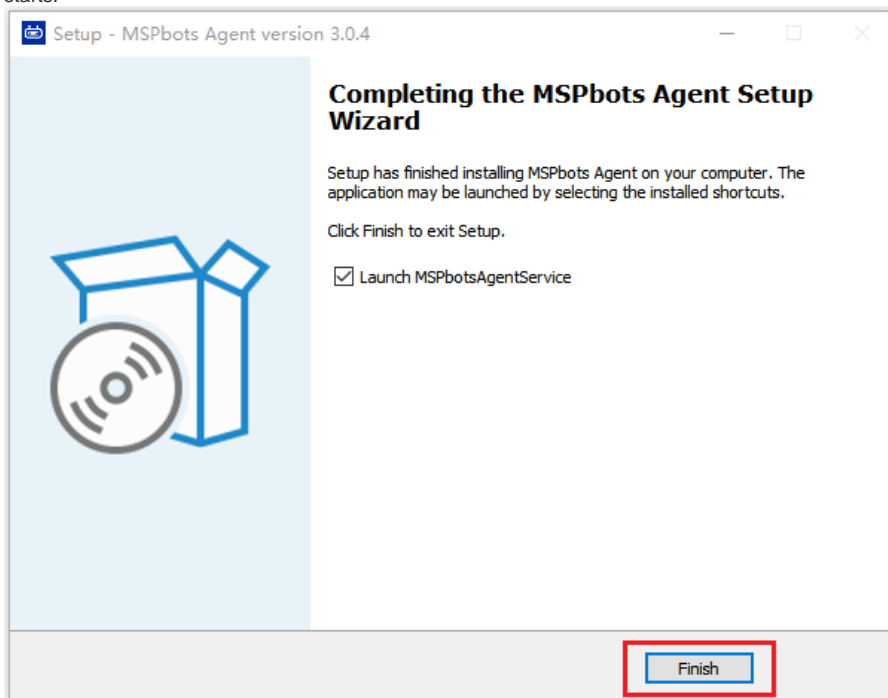


4. When the download is complete, follow the prompts to install the MSPbots SQL Agent client.

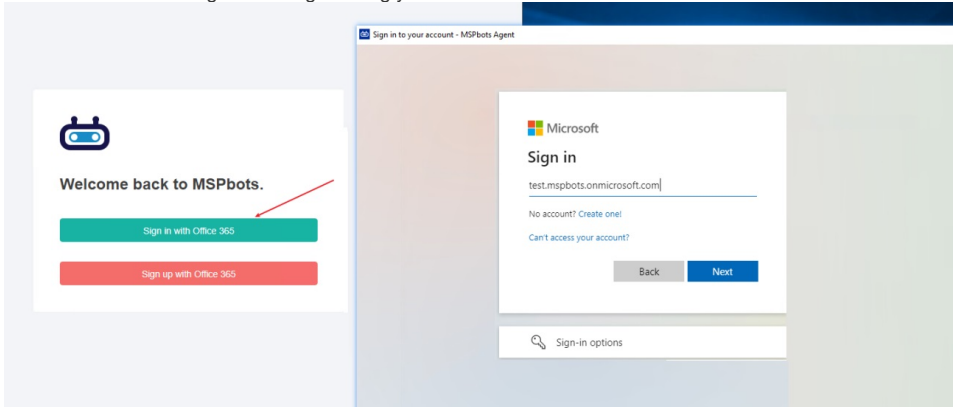
5. During the setup, select **Automatic Start** and **Create a desktop shortcut**, then click **Next**.



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

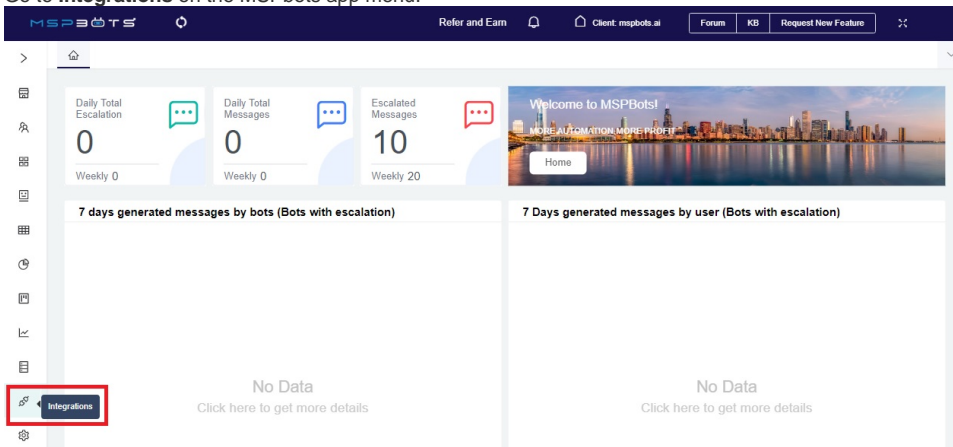


- Launch the MSPbots agent and log in using your MSPbots account. You can minimize or close the window after login but do not log out.

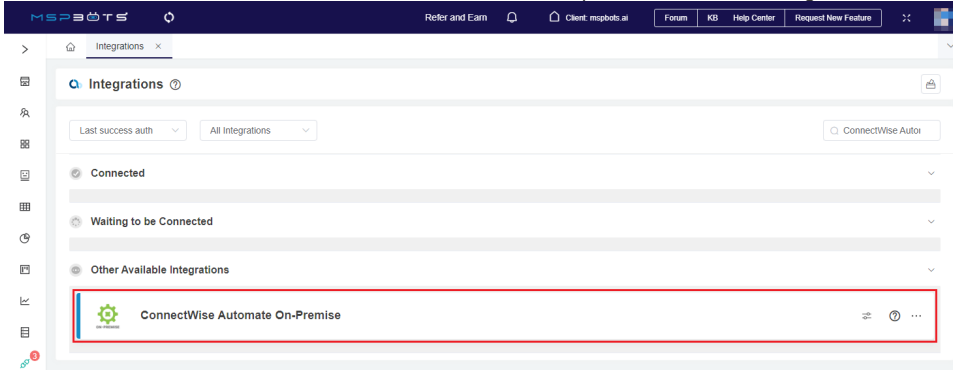


3. Set up the MSPbots Agent Connector.

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



- Search for **ConnectWise Automate On-Premise** and click it to open the connection settings.



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



The last success auth shows the last time when the MSPbots Agent successfully pulled the database configuration information. This process is set to occur every 5 minutes by default.

- Fill in the following required fields.
 - Database Type** - Select either **SQL Server** or **MySQL**.
 - Agent** - This field is populated automatically with the name of the installed machine.
 - IP** - Provide the internal IP address or FQDN of the SQL or MySQL 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.

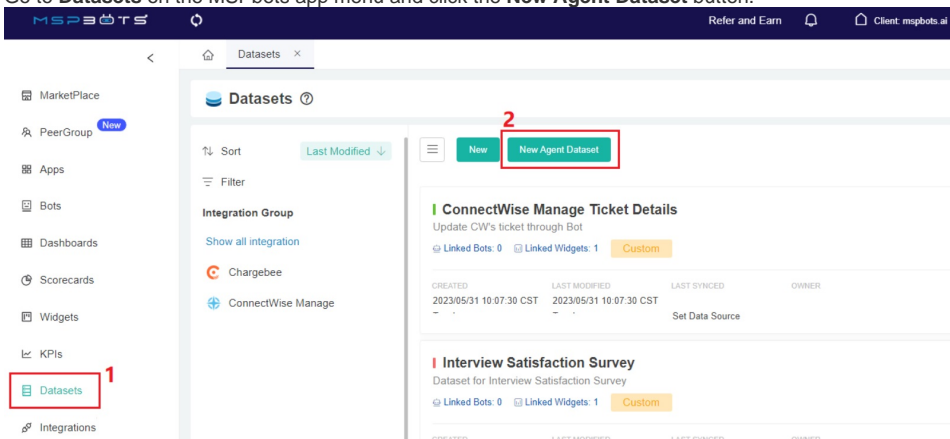


If you have installed multiple MSPbots agents with different databases in different network segments, you have to select the device name where you manually installed the MSPbots Agent. You can find the device name in the Agent selection box. Select the one under the corresponding gateway of the database.

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 **ConnectWise 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.
- 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

- Scroll down to the Validate SQL section and fill in the **SQL** field. The most common SQL statement here is "select * from TABLENAME".
- 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 constraints 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.

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

- 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 Agent

Secret: [redacted]
Data Server: [redacted]

Change Setting View Log **Save Log**

Start date: [redacted] End date: [redacted] Choose Result: [redacted] All [redacted] Please Enter Message [redacted]

Search

- Click **Confirm** in the Tips pop-up window.

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.

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

