NETWORK DETECTIVE PRO™

USER GUIDE

Network Detective Pro

10/19/2023 1:46 PM

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Introduction to Network Detective Pro

Network Detective Pro is the indispensable tool for MSPs who want to maximize the value of each client relationship. Be in-the-know about every new network environment you touch, and every change that takes place on all the client networks you manage. Then transform that data into meaningful reports that you can use throughout the managed services lifecycle to work faster and create new revenue opportunities.

Network Detective Pro is quick and easy to use. To perform an assessment you follow four basic steps:

1. **Create a Site to Organize your Assessment**: Use **Sites** to manage specific customer accounts, remote office locations, data centers, departments, organizational units, or any structure that is applicable to the environment on which you are performing an IT or Risk assessment.
2. **Start a New Assessment Project**: Start a new project for your chosen assessment and use the guided checklist to collect data.
3. **Perform the Assessment and Data Collection**: Run scans as required for your chosen assessment. Use the assessment-specific Data Collector and/or the Push Deploy Tool. The output of the scans will be in .zip files based on assessment type (.ndf, .cdf, .sdf).
4. **Generate Assessment Reports**: Customize the reports to be presented to your customers by setting up your company's branding. Then generate a set of reports to accomplish your exact business purpose!

Once you complete an assessment, you can then use **Reporter**. Reporter to automate, schedule, and deliver the assessment reports generated by Network Detective Pro. Reporter can be used with each Network Detective Pro assessment type, and allows you to deliver emailed assessment reports to anyone on your distribution list, or store generated reports in a shared folder location on your internal network.

Network Detective Pro Components

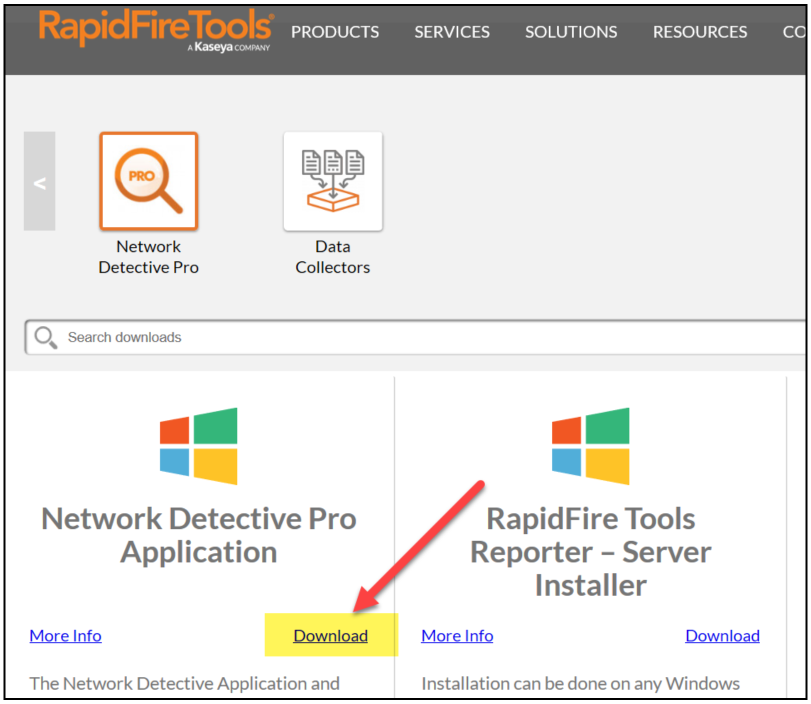
The Network Detective Pro application is composed of several components:

- **Network Detective Pro application**: create and manage your assessments, generate reports, detect external vulnerabilities for target sites, and scan the Microsoft Cloud

- **Data Collectors for various assessment types (Network, Security, Exchange, and SQL)**: download and run the specified data collector to generate scan data to import into your assessment in Network Detective Pro
- **Push Deploy Tool**: save time and perform local computer scans from a centralized location on the target network to collect scan data
- **Reporter**: use in tandem with the Remote Data Collector to automate your assessment projects from beginning to end

Download and Install the Network Detective Pro Application

Visit https://www.rapidfiretools.com/ndpro-downloads/. Download and install the Network Detective Pro Application.



Set Up Network Detective Pro Reports

Either before or after you perform your first assessment using Network Detective Pro, you may wish to configure Network Detective Pro's report generation tool to use your company's logos and business document text format and color themes.

By customizing Network Detective Pro's Reports settings, the reports produced by Network Detective Pro for presentation to your customers will conform to your company's corporate branding and image standards.

Setting Report Branding and Customization Preferences

Network Detective Pro enables the ability for you to brand the reports produced by the tool with your company's standard logos, disclaimers, themes, and cover page images.

Setting Reports Preferences at the Global or Site Level

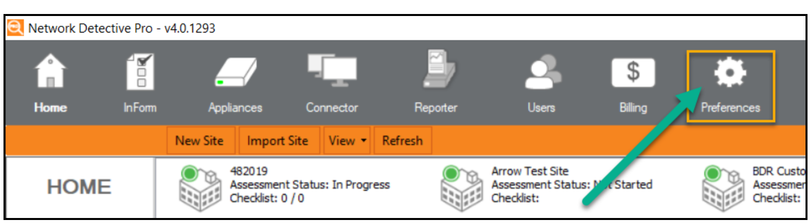
You can configure the report branding by configuring the **Report Defaults** settings at one of two levels:

- at the Global level (for all Sites) using the Network Detective Pro **Preferences** option
- at the Site level through the use of the Site's Preferences

To set the **Report Defaults** necessary to use your company's branding within the reports produced by Network Detective Pro, customize the preferences found throughout this section as referenced below.

Access and Set Reports Defaults Preferences at the Global Level

To set one or more of the **Reports Defaults** preferences, select the **Preferences** option located at the top of the Network Detective Pro application window.



> **Note:** The Report Defaults are global settings and all new Sites and Assessments will rely on these settings when reports are generated after an Assessment has been performed.

By selecting the **Network Detective Preferences** option, the **Reports Preferences** window will be displayed to enable you to set the global branding standards for all reports generated by **Network Detective Pro**. If you select the Global Reports Preference option, please proceed to the section below entitled **Setting Reports Preferences** found on the next page.

Access and Set Reports Defaults Preferences at the Site Level

Network Detective “Site”

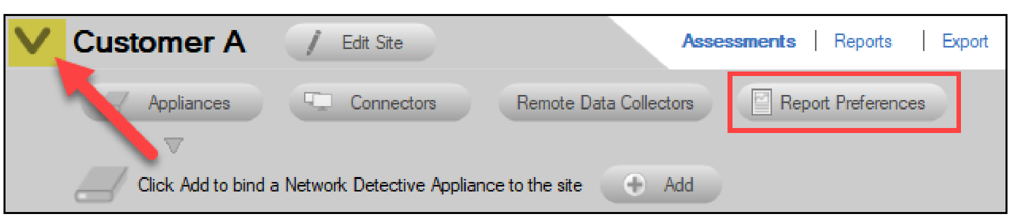
Before starting an **Assessment** using Network Detective Pro, it is required that you create a Network Detective “**Site”**.The Network Detective **Site** is typically associated with a specific client’s network or office location. Within a **Site**, **Assessment Projects** are set up, performed, and include the generated **Reports** as a result of the assessment performed.

Setting Reports Preferences

To set one or more of the **Reports Defaults** preferences at the **Site Level**, select the **Site Preferences** option located at the top of the Network Detective application window.

From the Site’s Dashboard, select the selector control to the left of the Assessment’s name to access the **Report Preferences** setup option.

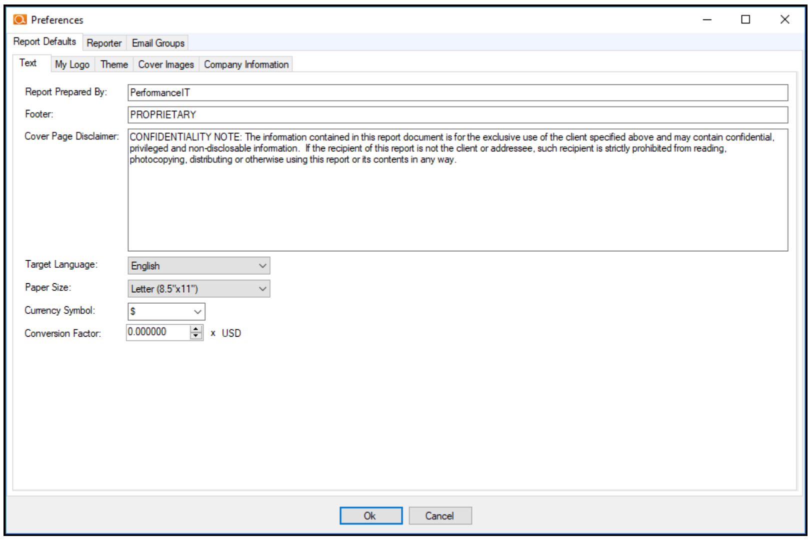
The **Site’s Preferences** will be displayed.



By selecting the **Reports Preference** button, the **Reports Preferences** window will be displayed to enable you to set the **Site Level** branding standards for all reports generated for **Assessments** performed within a specific Network Detective **Site**.

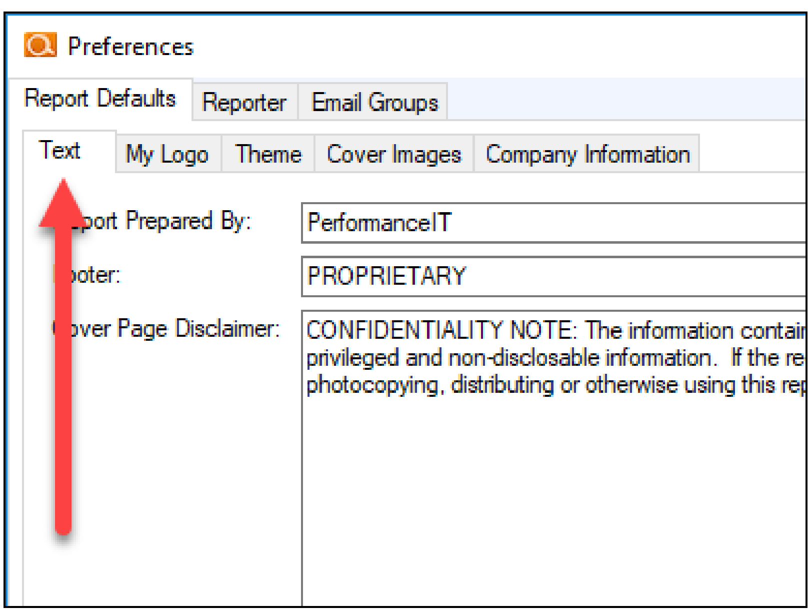
Setting Reports Preferences

Once the **Reports Preferences** window is displayed, the **Report Defaults** options will be available so that you can configure the available options to implement your company's branding standards within the reports. These options include **Text**, **My Logos**, **Theme**, and **Cover Images**.



Set Reports Text Preferences

Select the **Text Tab** of the **Report Defaults** window, to set the **Text** branding preferences.



There are five reports text preferences that can be set within the **Report Defaults Text** page:

1. **Report Prepared By***: This is you, your company, your DBA.
2. **Footer***: This is the footer of the document, and appears on all pages. By default it reads, “PROPRIETARY & CONFIDENTIAL”
3. **Cover Page Disclaimer***: By default this is a confidentiality disclaimer, but could also could serve well for Copyright.
4. **Target Language**: Select the language to be used when producing reports. Target languages include English, German, Spanish, French (Canadian), and Italian.
5. **Paper Size**: Select the default page size to be used when reports are generated and formatted.

Set the **Reports Defaults Text** preferences and then select the **Preferences Window Ok** button to save the preferences.

If you need to set other Reports Defaults preferences then continue by selecting the window tab associated with the **Reports Defaults** preferences that you would like to configure.

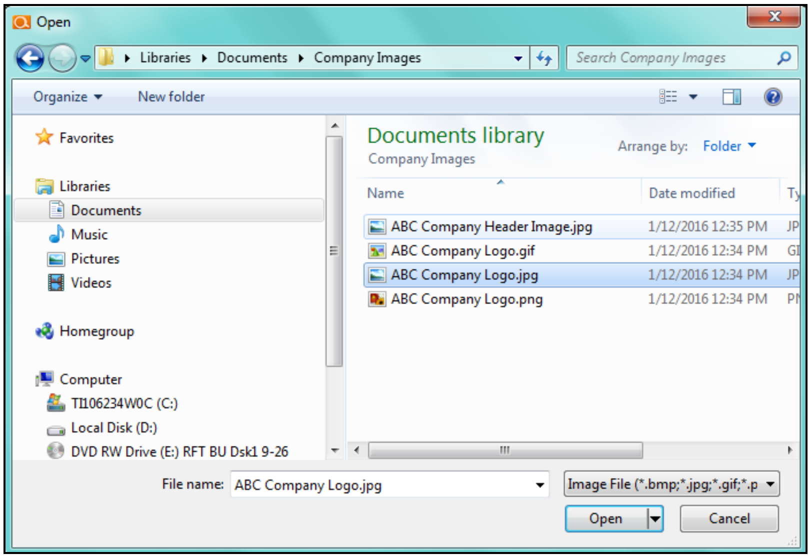
Set Reports Logo Preferences

To incorporate your company’s logos into the Reports generated by Network Detective, you must update the **My Logos Report Defaults** preferences to include your company’s logo files.

Adding the Cover Page Logo Image

Select the **My Logos** tab. To update the **Cover Page Logo image**, select the **Cover Logo Image Upload** button to upload an image that is 600 x 150.

The following window will be displayed to enable you to select the image file to be used for the **Cover Page Logo**.

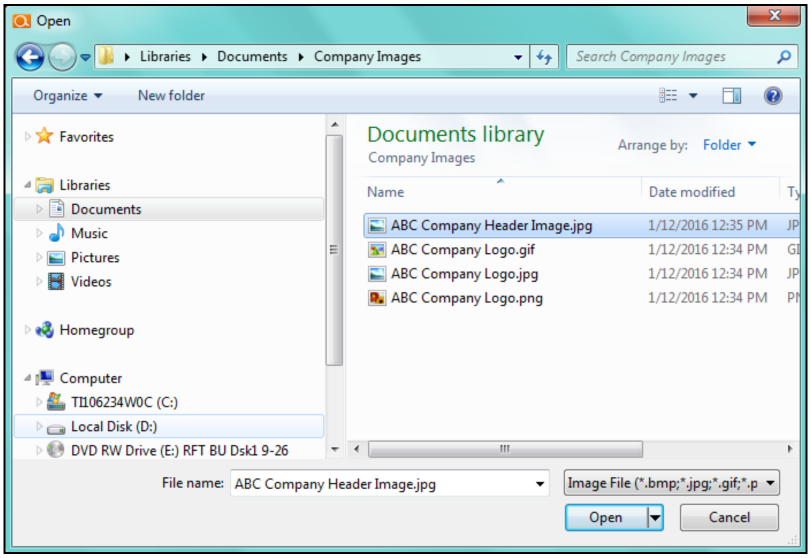


Select the image file to the used for the **Cover Logo Image** and select **Open** to complete the image upload process.

Adding the Header Logo Image

Select the **My Logos** tab. To update the **Header Logo image**, select the **Header Logo Image Upload** button to upload an image that is 300 x 75 or 600 x 150.

The following window will be displayed to enable you to select the image file to be used for the **Header Page Logo**.



Select the image file to the used for the **Header Logo Image** and select **Open** to complete the image upload process.

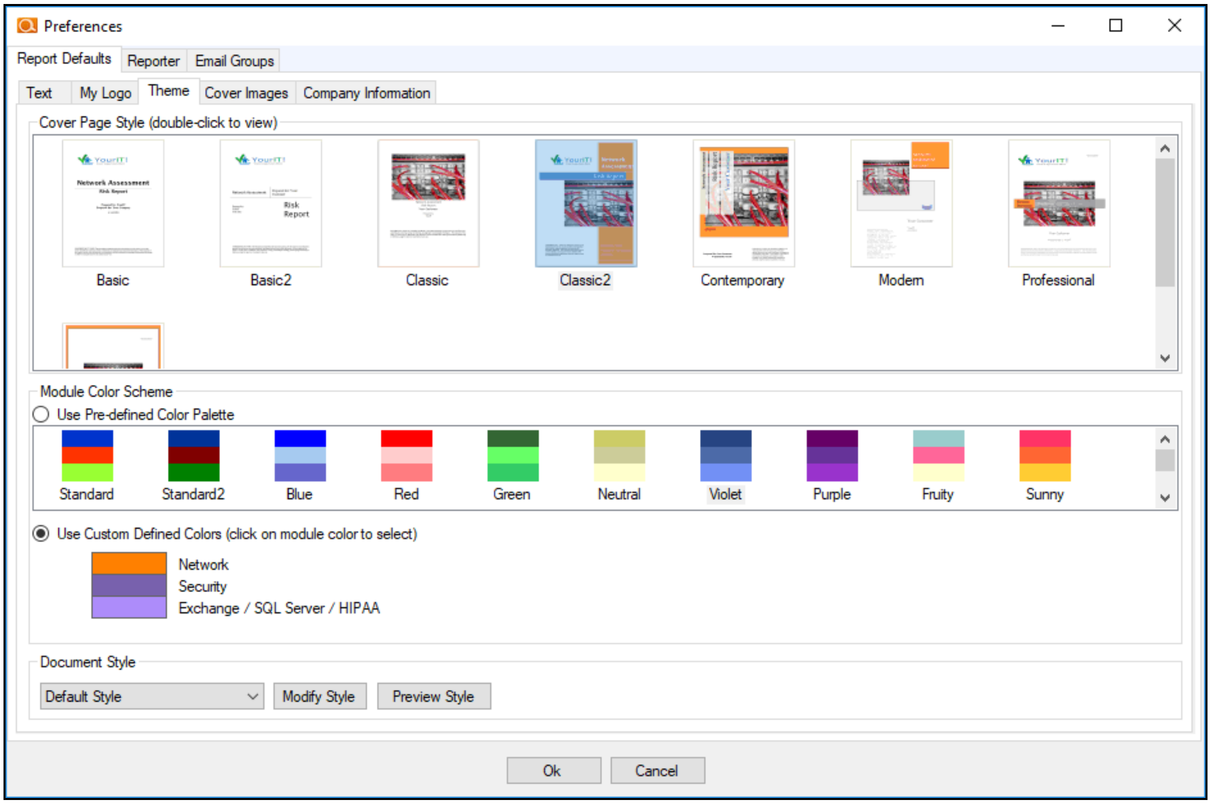
To save your **Cover Logo Image** and **Header Logo Image** settings, select the **Preferences Window Ok** button.

Set Reports Cover Page Styles and Themes Preferences

Each report generated follows a pre-built theme and is color-coded based on the specific Assessment Module the report is generated from after an assessment is performed (i.e. Network Assessment, Security Assessment, and/or Exchange/SQL Server).

Using this option, you can set the **Cover Page Style** for each assessment module's report documents and you can assign a report color palette to be used with each module during report generation.

To set the **Themes preferences**, select the **Themes** tab within the **Reports Defaults** window.



Setting the Reports Cover Page Style

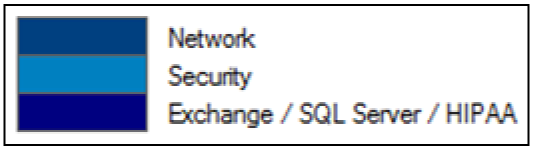
Select the **Cover Page Style** from the available **Cover Page** document styles. If no other **Reports Defaults** preferences are to be set, then select the **Preferences Window Ok** button. Otherwise, continue setting a **Color Scheme** for one or more Modules as detailed below.

Setting the Module Color Scheme

If you desire to assign a specific report color scheme to be used when a specific Network Detective Module generates reports documents, then use the **Module Color Scheme** option. This option enables you select from a pre-defined group of colors assigned to each module type in order to quickly assign a specific color scheme to each module (i.e. Network, Security, and/or Exchange, SQL Server) for use during the report generation process.

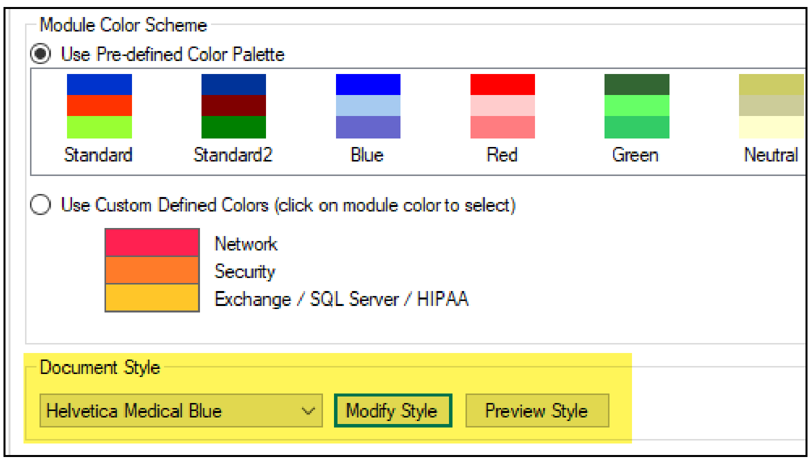
To use the **Module Color Scheme** option, select a color palette from the Pre-defined Color Palettes.

Keep in mind that each **Color Scheme** has bands of three colors that have been predefined. Each color scheme band is assigned to one or more modules as noted in the figure below.

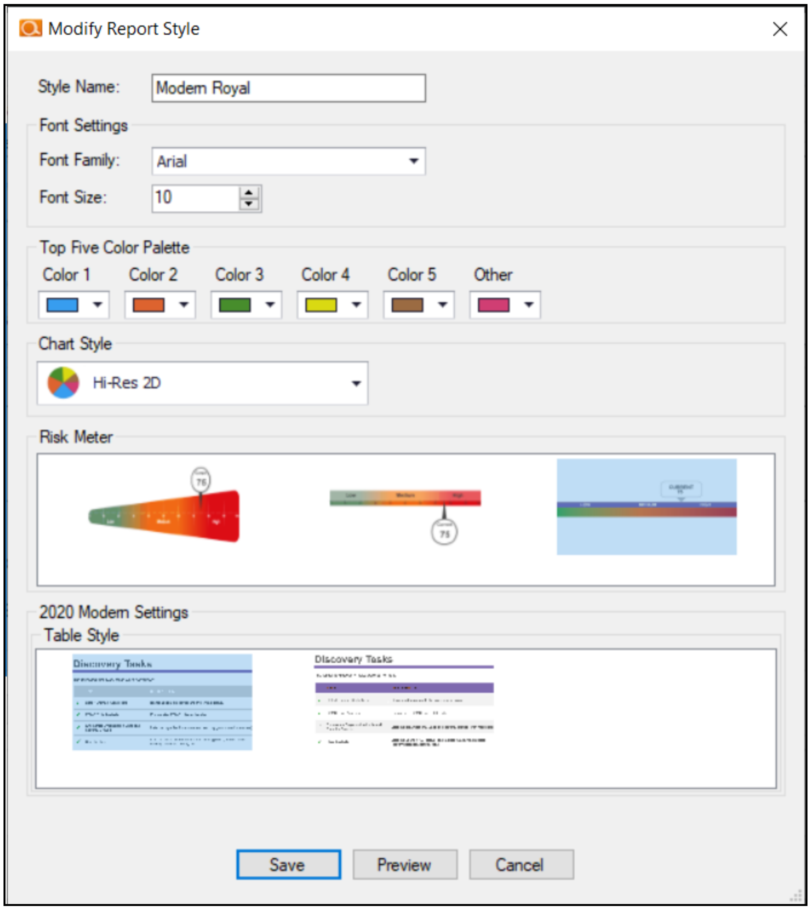


Setting Document Style

Use the Document Style drop-down menu to change the fonts and font colors used in your reports.



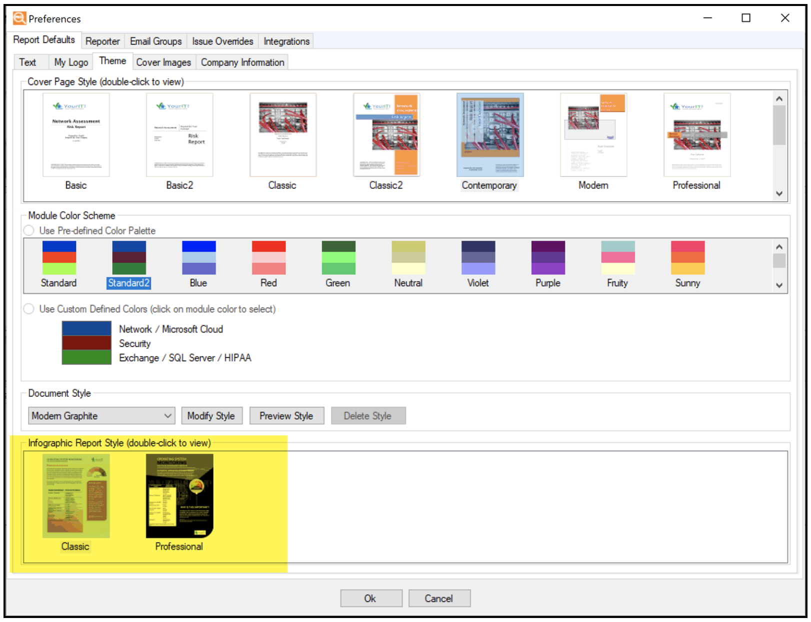
Click the **Modify Style** to make changes to the selected style.



You can then **Preview** and **Save** your changes.

Set Infographic Report Style

You can choose from two Infographic Report styles: **Classic** and **Professional**.



The infographic report style affects the following reports:

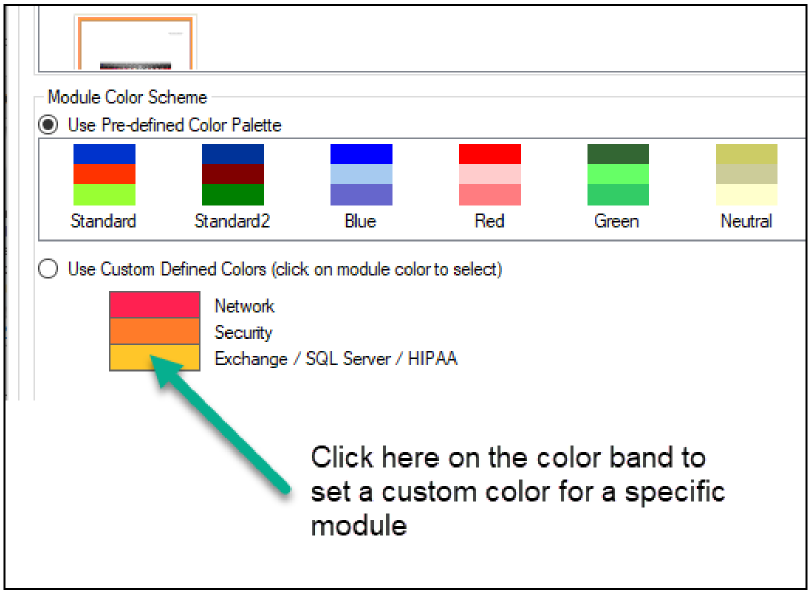
- Outdated Operating Systems Summary
- Outdated Malware Definitions Summary
- Password Policy Summary
- Data Breach Liability Summary
- Executive Summary
- Dark Web ID Summary

Assigning Custom Defined Color Schemes to Each Assessment Module

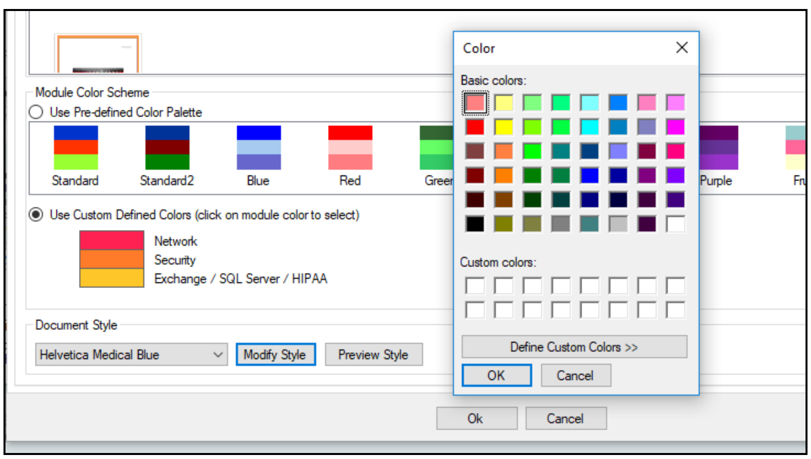
> **Note:** Currently, you cannot define custom color schemes for the "Modern" report styles.

To assign your own color schemes to each Assessment Module, select the **Use Custom Default Colors** option from within the **Themes** window and define your own Module color scheme.

Next, click on the Module color band as noted below, to view a color palette that is used to set the **Color Scheme** that is to be assigned to a specific Module.



Select the color that you want to assign to the Module from the choices presented in the **Color** palette window and then select the **Ok** button in the **Color** window to assign the color to the Module.

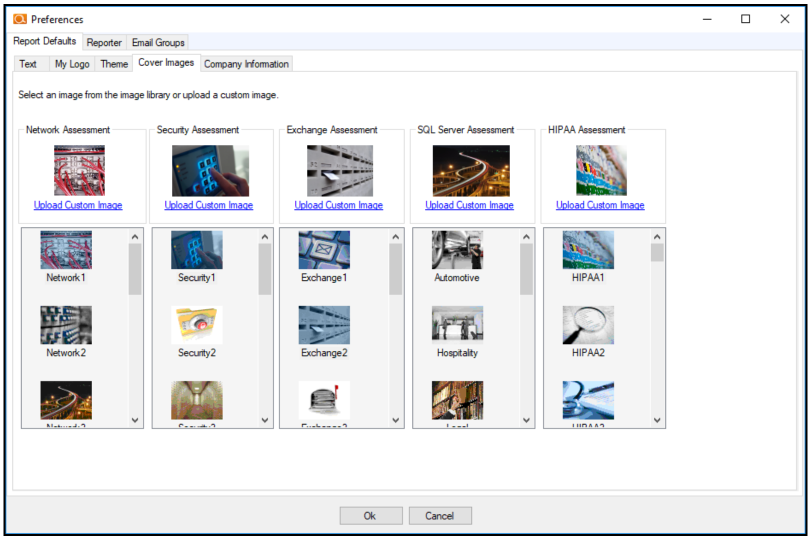


To save the color assignment for the Module's color band you selected, click on the **Preference Window Ok** button. Then set the colors for the other modules. To save your final Theme settings, select the **Preferences Window Ok** button.

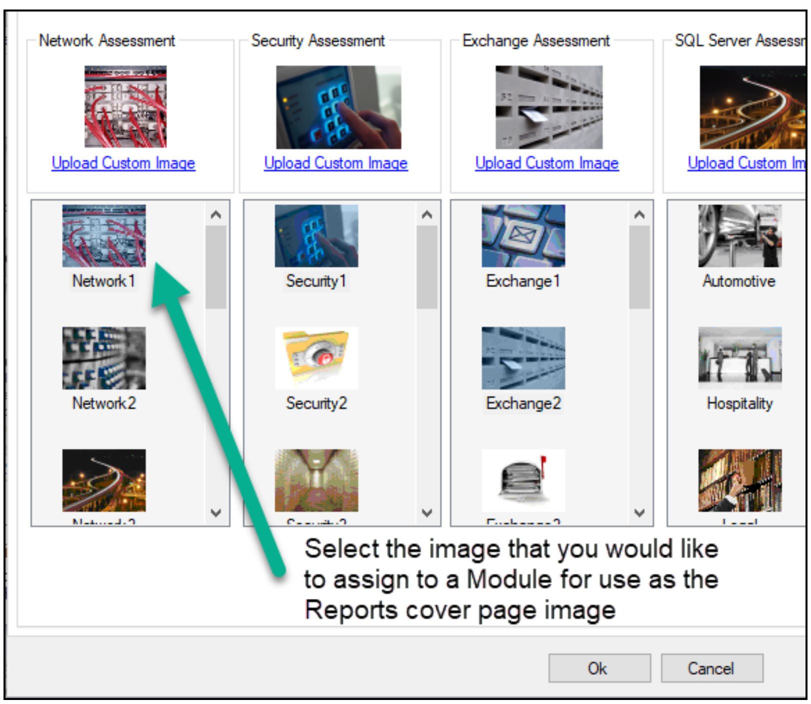
Set Reports Cover Images Preferences

For each Module, you can define the image that should be displayed within the **Reports Cover Page** when a report document is generated.

To assign an image to a specific Module's report cover page, select the **Reports Defaults** preferences and click on the **Cover Images** tab within the **Preferences Window** that is displayed.



Then, for each Module listed in the **Cover Images** page, select that image from the list box containing the available images, and select an image to be module that is referenced above the images list box.



After assigning the images to be used in the **Reports Cover Pages** for the reports output by each module, select the **Preferences Window Ok** button to save your image assignments.

After you have finished setting the **Reports Defaults** preferences, you can proceed to performing assessments and generating reports that will use your company's branding.

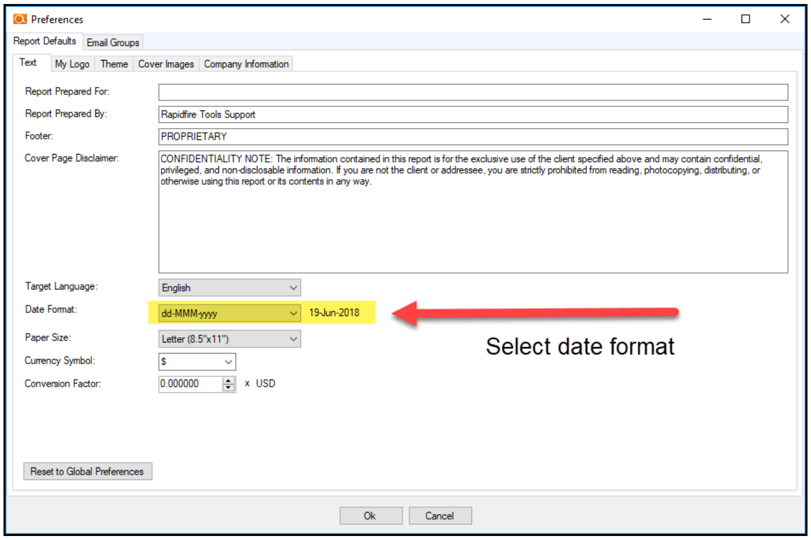
Note that the reports produced by Network Detective are delivered to you as Microsoft® Word and/or Excel documents so that you are able to add information to the report, or extract information to be included in your own documentation, sort and analyze, in Excel, etc.

Configure Report Date Format in Network Detective Pro

You can configure the format for dates displayed in Network Detective Pro Reports. For example, you can decide whether you want a *USA date* format or *international date* format. To configure dates that appear in reports:

1. First decide whether you want to change the report date format for ALL of your Sites - or just for specific Sites:
   A. If you want to change the date format for ALL of the reports you generate using Network Detective Pro, click **Preferences** from the top menu.
   B. If you want to change the date format for reports you generate for a specific Site (or client), click the top selector icon  and then click **Report Preferences**.
2. Then, under **Report Defaults**, open the **Text** tab.
3. Select your preferred date format from the menu.

> **Note:** You can see a preview of how the date will appear next to the date format code.

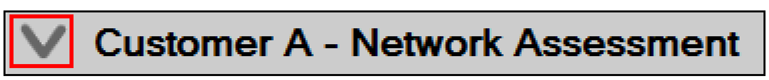


4. Click **Save**. Your newly generated reports will now have the specified date format.

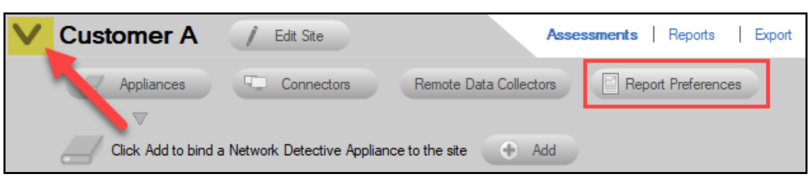
Assigning the Global Reports Preferences to a Site

If you want to assign the Reports Preferences that you set globally for Network Detective to a particular site, follow these steps:

From the Site's Dashboard, select the selector control to the left of the Assessment's name to access the **Report Preferences** setup option.

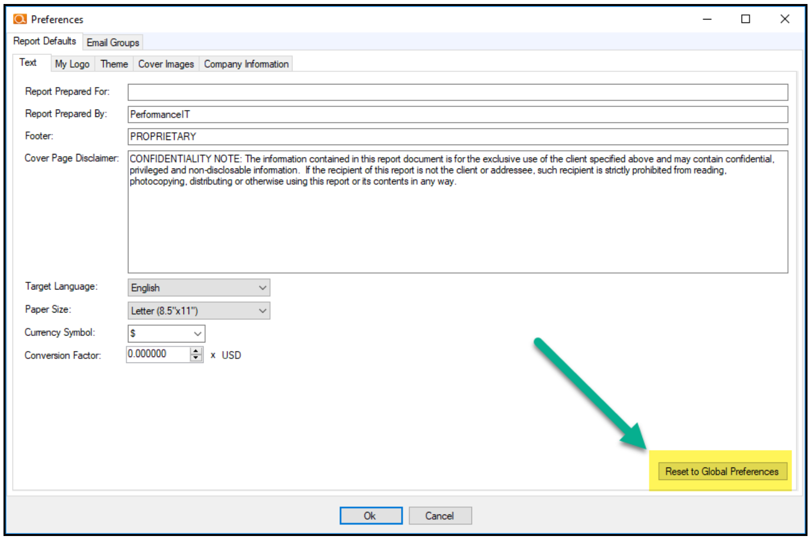


The **Site's Preferences** will be displayed.



Next, select the **Report Preferences** button to enable you to access the **Site Level** branding standards for all reports generated for **Assessments** performed within a specific Network Detective **Site**. The **Site's Reports Preferences** window will be displayed.

Next, select the **Reset to Global Preferences** button.



Select the **OK** button to apply the **Global Reporting Preferences** to the **Site Level**.

Performing a Network Assessment

Network Assessment Overview

The Network Assessment Module gives you the broadest insights of any IT assessment module. The Network Assessment Module has many every day uses for your MSP, including:

- Conducting full, 'deep-dive' network assessments
- Documenting your customers' networks as part of regular "Technology Reviews"
- Generating change management reports for clients
- Conducting IT SWOT Analyses to help your clients make better and more informed business decisions

What You Will Need

Network Assessment Component	Description
Network Detective Pro	The Network Detective Pro Application and Reporting Tool guides you through the assessment process from beginning to end. You use it to create sites and assessment projects, configure and use appliances, import scan data, and generate reports. The Network Detective Pro Application is installed on your workstations/laptops; it is not intended to be installed on your client or prospect sites.
Network Detective Data Collector	The Network Detective Network Assessment Data Collector (NADC) is a windows application that performs the data collections for the Network Assessment Module.
Push Deploy Tool	The Network Detective Push-Deploy Tool pushes the local data collector to machines in a specified range and saves the scan files to a specified directory (which can also be a network share). The benefit of the tool is that a local scan can be run simultaneously on each computer from a centralized location.

Network Prerequisites for Network Detective Pro Scans

For a successful network scan:

1. **ENSURE ALL NETWORK ENDPOINTS ARE TURNED ON THROUGHOUT THE DURATION OF THE SCAN.** This includes PCs and servers. The scan can last several hours.
2. **CONFIGURE THE TARGET NETWORK TO ALLOW FOR SUCCESSFUL SCANS ON ALL NETWORK ENDPOINTS.** See Pre-Scan Network Configuration Checklist for configuration guidance for both Windows Active Directory and Workgroup environments.
3. **GATHER THE INFORMATION BELOW TO CONFIGURE YOUR SCANS FOR THE CLIENT SITE.** Work with the project Technician and/or your IT admin on site to collect the following:
   - **Admin network credentials** that have rights to use WMI, ADMIN$, and File and Printer Sharing on the target network.
   - **Internal IP range** information to be used when performing internal scans.

     > **Note:** Network Detective Pro will automatically suggest an IP range to scan on the network. However, you may wish to override this or exclude certain IP addresses.

   - **External IP addresses** for the organisation to be used when setting up External Vulnerability Scans.
   - **Network Detective User Credentials**
   - For Windows Active Directory environments, you will need admin credentials to connect to the Domain Controller, as well as the name/IP address of the domain controller.
   - For Windows Workgroup network environments, a list of the Computers to be included in the Assessment and the Local Admin Credentials for each computer.

Follow these steps to perform a Network Assessment.

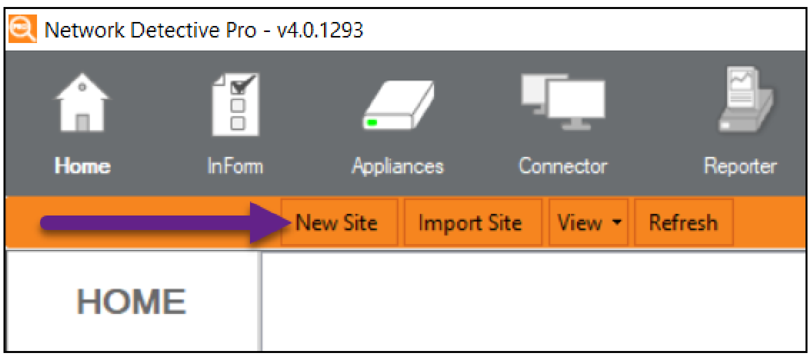
Step 1 — Download and Install the Network Detective Pro app

Go to https://www.rapidfiretools.com/ndpro-downloads/ to download and install the Network Detective Pro application on a PC on the MSP network. Then run Network Detective Pro and log in with your credentials.

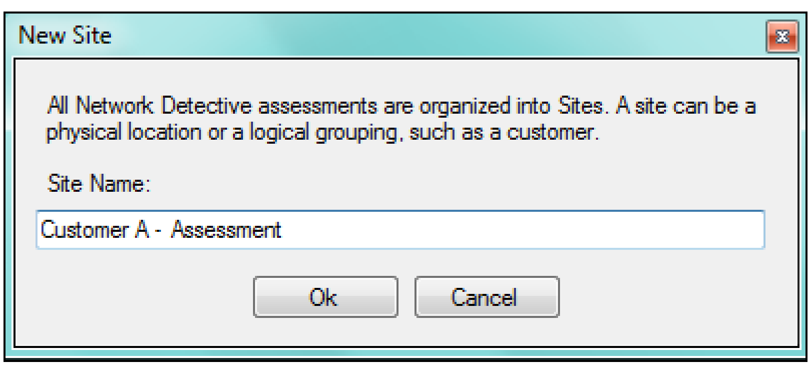
Step 2 — Create a New Site

To create a new site:

1. Open the Network Detective Pro Application and log in with your credentials.
2. Click **New Site** to create a new Site for your assessment project.



3. Enter a **Site Name** and click **OK**.

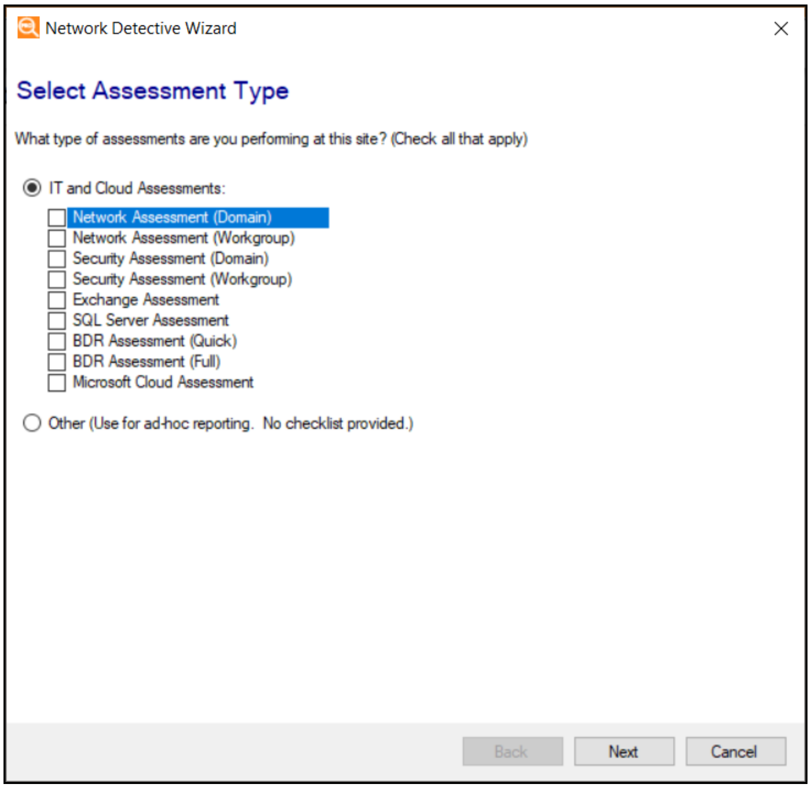


Step 3 — Start a Network Assessment

1. From within the **Site Window**, select the **Start** button that is located on the far right side of the window to start the **Assessment**.

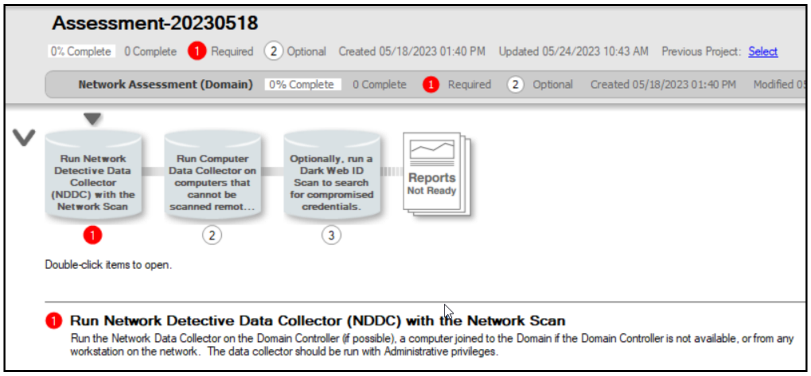
   

   Next, select the **Network Assessment** option presented.

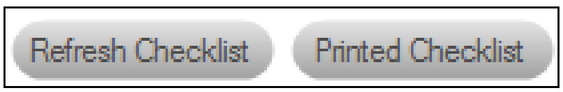
   Then follow the prompts presented in the **Network Detective Wizard** to start the new **Assessment**.

2. Once the new **Network Assessment** is started, a “**Checklist**” is displayed in the **Assessment Window** presenting the “**Required”** and “**Optional”** steps that are to be performed during the assessment process. Below is the **Checklist** for a **Network Assessment**.



3. Complete the required **Checklist Items** and use the **Refresh Checklist** feature to guide you through the assessment process at each step until completion.

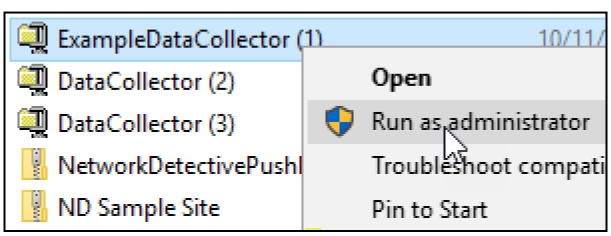
   You may also print a copy of the **Checklist** for reference purposes by using the **Printed Checklist** feature.



Step 4 — Perform Network Scan Data Collection

Download and run the **Network Detective Pro Data Collector** on a PC on the target network. Use the Data Collector to scan the target network.

1. Visit the RapidFire Tools software download website at https://www.rapidfiretools.com/ndpro-downloads/ and download the **Network Detective Data Collector**.
2. Run the **Network Detective Data Collector** executable program as an Administrator (**right click>Run as administrator**).



Important: For the most comprehensive scan, you MUST run the data collector as an ADMINISTRATOR.

3. **Unzip** the files into a temporary location. The Network Detective Data Collector's self-extracting ZIP file does not install itself on the client computer.
4. The Network Detective Data Collector Scan Type window will appear.

Configure the network scan using the wizard.

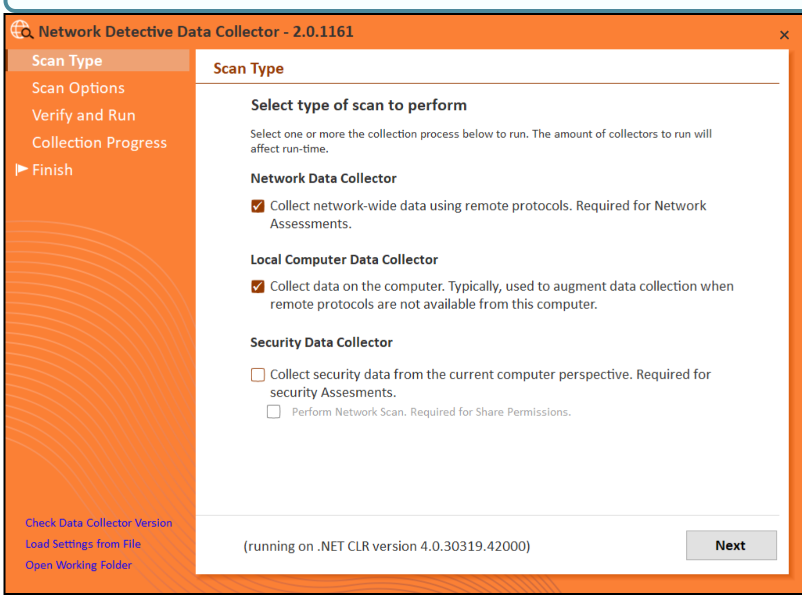
- Look here if you are "Scanning an Active Directory Domain-based Network" below
- Look here if you are "Scanning a Workgroup Network" on page 43

Scanning an Active Directory Domain-based Network

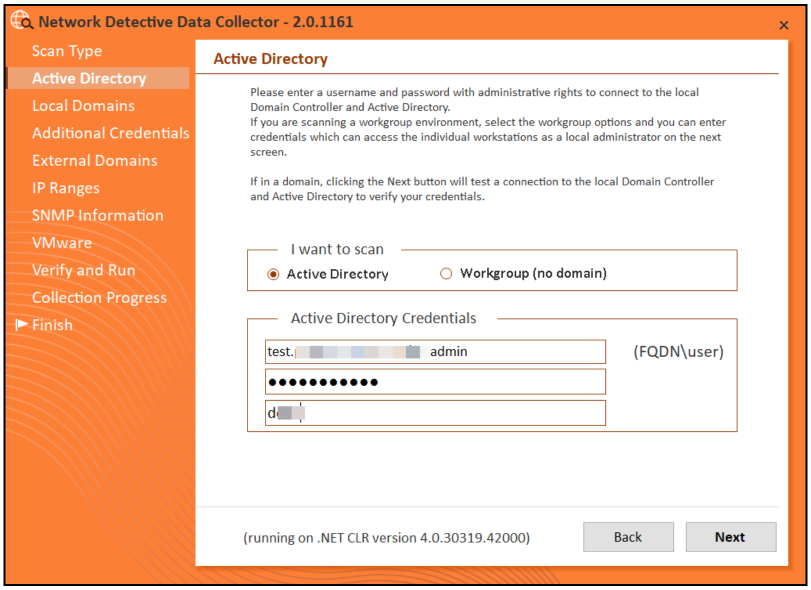
Once you run the Data Collector, the Scan Type screen will appear.

1. Select the **Network Data Collector** option. Click **Next**.

Note: You can optionally choose to run the **Local Computer Data Collector**, too, to collect data from the local machine that you are using to run the network scan.



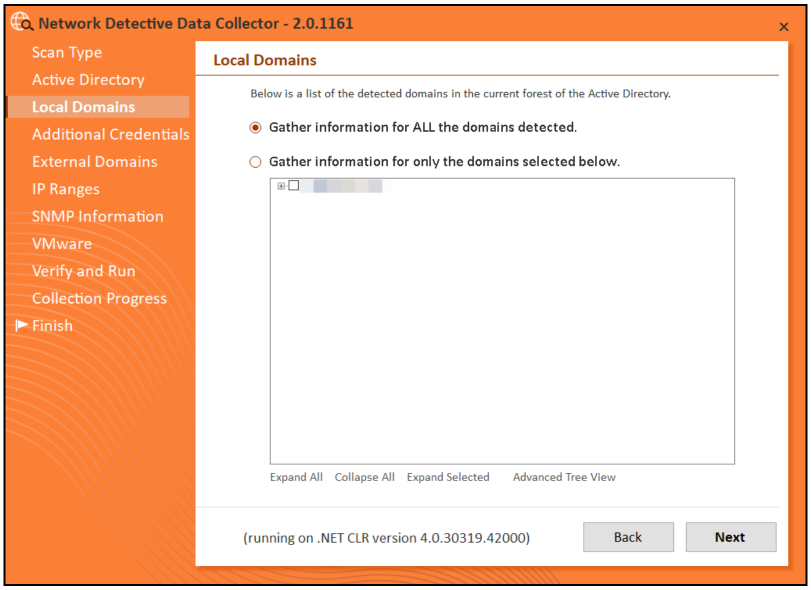
2. The **Active Directory** window will appear. Select the type of network you are scanning: *Active Directory domain*.



3. Next enter the network's **Fully Qualified Domain Name** along with a **username** and **password** with administrative rights to connect to the local Domain Controller and Active Directory.

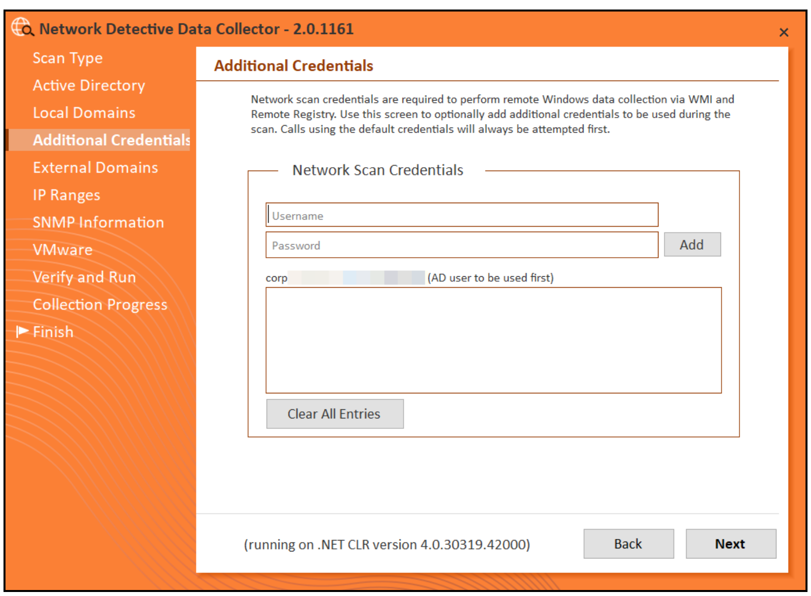
> **Note:** For example: **corp.yourprospect.com\username.**

4. Enter the name or IP address of the domain controller.
5. Click **Next** to test a connection to the local Domain Controller and Active Directory to verify your credentials.
6. The **Local Domains** window will appear. Select the Domains to scan. Choose whether to scan all domains or only specific domains and OUs. Click **Next**.

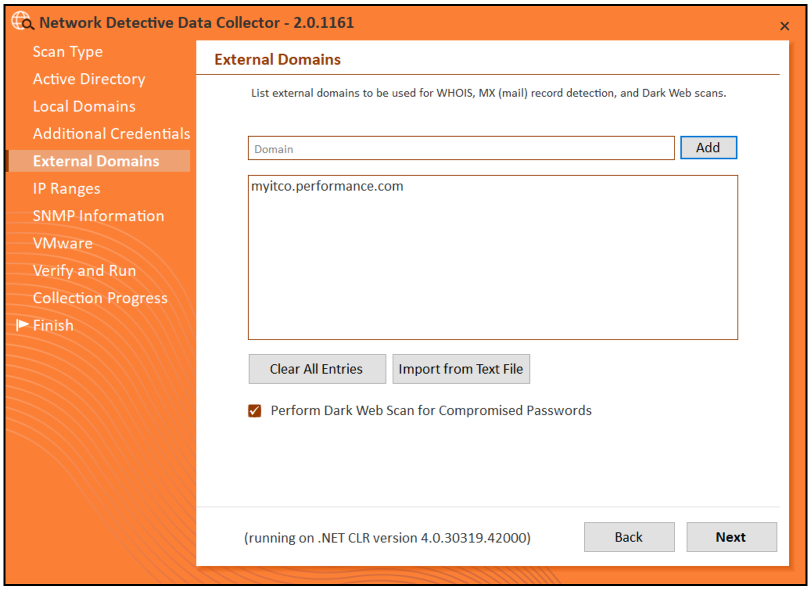


Confirm your selections if you opt to scan only specific Domains and OUs. Click **OK**.

7. The **Additional Credentials** screen will appear. Enter any additional credentials to be used during the scan using the fully qualified domain name. For example: **corp.yourprospect.com\username.** Click **Next**.



8. The **External Domains** screen will appear. Enter the name(s) of the organization's **External Domains**. Click **Next**.

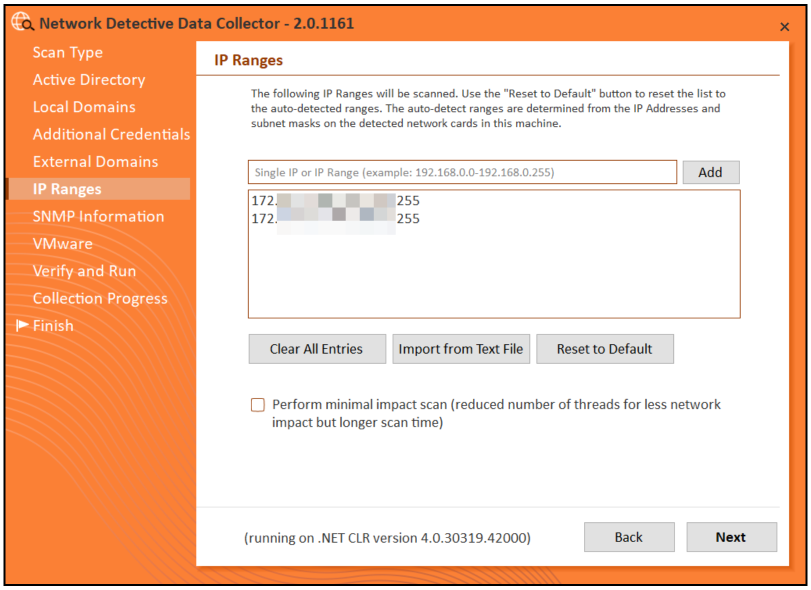


A Whois query and MX (mail) record detection will be performed on the external domains.

Note: **Perform Dark Web Scan for Compromised Passwords***: Select this option to check the domains you enter for compromised usernames/passwords on the dark web. This service will return the first 5 compromised passwords for each domain specified. If any compromised credentials exist for these domains, they will appear in your assessment reports for the **Security Assessment Module** (SAM).

*To access the Dark Web Scan results, you must have a subscription to the Security Assessment Module and you must generate Security Assessment reports using your data. See also Dark Web Scan Summary for Security Assessment Module.

9. The **IP Ranges** screen will then appear. The Network Detective Data Collector will automatically suggest an IP Range for the scan. If you do not wish to scan the default IP Range, select it and click **Clear All Entries**. Use this screen to enter additional IP Addresses or IP Ranges and click **Add**.

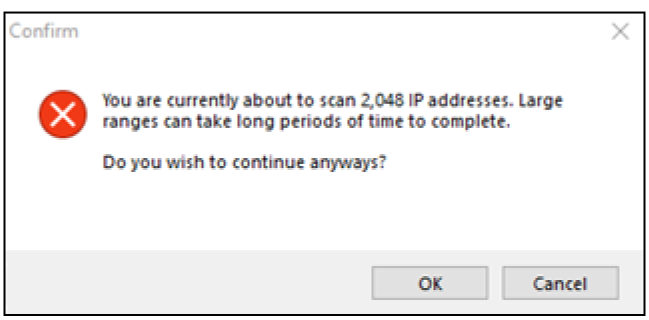


From this screen you can also:

- Click **Reset to Default** to reset to the automatically suggested IP Range.
- Click **Import from Text File** to import a predefined list or range of IP addresses.

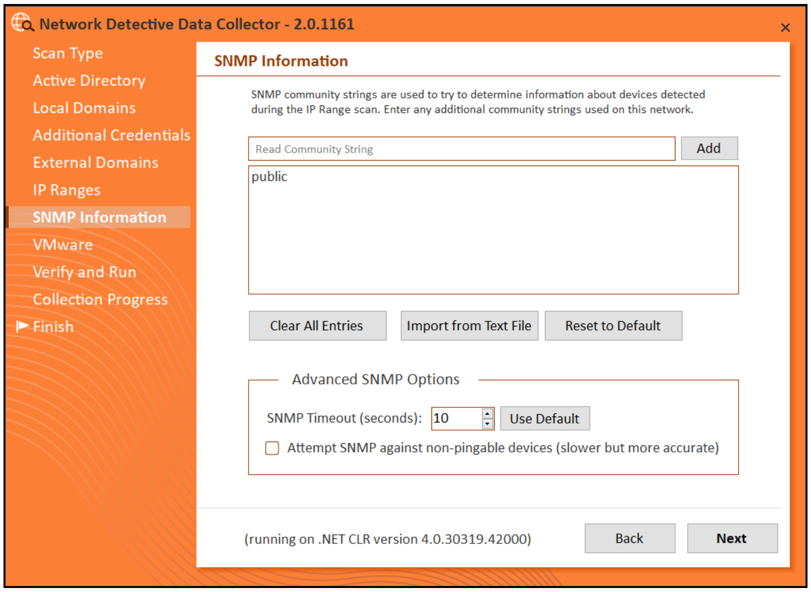
Important: Scans may affect network performance. Select **Perform minimal impact scan** if this is an issue.

When you have entered all IP Ranges to scan, click **Next**.



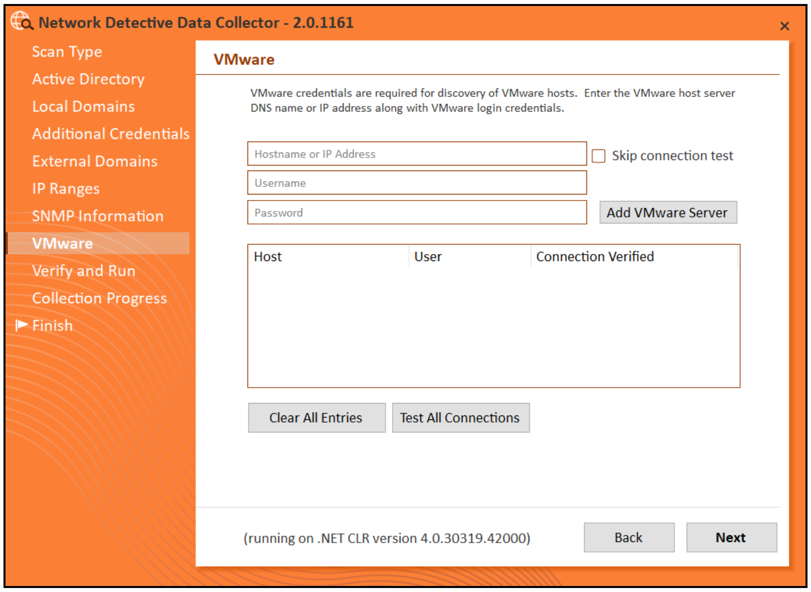
> **Important:** If you are scanning a large number of IP addresses, confirm that you wish to continue.

10. The **SNMP Information** window will appear. Enter any additional SNMP community strings used on the network. Click **Next**.



> **Tip:** Select **Attempt SNMP against non-pingable devices** to enhance Layer 2/3 data collection and reporting with Network Detective Pro. Note that this option may increase overall scan time.

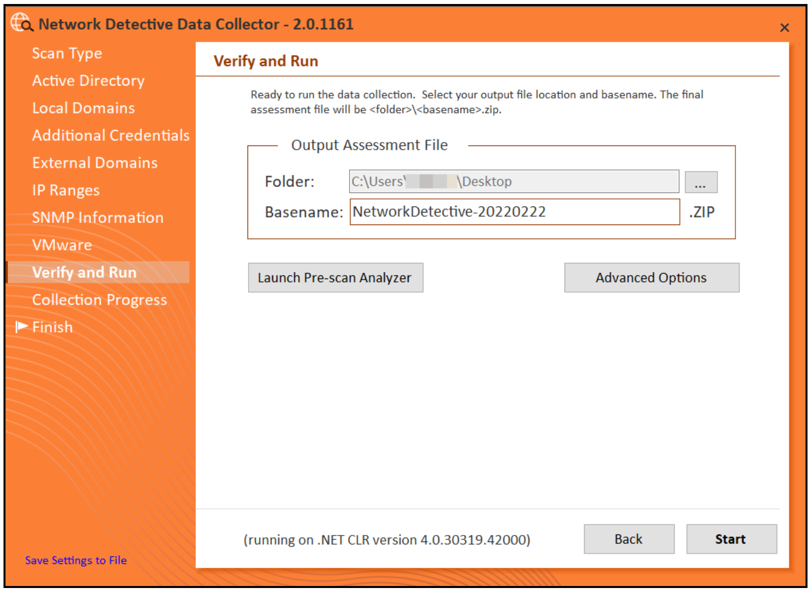
11. The optional **VMware** credentials window will appear. Enter the hostnames or IP Addresses of any VMware hosts that you wish to include in the scan. Likewise enter credentials needed to access the VMware hosts. Click **Next**.



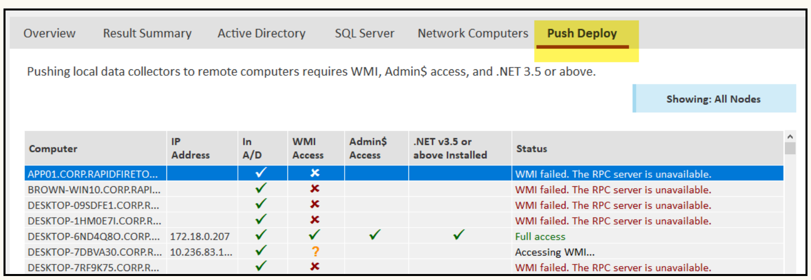
12. The **Verify and Run** window will appear. Select the folder that you want to store the scan data file in after the scan is completed. You may also change the scan's **Output Assessment File Folder** location and **Basename** for the scan data.

> **Tip:** If you are using a USB flash drive, select a folder on that drive.

The file will be output as a **.NDF** file.

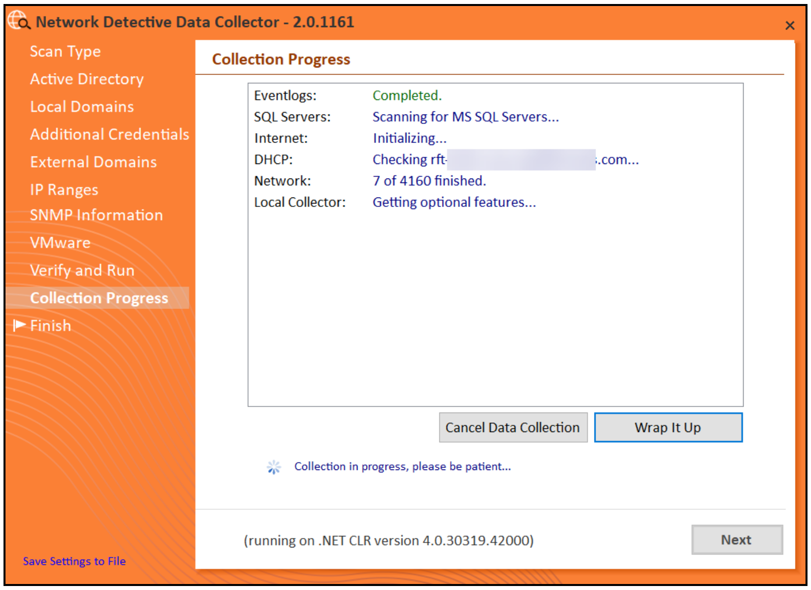


Tip: Use the **Pre-scan Analyzer** to identify and correct any configuration issues prior to running the Network Scan. The **Push Deploy** tab will indicate which assets are fully accessible for scanning to ensure a more thorough scan. Pre-scan results and recommendations are provided at the completion of the pre-scan.



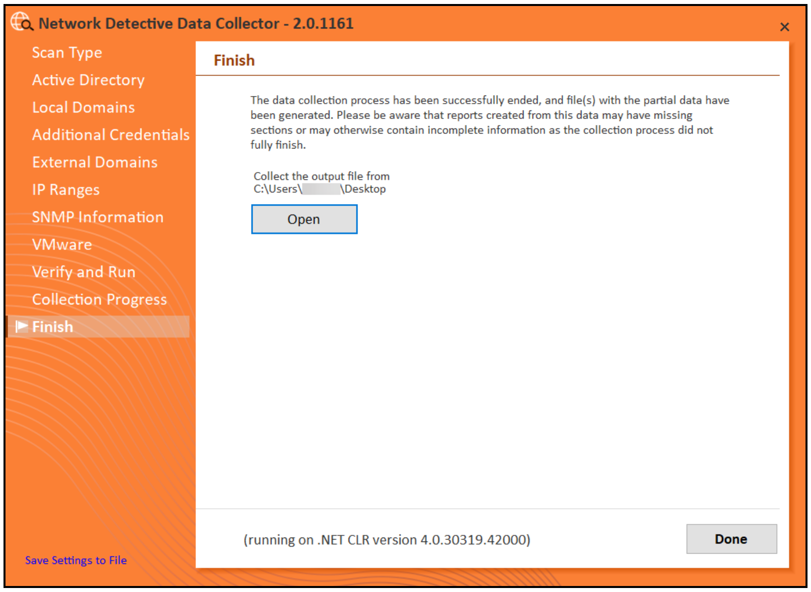
Enter any **Comments** and then click **Start**.

13. The **Collection Progress** window will appear. The **Network Scan's** status is detailed in the **Collection Progress** window. The **Collection Progress** window presents the progress status of a number of scanning processes that are undertaken.



At any time you can **Cancel Data Collection** which will not save any data. By selecting **Wrap It Up** you can terminate the scan and generate reports using the incomplete data collected.

Upon the completion of the scan, the **Finish** window will appear. The **Finish** window indicates that the scan is complete and enables you to review the scan output file's location and the scan's **Results Summary**.



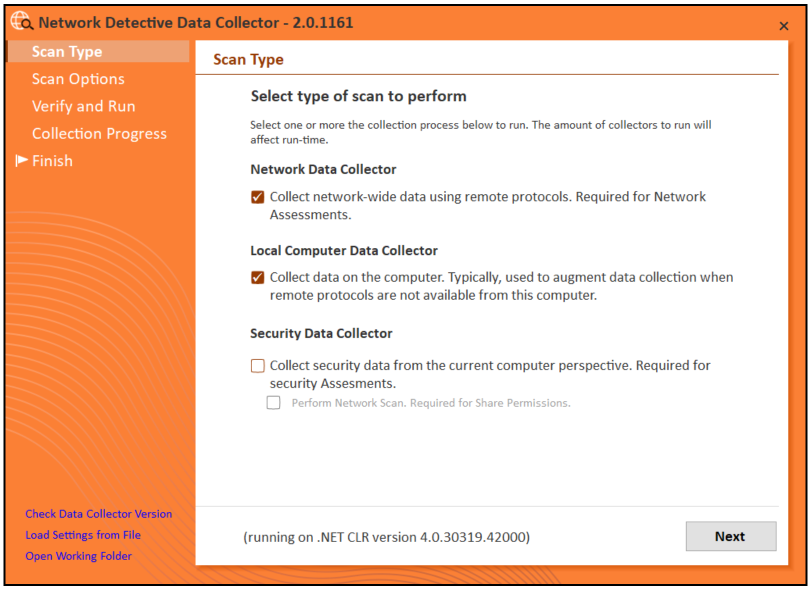
Click **Done** to close the **Network Detective Data Collector** window. Note the location where the scan's output file is stored.

Scanning a Workgroup Network

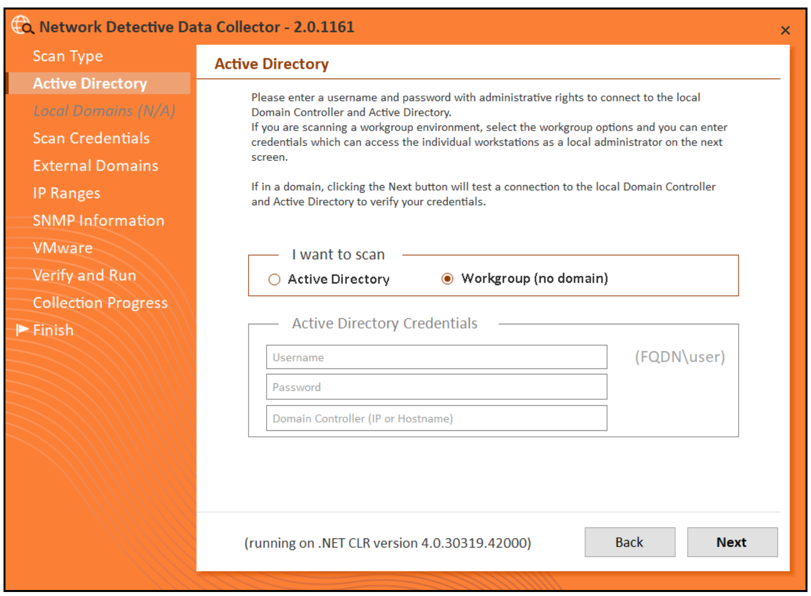
Once you run the Data Collector, the Scan Type screen will appear.

1. Select the **Network Data Collector** option. Click **Next**.

> **Note:** You can optionally choose to run the **Local Computer Data Collector**, too, to collect data from the local machine that you are using to run the network scan.



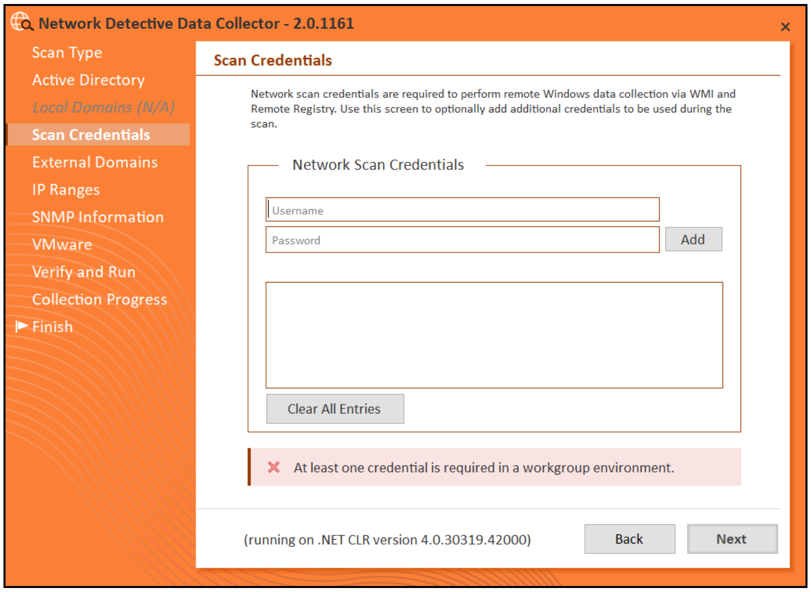
2. The **Active Directory** window will appear. Select the type of network you are scanning: *Workgroup*).



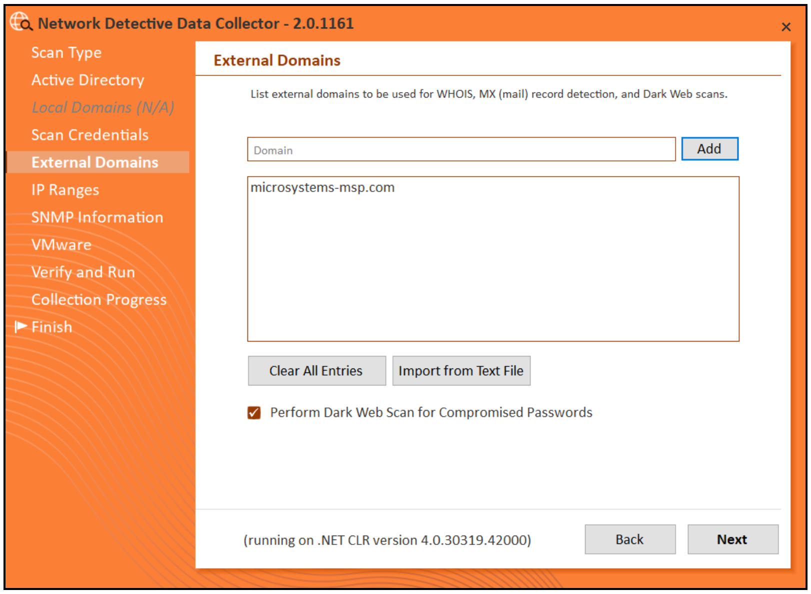
3. The **Scan Credentials** screen will appear. Enter additional credentials which can access the individual workstations as a local administrator.

Important: If each workgroup PC has its own unique Admin username and password credentials, you will need to enter each set of credentials here in order to scan these PCs.

Then click **Next**.



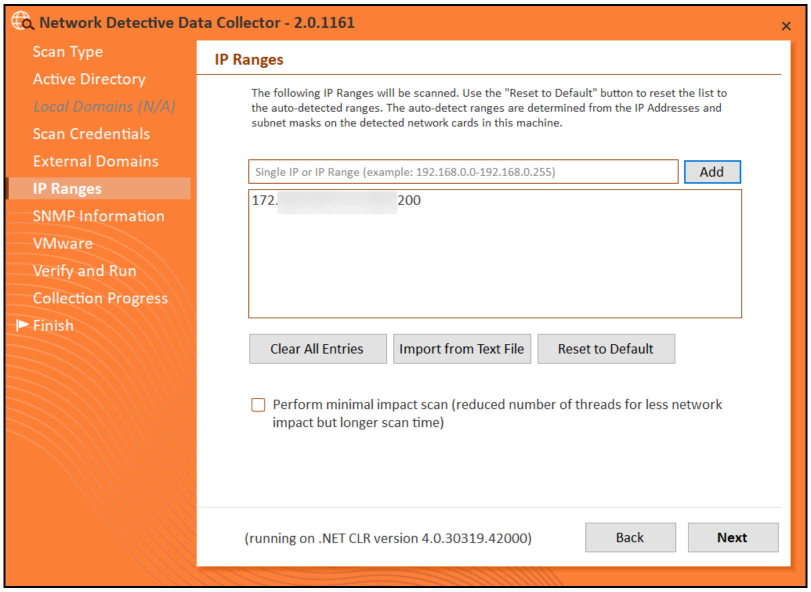
4. The **External Domains** screen will appear. Enter the name(s) of the organization's **External Domains**. Click **Next**.



A Whois query and MX (mail) record detection will be performed on the external domains.

> **Note: Perform Dark Web Scan for Compromised Passwords***: Select this option to check the domains you enter for compromised usernames/passwords on the dark web. This service will return the first 5 compromised passwords for each domain specified. If any compromised credentials exist for these domains, they will appear in your assessment reports for the **Security Assessment Module** (SAM).
>
> *To access the Dark Web Scan results, you must have a subscription to the Security Assessment Module and you must generate Security Assessment reports using your data. See also Dark Web Scan Summary for Security Assessment Module.

5. The **IP Ranges** screen will then appear. The Network Detective Data Collector will automatically suggest an IP Range for the scan. If you do not wish to scan the default IP Range, select it and click **Clear All Entries**. Use this screen to enter additional IP Addresses or IP Ranges and click **Add**.

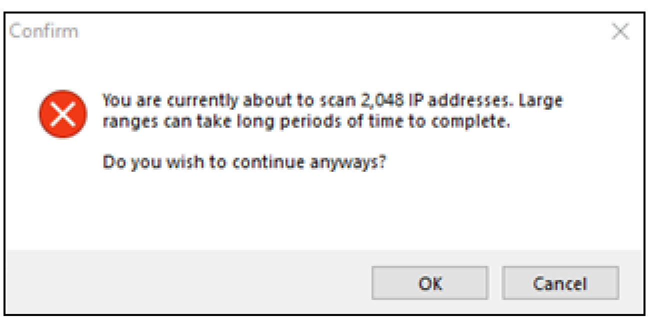


From this screen you can also:

- Click **Reset to Default** to reset to the automatically suggested IP Range.
- Click **Import from Text File** to import a predefined list or range of IP addresses.

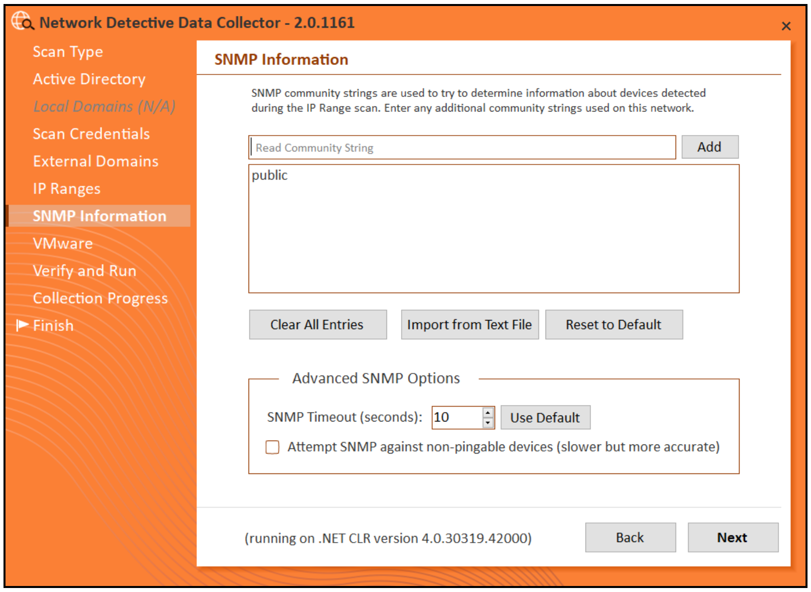
Important: Scans may affect network performance. Select **Perform minimal impact scan** if this is an issue.

When you have entered all IP Ranges to scan, click **Next**.



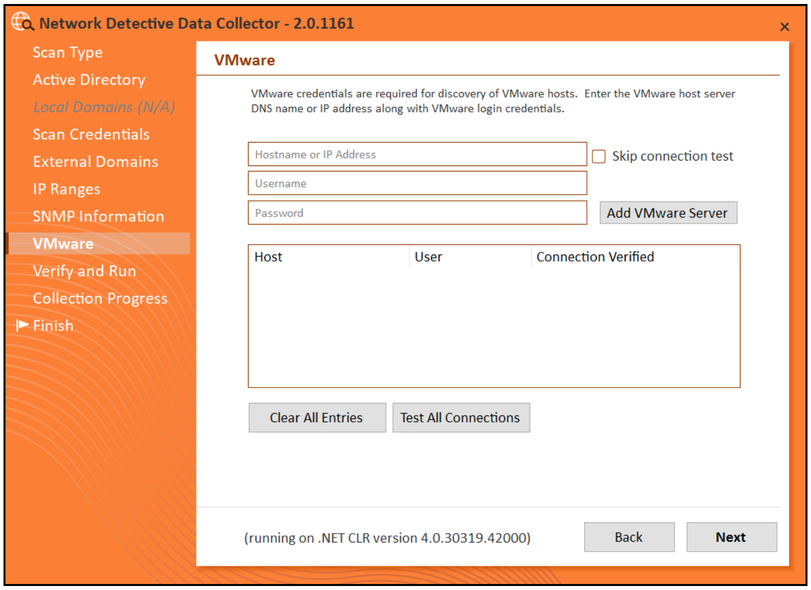
Important: If you are scanning a large number of IP addresses, confirm that you wish to continue.

6. The **SNMP Information** window will appear. Enter any additional SNMP community strings used on the network. Click **Next**.

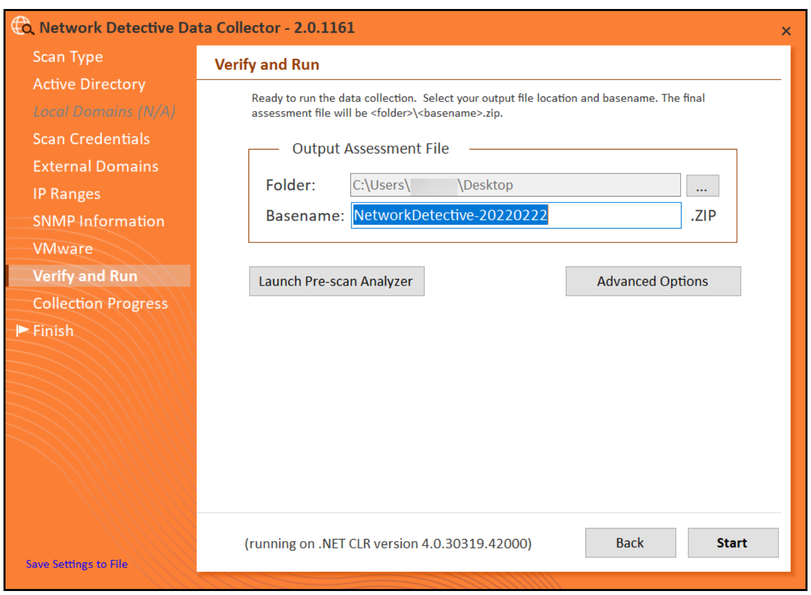


Important: As of 9/28/2018, the Microsoft Base Security Analyzer (MBSA) has been removed from the Data Collector. MBSA is in the process of being deprecated by Microsoft. Microsoft no longer supports MBSA in newer versions of Windows (i.e. v10 and Windows Server 2016). MSBA is only useful for earlier versions of Windows (Windows 7, Windows 8, 8.1, and Windows Server 2008, Windows Server 2008 R2, Windows 2012, and Windows 2012 R2). Follow the steps in this guide and **use the Push Deploy Tool as instructed**. This will collect information such as Patch Analysis for all Windows operating systems.

7. The optional **VMware** credentials window will appear. Enter the hostnames or IP Addresses of any VMware hosts that you wish to include in the scan. Likewise enter credentials needed to access the VMware hosts. Click **Next**.

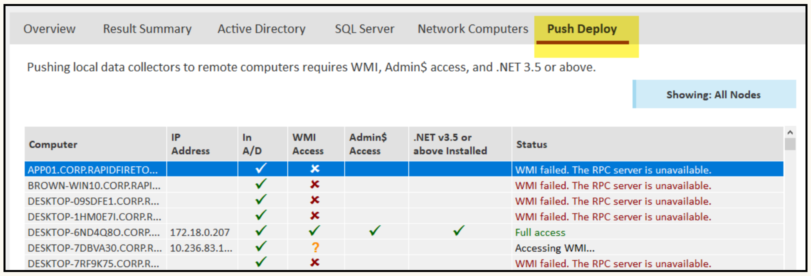


8. The Verify and Run window will appear. Select the folder that you want to store the scan data file in after the scan is completed. You may also change the scan's **Output Assessment File Folder** location and **Basename** for the scan data. The file will be output as a **.NDF** file.



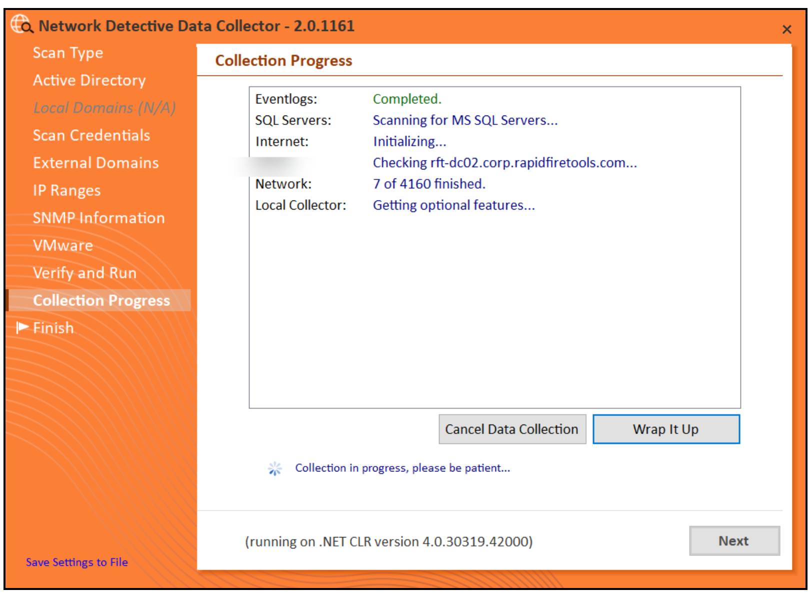
> **Tip:** Use the **Pre-scan Analyzer** to identify and correct any configuration issues prior to running the Network Scan. The **Push Deploy** tab will indicate which

assets are fully accessible for scanning to ensure a more thorough scan. Pre-scan results and recommendations are provided at the completion of the pre-scan.



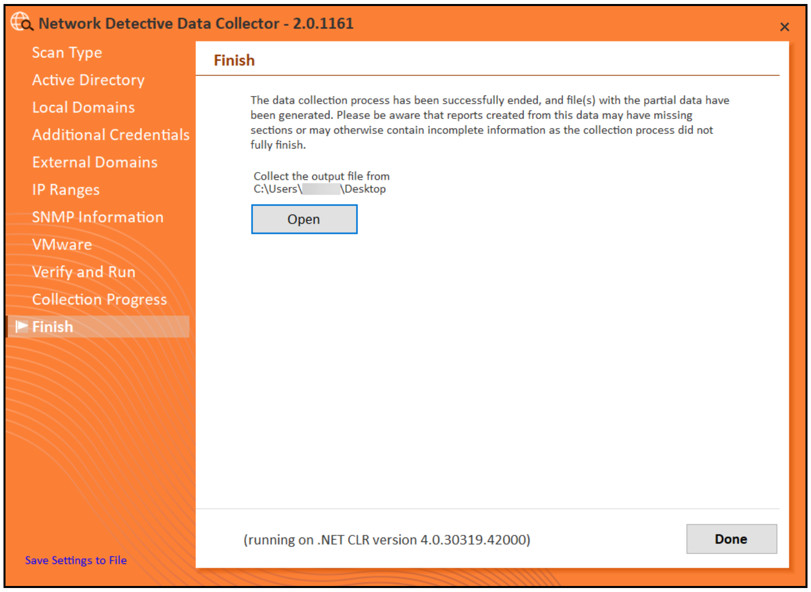
Enter any **Comments** and then click **Start**.

9. The **Collection Progress** window will appear. The **Network Scan's** status is detailed in the **Collection Progress** window. The **Collection Progress** window presents the progress status of a number of scanning processes that are undertaken.



At any time you can **Cancel Data Collection** which will not save any data. By selecting **Wrap It Up** you can terminate the scan and generate reports using the incomplete data collected.

Upon the completion of the scan, the **Finish** window will appear. The **Finish** window indicates that the scan is complete and enables you to review the scan output file's location and the scan's **Results Summary**.



Click **Done** to close the **Network Detective Data Collector** window. Note the location where the scan's output file is stored.

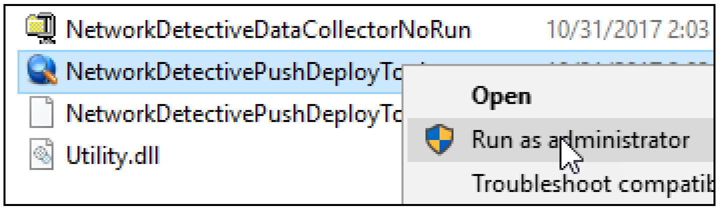
Step 5 — Use the Push Deploy Tool to Collect Remaining Data

> **Tip:** The **Push Deploy Tool** performs a localized scan on each workstation on the target network. **Perform this required step** to gather maximum data for the most detailed reports.

Download and run the Push Deploy Tool on a PC on the target network. Use it to perform local data scans on all computers.

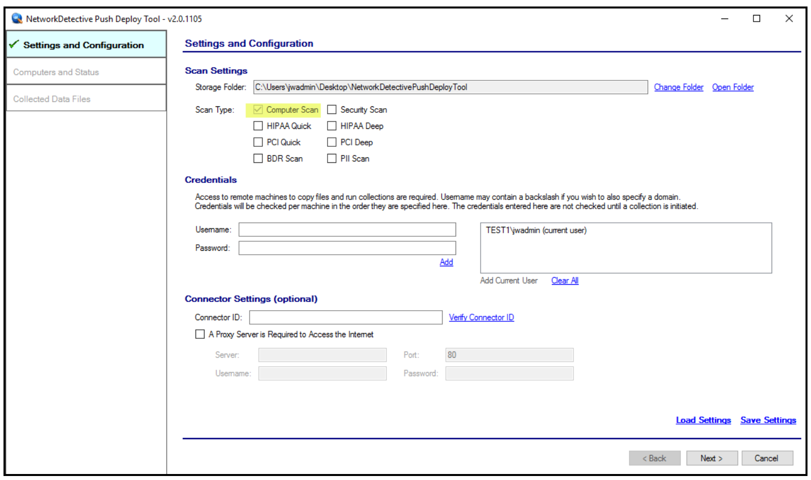
1. Visit the RapidFire Tools software download website at https://www.rapidfiretools.com/ndpro-downloads/ and download the Push Deploy Tool.
2. **Unzip** the files onto a USB drive or directly onto any machine on the target network.

3. From within the unzipped folder, run the **NetworkDetectivePushDeployTool.exe** executable program as an Administrator (**right click>Run as administrator**).



Important: For the most comprehensive scan, you MUST run the Push Deploy Tool as an ADMINISTRATOR.

The Push Deploy Tool Settings and Configuration window will appear.



4. Set the **Storage Folder location** and select the **Computer Scan** option.

Tip: For your convenience, create a shared network folder to centralize and store all scan results data files created by the **Push Deploy Tool**. Then reference this folder in the **Storage Folder** field to enable the local computer scan data files to be stored in this central location.

If additional credentials are required, type in the administrator level **Username** and **Password** necessary to access the local computers on the network to be scanned. Then click **Add**.

Important: For the **Push Deploy Tool** to push local scans to computers throughout the network, ensure that the following prerequisites are met:

• **Ensure that the Windows Management Instrumentation (WMI) service is running** and able to be managed remotely on the computers that you wish to scan. Sometimes Windows Firewall blocks Remote Management of WMI, so this service may need to be allowed to operate through the Firewall.

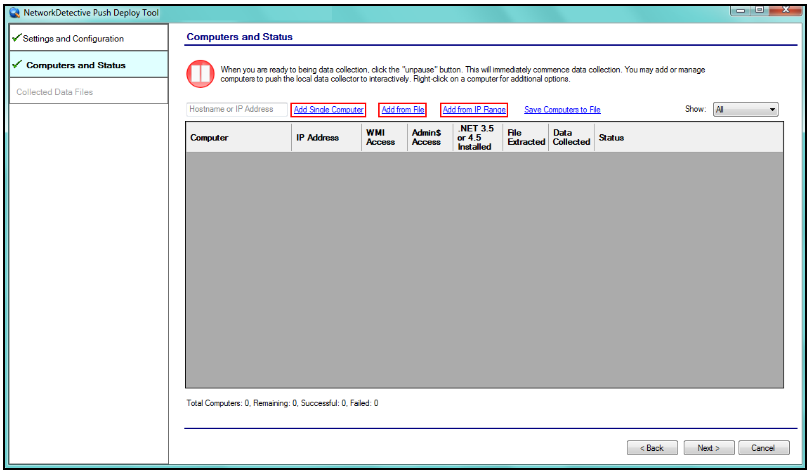
• **Admin$ must be present on the computers you wish to scan**, and be accessible with the login credentials you provide for the scan. Push/Deploy relies on using the Admin$ share to copy and run the data collector locally.

• **File and printer sharing must be enabled** on the computers you wish to scan.

• **For Workgroup based networks, the Administrator credentials for all workstations and servers that are to be scanned are recommended to be the same**. In cases where a Workgroup-based network does not have a one set of Administrator credentials for all machines to be scanned, use the Add option to add all of the Administrator credentials for the Workgroup. Multiple sets of Administrator credentials will be listed in the Credentials box.

5. Click **Next** after you have configured the Push Deploy Tool.
6. The **Computers and Status** window will appear. From here you can:
   - **Add a Single Computer** to be scanned
   - **Add** (computers) **from File** that are to be scanned
   - **Add** (computers) **from IP Range** that are to be scanned
   - Or **Save Computers to File** in order to export a list of computers to be

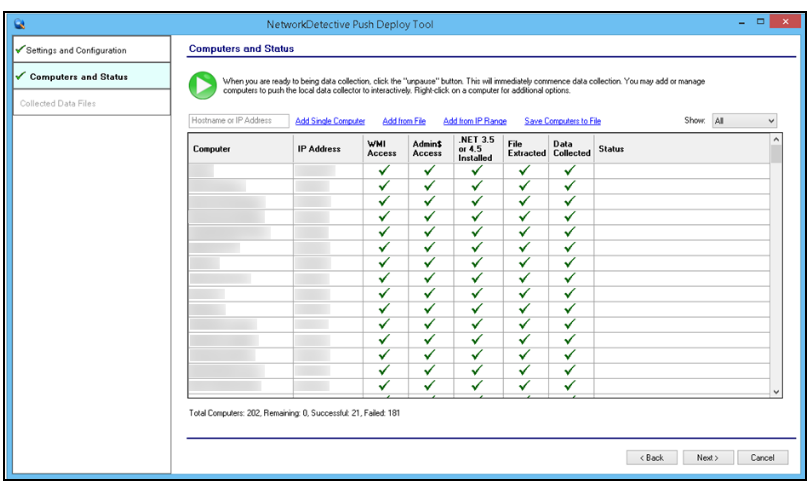
scanned again in future assessments



7. When you have input the IP address range into the **IP Range** window, select the **OK** button.

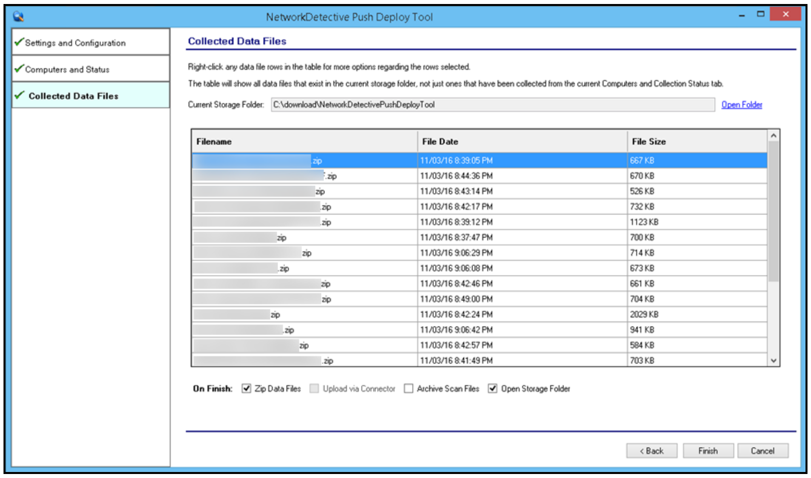
   After one or more of the above-mentioned methods have been used to define the computer IP addresses to be scanned, the computer names and IP addresses will be listed in the **Computers and Status** window.

8. Start the scan either by selecting the “**unpause**” button in the **Computer and Status** window, or, by selecting the **Next** button in the **Computer and Status** window and the scan will be initiated. The status of each computer’s scan activity will be highlighted within the **Computers and Status** window as presented below.



Upon the completion of all of the scheduled scans, the scan data collected is stored within the **Storage Location** folder presented in the **Collected Data Files** window of **the Push Deploy Tool**.

9. To verify the inclusion of the scan data produced by the **Push Deploy Tool** within your assessment, select the **Next** button within the **Push Deploy Tool**. The **Collected Data Files** window will be displayed.



10. To review or access the files produced by the **Push Deploy Tool's** scans, select the **On Finish: Open Storage Folder** option in the **Collected Data Files** window. Then click **Finish**.

> **MORE INFO:**
>
> The Push Deploy Tool pushes the local data collector to machines in a specified range and saves the scan files to a specified directory (which can also be a network share). The benefit of the tool is that a local scan can be run simultaneously on each computer from a centralized location.
>
> The output files (.ZIP, files) from the local scans can be stored on a USB drive and taken off site to be imported into the active assessment within Network Detective.

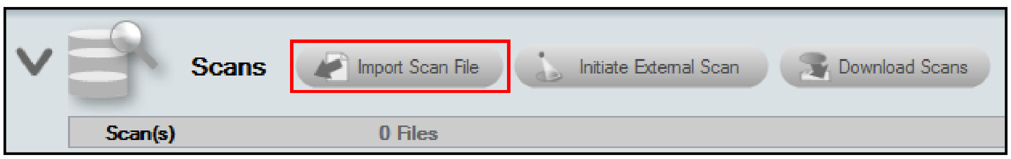
After all of the **Computer Scans** are complete, the next phase in the process is to import the scan data files produced by the **Computer Scan** into the current assessment.

Step 6 — Import Scans into Network Detective Pro App

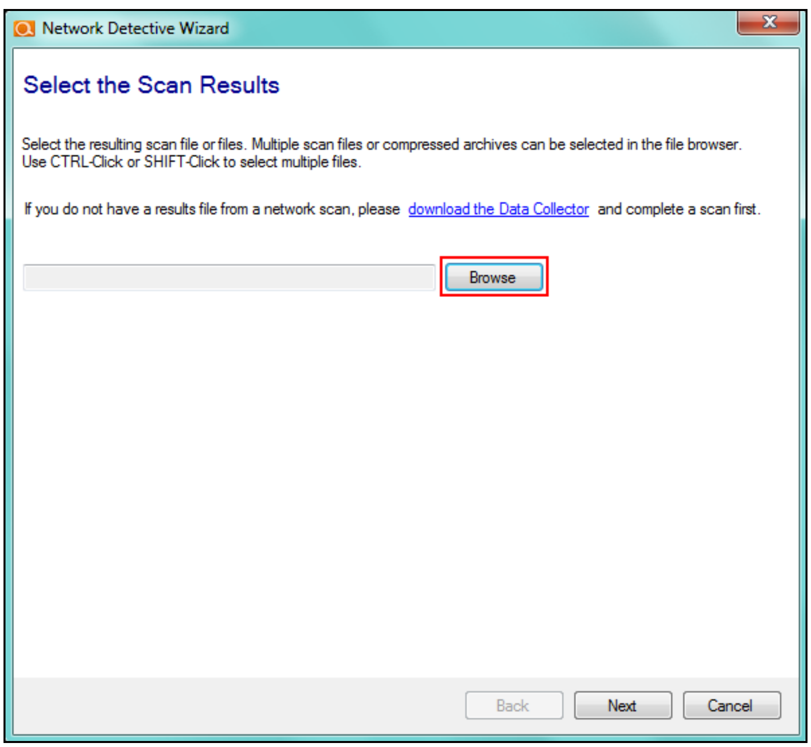
Tip: The **Push Deploy Tool** performs a localized scan on each workstation on the target network. **Perform this required step** to gather maximum data for the most detailed reports.

Make sure you can access all of the scan data files from the PC on the MSP network where you have Network Detective Pro installed. Then, import the data collected by the Data Collector into the assessment.

1. Click **Import Scan File** on the **Scans** bar in the Network Detective **Assessment** window.

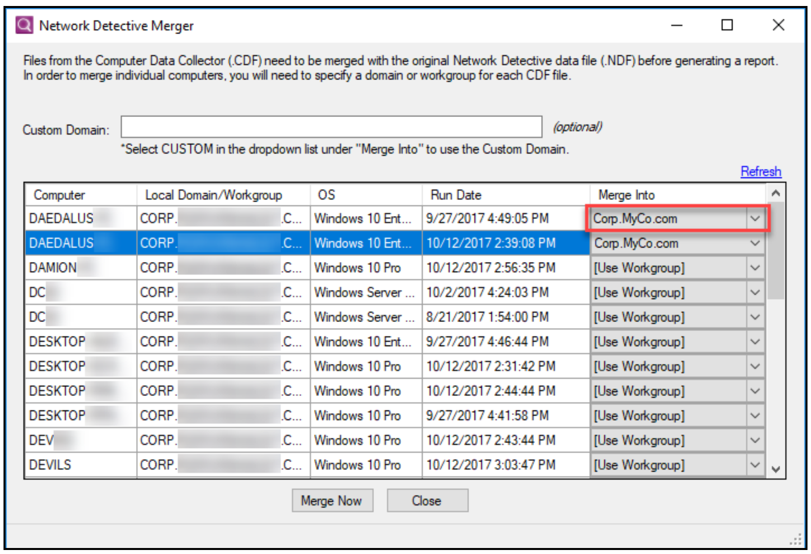


The **Select the Scan Results** window will be displayed.



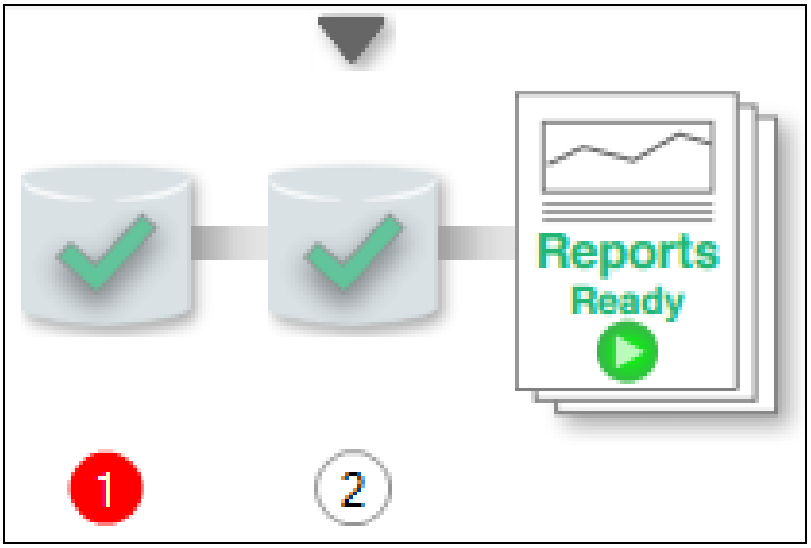
2. Click **Browse** in the **Scan Results** window and select all data file(s) that you wish to import.
3. Click **Open** button to import the scan data. Then click **Next**.
4. An archived copy of the scan will be created in the Network data directory. You can access this at **%APPDATA%\NetworkDetective** on your PC. Click **Finish**.

   i. *If prompted*, use the **Network Detective Pro Merger** to merge the data file(s) into the assessment. Select the Domain into which the file will be merged. Click **Merge Now**.



The **Scans** bar will be updated with the imported scan files.

Once all of the scan data is imported into the **Assessment**, the assessment's **Checklist** will indicate that the **Reports** are ready to be generated.

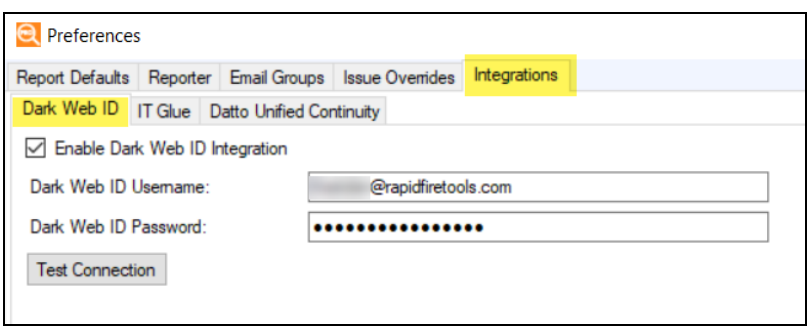


Step 7 — Run Dark Web Scan (Optional)

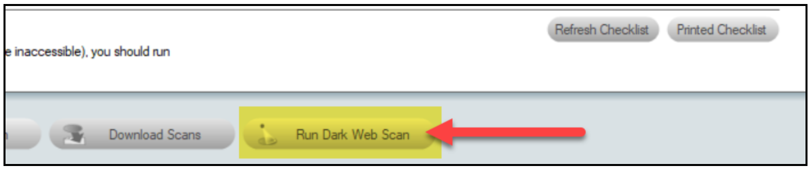
In this step, you can optionally perform a Dark Web Scan to detect compromised credentials as part of your Network Assessment. This is a separate process from using the Dark Web Scan available in the data collector. You must subscribe to Dark Web ID to use this feature. Here's how it works:

1. Be sure you have completed a network scan and uploaded the results to Network Detective Pro.
2. Enable the Dark Web ID Integration from **Preferences** > **Integrations** > **Dark Web ID**. This first requires creating a support ticket with Kaseya support and the Dark Web ID Team to enable API access.

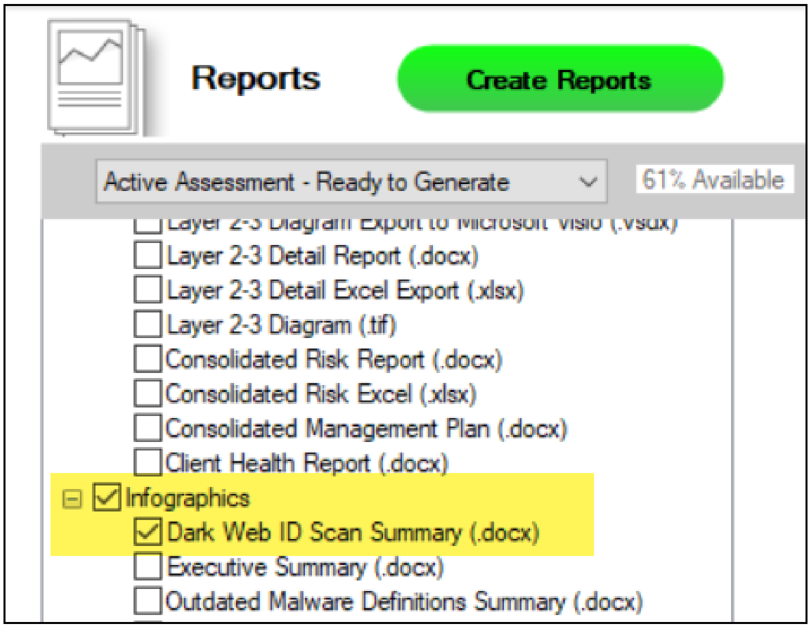
   See also "Set Up Full Dark Web ID Integration" on page 270.



3. Click the **Run Dark Web Scan** button from the Scans bar. The scan will present a confirmation when complete.



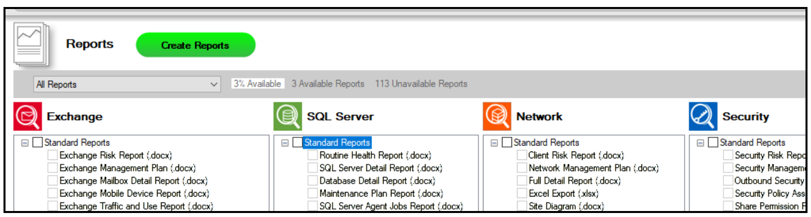
4. You can then generate the **Dark Web ID Scan Summary** report.



Step 8 — Generate Network Assessment Reports

> **Note:** This step is NOT performed at the client site or network. Network Detective Pro should be installed on your workstations or laptop. Install Network Detective Pro from https://www.rapidfiretools.com/ndpro-downloads/ if you have not already done so. To generate the reports for your Network Assessment, follow the steps below:

1. Run Network Detective Pro and log in with your credentials.
2. Then select the **Site**, go to the **Active Assessment**, and then select the **Reports** link to the center of the **Assessment Window** in order select the reports you want to generate.



3. Select the **Create Reports** button and follow the prompts to generate the reports you selected.
4. At the end of the report generation process, the generated reports will be made available for you to open and review.

Network Assessment Reports

The **Network Assessment** allows you to generate the following reports:

Standard Reports

Report Name	Description
Asset Detail Report	For each network scan, this report provides detailed information on each of the individual assets discovered by Network Detective. The report is ideal for cataloging and documenting the complete settings and configurations for individual workstations and servers.
BDR Needs Analysis	An analysis of the backup needs for servers, workstations, and cloud applications on the network.
BDR PowerPoint	PowerPoint presentation showing a summary of the backup

Report Name	Description
	needs for servers, workstations, and cloud applications on the network.
Client Health Report	The Client Health Report details the overall risk to the assessment environment. The Health Score represents the number of issues detected. An ideal environment would have a Health Score of 0 (indicating no risks found). The higher the score, the more likely a security, availability, or performance related incident will occur. Unresolved issues are detailed item by item and are organized by risk score.
Client Risk Report	This is the "money" report for you. The report presents your client with a summary of their overall risk score based on your scan, along with simple charts to show the problem areas. Each problem area represents an opportunity for you to present a proposed solution and pitch your services. The purpose of this report is for you to use as a "discussion document" to aid you in having a conversation with your customer about the specific risk areas you found, what they mean, and how you can help. *Keep the Full Network Assessment in your hip pocket, and pull it out when your prospective new client asks how you came up with your findings!*
Computer Security Report Card	The Computer Security Report Card assesses individual computers at a high level based on various security criteria. The report card should be viewed as a relative measure as to how well a computer complies with security best practices. There may be specific reasons or compensating controls that may make it unnecessary to achieve an "A" in all categories to be considered secure. Devices discovered on the network are assigned an overall score, as well as a specific score for each of the assessment categories detailed below. The scores are represented as color-coded letter grades ('A' through 'F').
Consolidated Management Plan	The Management Plan ranks individual issues based upon their potential risk to the network while providing guidance on which issues to address by priority. Fixing issues with lower Risk Scores will not lower the Overall Risk Score, but will reduce the global Issue Score. To mitigate global risk and improve the health of the network, address issues with higher Risk Scores first.
Consolidated Risk	We also give you the output of the Consolidated Risk Report and

Report Name	Description
Excel	export it into an Excel file format.
Consolidated Risk Report	The Consolidated Risk Report aggregates risk analysis from multiple assessments performed on the network, providing you with both a Consolidated Risk Score and a high-level overview of the health and security of the network. The report details the scan tasks undertaken to discover security issues. In addition to the overall Consolidated Risk Score, the report also presents separate risk scores for all IT assessments (Network, Security, Exchange, SQL Server) and compliance assessments (HIPAA and PCI) performed on the network environment. This includes a summary of individual issues, as well as their severity and weighting within the risk analysis. At the end of the report, you can find a summary of the assets discovered on the network, in addition to other useful information organized by assessment type.
Datto BDR Needs Analysis	An analysis of the backup needs for servers, workstations, and cloud applications on the network.
Datto BDR Powerpoint	PowerPoint presentation showing a summary of the backup needs for servers, workstations, and cloud applications on the network.
Datto Unified Continuity Report	This report details the status of your Datto BCDR, Cloud Continuity for PCs, Datto Continuity for Microsoft Azure, and SaaS Protection accounts.
Excel Export	We also give you the ability to output all of the assets and configurations uncovered by our scan, and export it into an Excel file format. Once in Excel, you'll be able to take the data and import it into your favorite Service Desk or PSA system, or simply create your own custom sorts, analyses, reports and graphs inside of Excel. Add columns of new data such as location info, emergency phone numbers, and customer instructions to make this report even more valuable.
Full Detail Report	This report provides comprehensive documentation of the current configuration and use of the network. The report shows assets in high-level views, allowing you to easily get an overall assessment of the entire network. Discovered issues are highlighted, making it easy to spot individual problems.

Report Name	Description
IT SWOT Analysis	Embellish your IT assessments with site photos, policies, and additional information you collect from client interviews & on-site inspections. The Network Detective In-Form tool is included with all Module subscriptions. Use it to create IT check-lists, questionnaires, and IT SWOT Analyses.
Layer 2-3 Detail Excel Export	This Excel report show systems that were able to be accessed via SNMP and those that were not able to be accessed. Not all computers need to be accessible via SNMP, but all primary network devices should be to get the best complete picture. The report requires detection of at least one Layer 2/3 device (i.e., a router or a switch).
Layer 2-3 Detail Report	This Report report show systems that were able to be accessed via SNMP and those that were not able to be accessed. Not all computers need to be accessible via SNMP, but all primary network devices should be to get the best complete picture. The report requires detection of at least one Layer 2/3 device (i.e., a router or a switch).
Layer 2-3 Diagram (.tif)	This .tif image helps you visualize all assets discovered on the network that were accessible through Layer 2/3 discovery.
Layer 2-3 Diagram Export to Microsoft Visio	This Visio file helps you visualize all assets discovered on the network that were accessible through Layer 2/3 discovery. Specifically, you can export the Layer 2-3 Diagram to Visio, Microsoft's diagramming software. This allows you to access the diagram in the Visio app.
Layer 2-3 Diagram Report	This Word doc helps you visualize all assets discovered on the network that were accessible through Layer 2/3 discovery. Specifically, it breaks down the graphic into several "zones" or sub-graphics that make larger networks easier to visualize piece by piece.
Network Assessment Change Report	Everyone knows that a computer network is a dynamic environment and as such is constantly changing. And a Network Assessment is only a snapshot of the network status at the time the assessment is run. That's why we include a valuable Network Assessment Comparison Report. Every time you run an assessment on a given network, the software generates a unique encrypted data file containing all the findings. Network Detective allows you to generate a report that compares the results of any

Report Name	Description
	two network scans, and highlights everything that has changed.
Network Assessment PowerPoint	PowerPoint presentation showing details of the environment scanned, risk and issue score, issue overview, and next steps.
Network Management Plan	This report will help prioritize issues based on the issue's risk score. A listing of all affected computers, users, or sub-systems is provided along with recommended actions.
Response Report	Response Reports can be generated from any InForm form. These reports allow you to present data entered into InForm from the pre-built forms or from your own forms.
Site Diagram	Once you sign up for Network Detective and run a scan, you'll have the option to generate a site diagram which breaks down and categorizes all of the assets available on the network. The schematic shows the basic network structure, with convenient drill downs into each group of like workstations. Each device is annotated with important identifying configuration information and is color-coded based on its status.
Site Diagrams Export to Microsoft Visio	You have the option to export the Site Diagram to Visio, Microsoft's diagramming software. This allows you to access the site network diagram in the Visio app.
Windows Patch Assurance Change Report	The Windows Patch Assurance Change Report uses scan data from both the previous assessment and the current assessment to help verify the effectiveness of the client’s patch management program over time. The Summary section provides a high-level overview of missing security updates and service packs across the entire network. After the Summary, you can find more detailed missing patch information for each individual workstation. Use this information to apply critical patches to reduce the overall security risk to the network.
Windows Patch Assurance Report	The Windows Patch Assurance Report helps verify the effectiveness of the client's patch management program. The report uses scan data to detail which patches are missing on the network. The Summary section provides a high-level overview of missing security updates and service packs across the entire network. After the Summary, you can find more detailed missing patch information for each individual workstation. Use this information to apply critical patches to reduce the overall security

Report Name	Description
	risk to the network.
Windows Service Account Report	This report details the Windows Service Accounts discovered in the target environment.

Infographics

Compliance Baseline Assessment Summary	This report provides a summary of baseline compliance for the site (requires Compliance Manager GRC subscription). The report details the current level of coverage in each rapid baselines assessment for each standard and variant, allowing readers to quickly understand where future planning is required.
Dark Web ID Summary	This visual report adds dark web monitoring to your assessment report. The presence of compromised account credentials represents a huge risk to the operations of your business. The longer a credential remains compromised, the higher the chance that sensitive information has been leaked to a threat.
Executive Summary	This report provides a holistic risk assessment of systems present on the network and summarizes actionable issues into 9 categories. This allows readers to quickly understand where immediate action is required.
Outdated Malware Definitions Summary	This visual report report adds malware definition monitoring to your assessment report. Up to date anti-spyware and antivirus definitions are required to properly prevent the spread of malicious software
Outdated Operating System Summary	This visual report adds operating system (OS) monitoring to your assessment report. Unsupported OSes no longer receive vital security patches and present an inherent risk.
Server Aging Infographic Report	The age of hardware in your environment can directly affect your availability and performance. As hardware gets older, the risk of failure increases. During our assessment of your environment, we analyzed the age of servers in the environment.

Change Reports

Baseline Client Health Report	The report shows how the Health Score has changed between the updated and previous assessment. Likewise, the report contains a list of Resolved Issues between the current and previous assessment organized by risk severity.
Baseline Client Risk Report	This report details the Risk Score for both the current and previous assessment. At the same time, the report breaks down each issue and conveys whether the issue is increasing or decreasing in risk level. For example, are your computers missing more or fewer security patches since the previous assessment? This report will tell you.
Baseline Network Management Plan	The Baseline Network Management Plan compares the results of a previous assessment with the latest assessment. Items that have been fixed or remediated are crossed out.
Full Detail Change Report	A computer network is a dynamic environment and as such is constantly changing. While the Network Assessment Full Detail report is a snapshot of the network status at the time the assessment is run, the Network Assessment Change report focuses on only the add, removes, and changes in the network.
Quarterly Business Review Report	This report compares one time period to a previous one forming the basis for a Quarterly Business Review centered on changes and overall trending rather than detailed documentation and asset discovery.

Performing a Security Assessment

Security Assessment Overview

The Security Assessment Module allows you to deliver IT security assessment services to your client – even if you aren't an IT security expert. Just run the installation-free scanning tool, import the scan results into our proprietary risk analyzer, customize the reports with your own company name and branding elements, and run the reports. The Security Assessment Module has many uses for your MSP, including:

- Generate executive-level reports that include a proprietary Security Risk Score and Data Breach Liability Report along with summary charts, graphs and an explanation of the risks found in the security scans.
- Identify network "share" permissions by user and computer. Provide comprehensive lists of all network shares, detailing which users and groups have access to which devices and files, and what level of access they have.
- Catalog external vulnerabilities including security holes, warnings, and informational items that can help you make better network security decisions. This is an essential item for many standard security compliance reports.
- Methodically analyze login history from the security event logs. The report uses mathematical modeling and proprietary pattern recognition to highlight potential unauthorized users who log into machines they normally do not access and at times they normally do not log in.

What You Will Need

Security Assessment Component	Description
Network Detective Pro	The Network Detective Pro Application and Reporting Tool guides you through the assessment process from beginning to end. You use it to create sites and assessment projects, configure and use appliances, import scan data, and generate reports. The Network Detective Pro Application is installed on your workstations/laptops; it is not intended to be installed on your client or prospect sites.
Security Assessment Data Collector	The Network Detective Security Assessment Data Collector (SADC) is a windows application that performs the data collections for the Security

Security Assessment Component	Description
	Assessment Module.
Push Deploy Tool	The Network Detective Push-Deploy Tool pushes the local data collector to machines in a specified range and saves the scan files to a specified directory (which can also be a network share). The benefit of the tool is that a local scan can be run simultaneously on each computer from a centralized location.

Network Prerequisites for Network Detective Pro Scans

For a successful network scan:

1. **ENSURE ALL NETWORK ENDPOINTS ARE TURNED ON THROUGHOUT THE DURATION OF THE SCAN.** This includes PCs and servers. The scan can last several hours.
2. **CONFIGURE THE TARGET NETWORK TO ALLOW FOR SUCCESSFUL SCANS ON ALL NETWORK ENDPOINTS.** See Pre-Scan Network Configuration Checklist for configuration guidance for both Windows Active Directory and Workgroup environments.
3. **GATHER THE INFORMATION BELOW TO CONFIGURE YOUR SCANS FOR THE CLIENT SITE.** Work with the project Technician and/or your IT admin on site to collect the following:
   - **Admin network credentials** that have rights to use WMI, ADMIN$, and File and Printer Sharing on the target network.
   - **Internal IP range** information to be used when performing internal scans.

     > **Note:** Network Detective Pro will automatically suggest an IP range to scan on the network. However, you may wish to override this or exclude certain IP addresses.

   - **External IP addresses** for the organisation to be used when setting up External Vulnerability Scans.
   - **Network Detective User Credentials**
   - For Windows Active Directory environments, you will need admin credentials to connect to the Domain Controller, as well as the name/IP address of the domain controller.
   - For Windows Workgroup network environments, a list of the Computers to be included in the Assessment and the Local Admin Credentials for each computer.

Follow these steps to perform a Security Assessment.

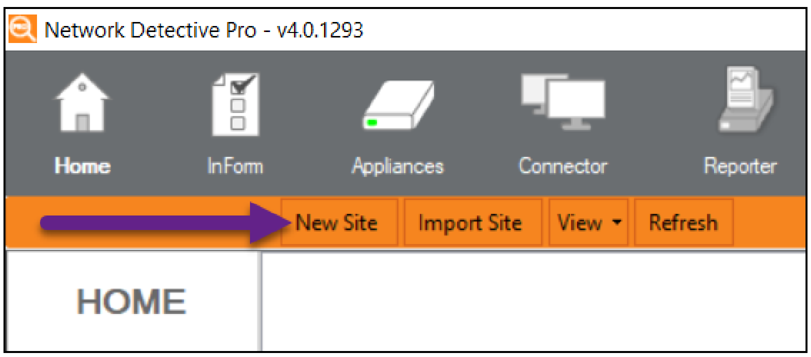
Step 1 — Download and Install the Network Detective Pro Application

Go to https://www.rapidfiretools.com/ndpro-downloads/ to download and install the Network Detective Pro application on a PC on the MSP network. Then run Network Detective Pro and log in with your credentials.

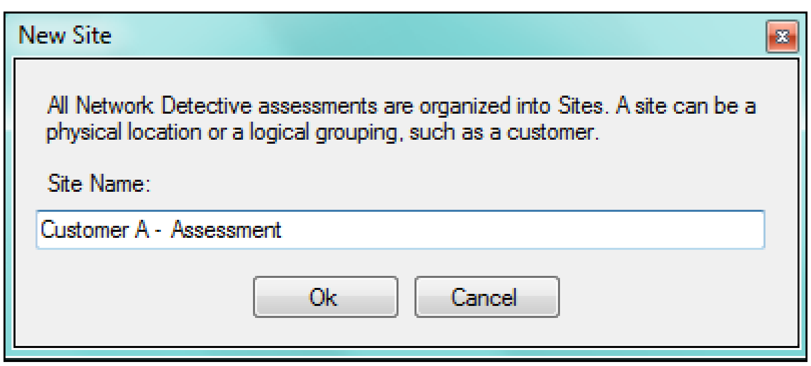
Step 2 — Create a New Site

To create a new site:

1. Open the Network Detective Pro Application and log in with your credentials.
2. Click **New Site** to create a new Site for your assessment project.



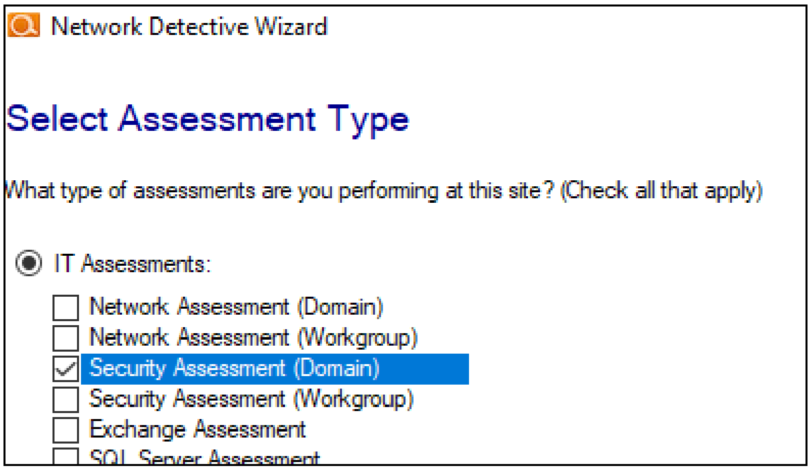
3. Enter a **Site Name** and click **OK**.



Step 3 — Start a Security Assessment

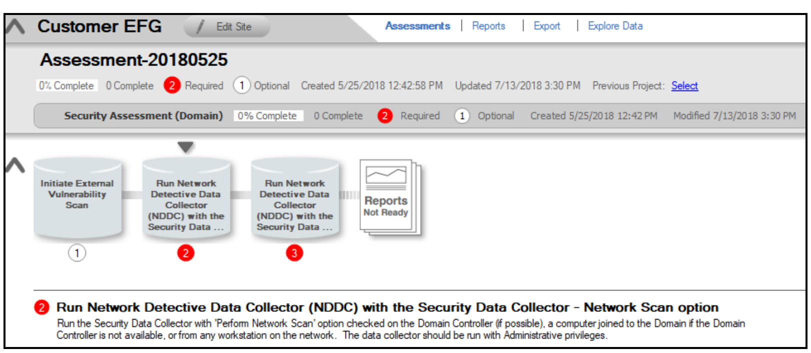
1. From within the **Site Window**, select the **Start** button that is located on the far right side of the window to start the **Assessment**.

Next, select the **Security Assessment** option presented.



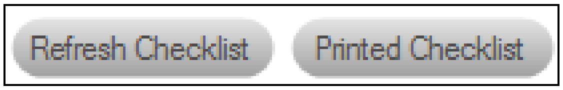
Then follow the prompts presented in the **Network Detective Wizard** to start the new **Assessment**.

2. Once the new **Security Assessment** is started, a "**Checklist**" is displayed in the **Assessment Window** presenting the "**Required"** and "**Optional"** steps that are to be performed during the assessment process. Below is the **Checklist** for a **Security Assessment**.



3. Complete the required **Checklist Items** and use the **Refresh Checklist** feature to guide you through the assessment process at each step until completion.

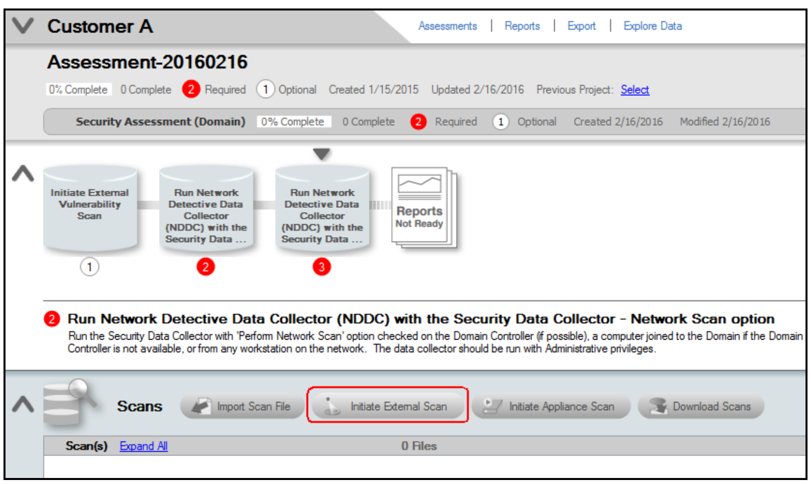
   You may also print a copy of the **Checklist** for reference purposes by using the **Printed Checklist** feature.



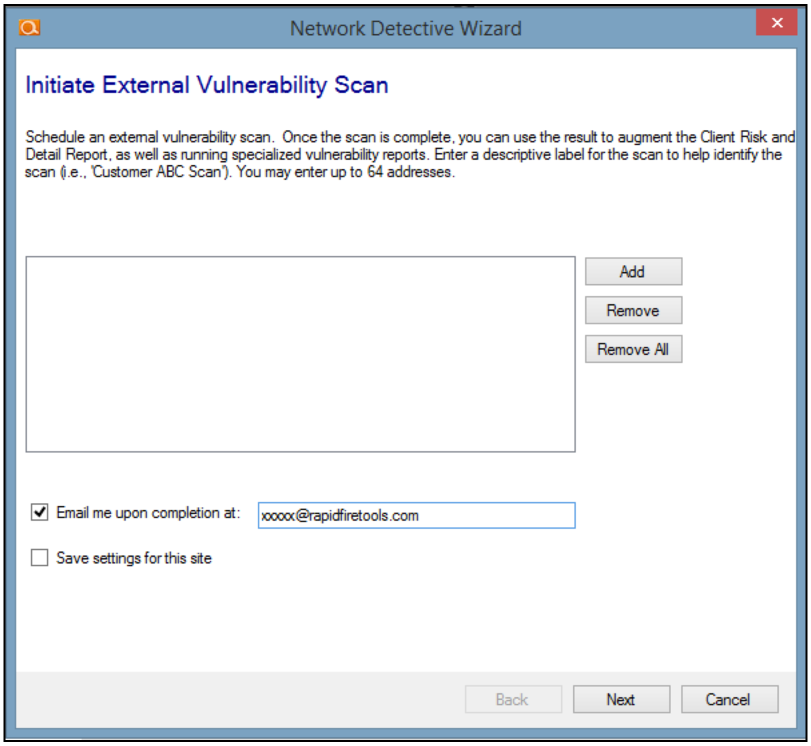
Step 4 — Initiate External Vulnerability Scan

Important: You must ensure that no other Network Detective or Compliance Manager products are being used to perform an External Vulnerability Scan on the same external IP Address range at the same time. Allow at least several hours between repeat external vulnerability scans. Scheduling external scans at the same time will result in reports with missing or incomplete data.

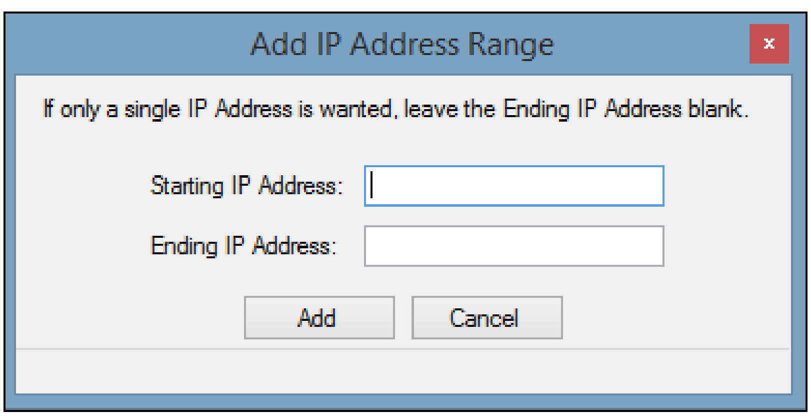
Select **Initiate External Scan** button to start an **External Vulnerability Scan**.



Enter the range of IP addresses you would like to scan. **You may enter up to 64 external addresses.**

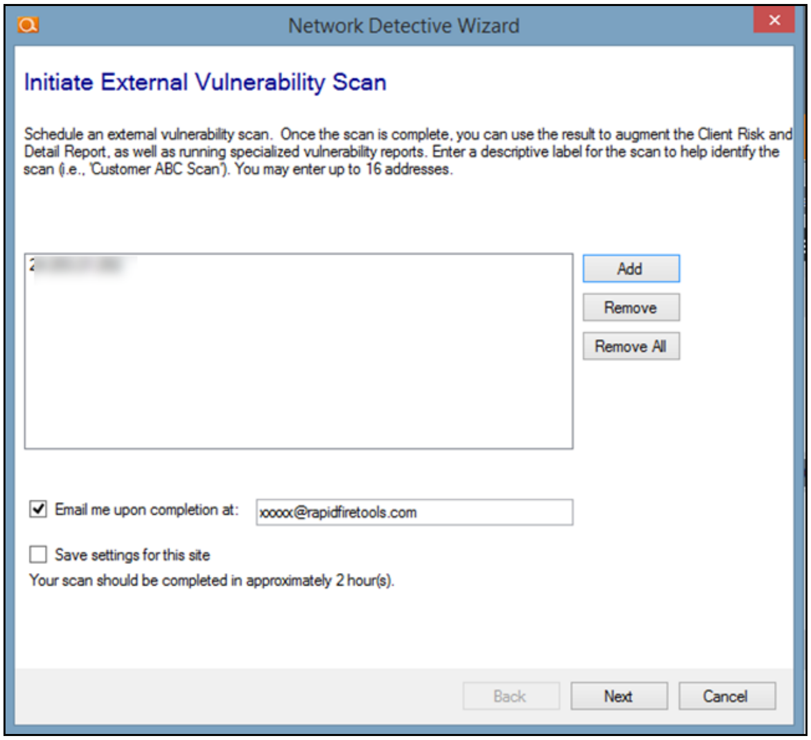


Select **Add** to add a range of external IP addresses to the scan. If you do not know the external range, you can use websites such as whatismyip.com to determine the external IP address of a customer.



Enter the IP range for the scan. For just one address, enter the same value for the **Starting** and **Ending IP Address**.

You can initiate the External Vulnerability Scan before visiting the client's site to perform the data collection. This way, the External Scan data should be available when you are ready to generate the client's reports.

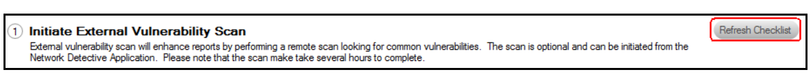


In the **Initiate External Vulnerability Scan** window, enter an email address to be notified when the scan is completed.

Click **Next** to send the request to the servers that will perform the scan.

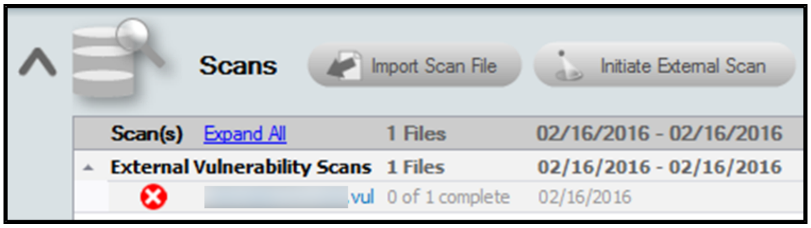
Scans can take several hours to complete. You will receive an e-mail when the External Vulnerability Scan is complete.

Next, select the **Refresh Checklist** option to update the status of the **External Vulnerability Scan** that is listed under the **Scans** bar.



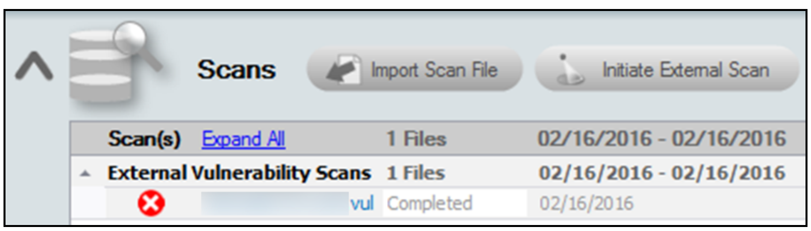
The **Assessment Window** and associated **Scans** listed under the **Scans** bar at the bottom of the **Assessment Window** will be updated to reflect the External Vulnerability Scan has been initiated and its completion is pending.

Refer to the **Scans** list within the **Assessment Window** detailed in the figure below.



The scan's **pending** status of **"0 of 1 complete"** will be updated to **"Completed"** once the scan is completed. An email message stating that "the scan is complete" will also be sent to the person's email address that was specified when the scan was set up to be performed.

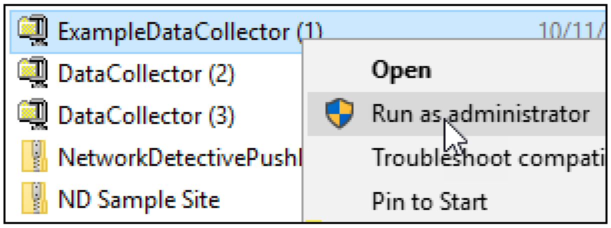
Upon the scan's completion, note that the **External Vulnerability Scan** with its **"Completed"** status will be listed as an imported scan under the **Scans** bar at the bottom of the **Assessment Window** as presented below.



Step 5 — Perform Security Scan Data Collection

Download and run the **Network Detective Pro Data Collector** on a PC on the target network. Use the Data Collector to scan the target network.

1. Visit the RapidFire Tools software download website at https://www.rapidfiretools.com/ndpro-downloads/ and download the **Network Detective Data Collector**.
2. Run the **Network Detective Data Collector** executable program as an Administrator (**right click>Run as administrator**).



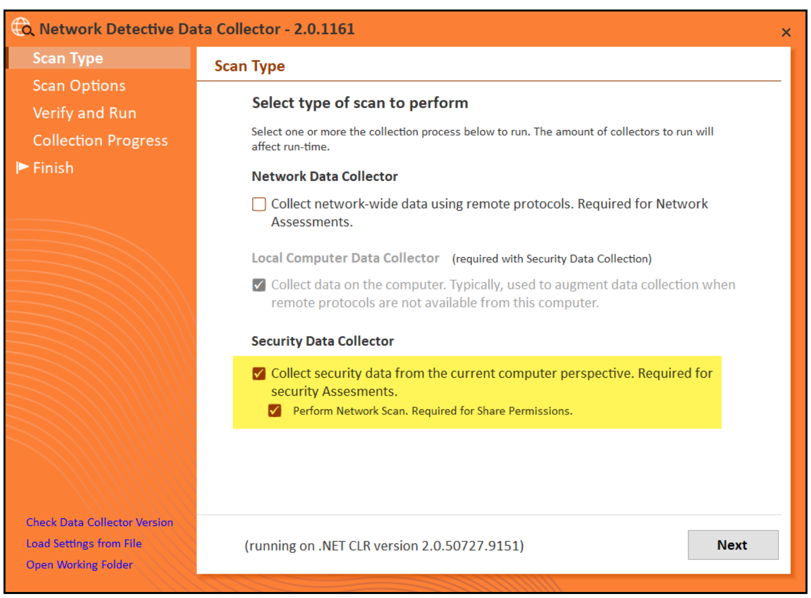
Important: For the most comprehensive scan, you MUST run the data collector as an ADMINISTRATOR.

3. **Unzip** the files into a temporary location. The Network Detective Data Collector's self-extracting ZIP file does not install itself on the client computer.
4. The Network Detective Data Collector Scan Type window will appear.

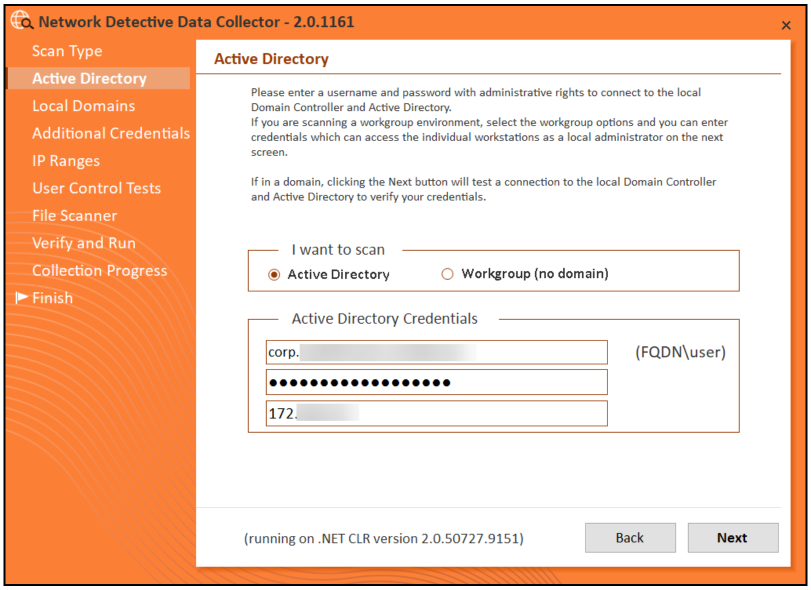
Configure the network scan using the wizard.

- Look here if you are "Performing a Security Assessment" on page 67
- Look here if you are "Scanning a Workgroup Network" on page 83

Select the **Security Data Collector** and **Perform Network Scan** options. Click **Next**.



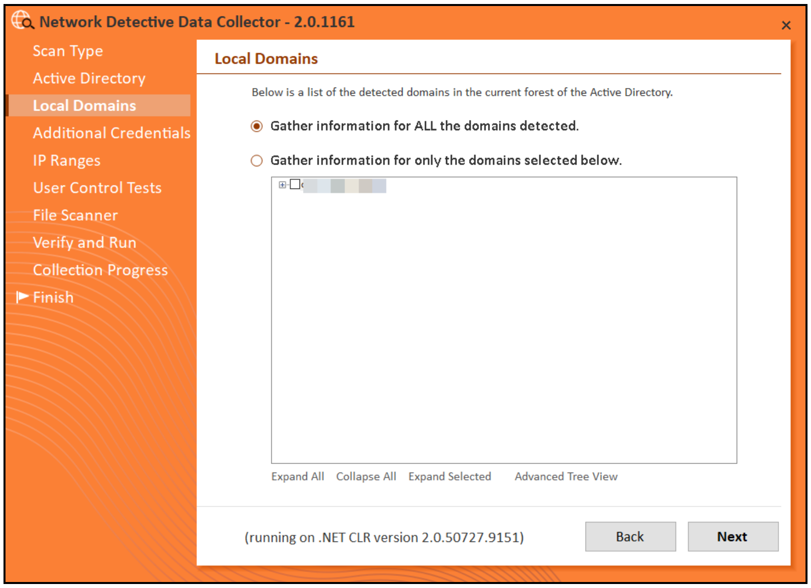
1. The **Active Directory** window will appear. Select the type of network you are scanning (*Active Directory domain*).



2. Next enter the network's **Fully Qualified Domain Name** along with a **username** and **password** with administrative rights to connect to the local Domain Controller and Active Directory.

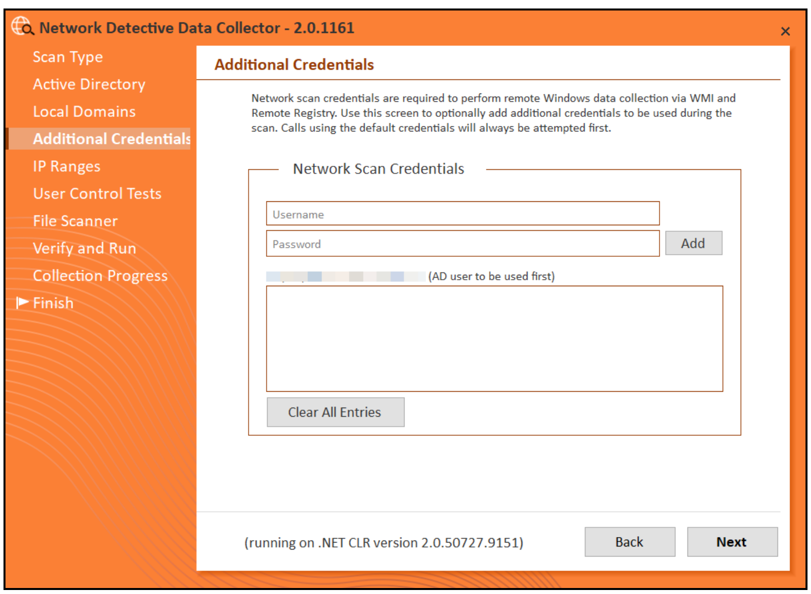
> **Note:** For example: **corp.yourprospect.com\username.**

3. Enter the name or IP address of the domain controller.
4. Click **Next** to test a connection to the local Domain Controller and Active Directory to verify your credentials.
5. The **Local Domains** window will appear. Select the Domains to scan. Choose whether to scan all domains or only specific domains and OUs. Click **Next**.



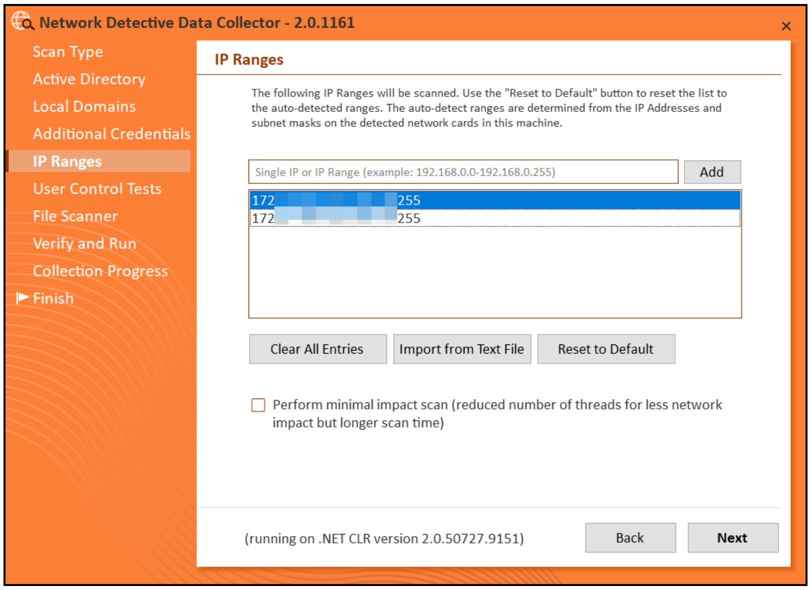
Confirm your selections if you opt to scan only specific Domains and OUs. Click **OK**.

6. The **Additional Credentials** screen will appear. Enter any additional credentials to be used during the scan using the fully qualified domain name. For example: **corp.yourprospect.com\username.** Click **Next**.



7. The **IP Ranges** screen will then appear. The Network Detective Data Collector will automatically suggest an IP Range for the scan. If you do not wish to scan the

default IP Range, select it and click **Clear All Entries**. Use this screen to enter additional IP Addresses or IP Ranges and click **Add**.

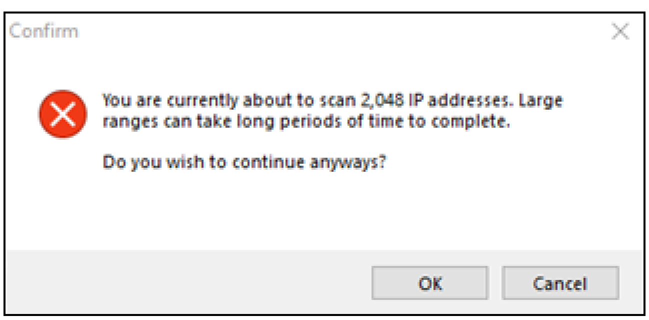


From this screen you can also:

- Click **Reset to Default** to reset to the automatically suggested IP Range.
- Click **Import from Text File** to import a predefined list or range of IP addresses.

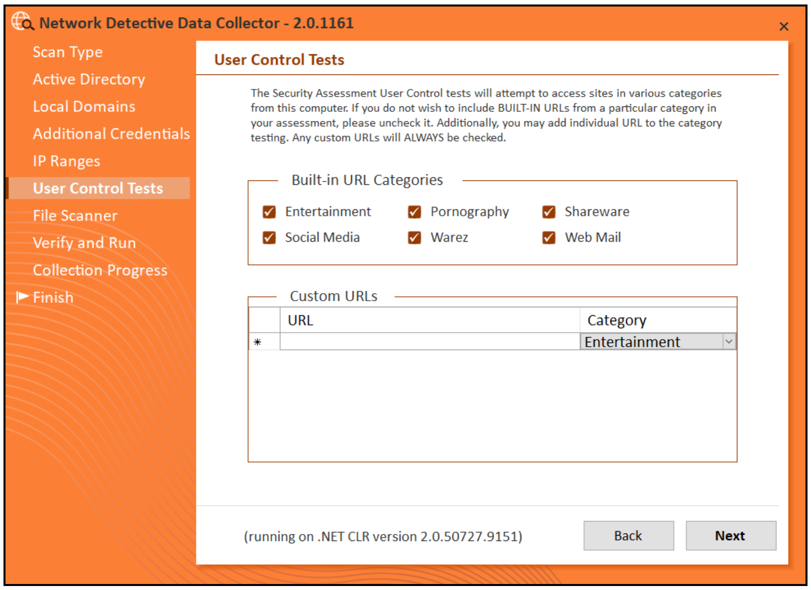
Important: Scans may affect network performance. Select **Perform minimal impact scan** if this is an issue.

When you have entered all IP Ranges to scan, click **Next**.

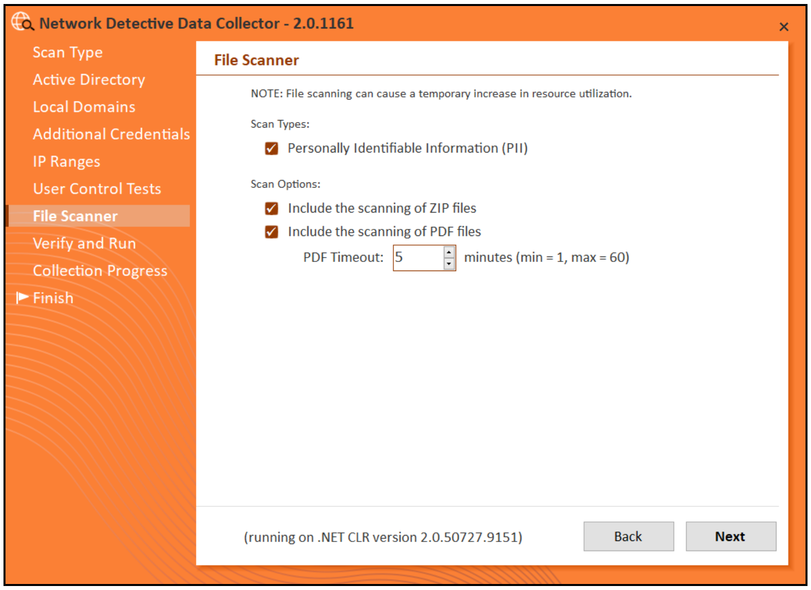


Important: If you are scanning a large number of IP addresses, confirm that you wish to continue.

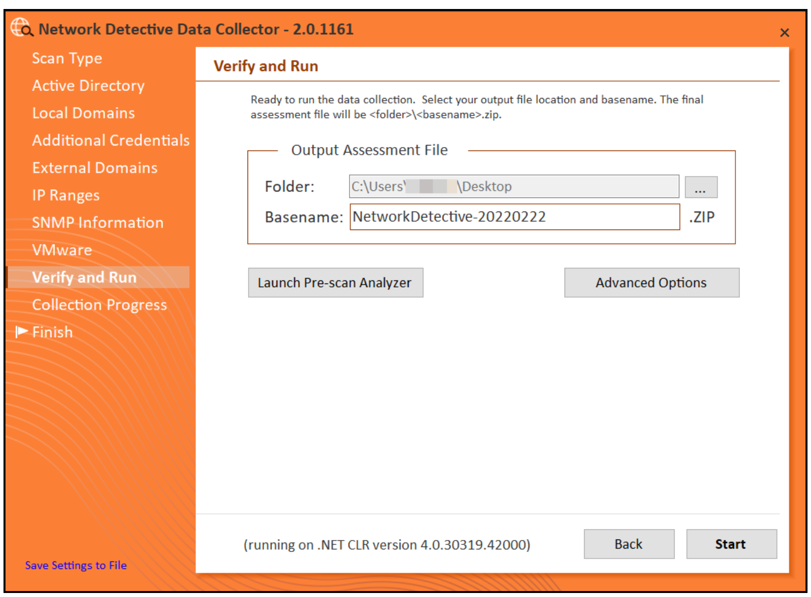
8. The **User Control Tests** screen will appear. These tests will attempt to access sites in various categories from this computer. This can help determine how much access a user has to potentially risky websites. You can choose to opt out of the tests by deselecting categories. You can also enter your own custom URLs and categories to test. Then click **Next**.



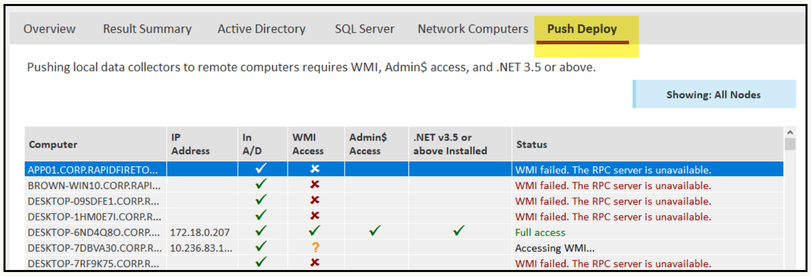
9. The **File Scanner** screen will appear. Choose whether to scan for PII (Personally Identifiable Information) and click **Next**.



10. The **Verify and Run** window will appear. Select the folder that you want to store the scan data file in after the scan is completed. You may also change the scan's **Output Assessment File Folder** location and **Basename** for the scan data. The file will be output as a **.NDF** file.

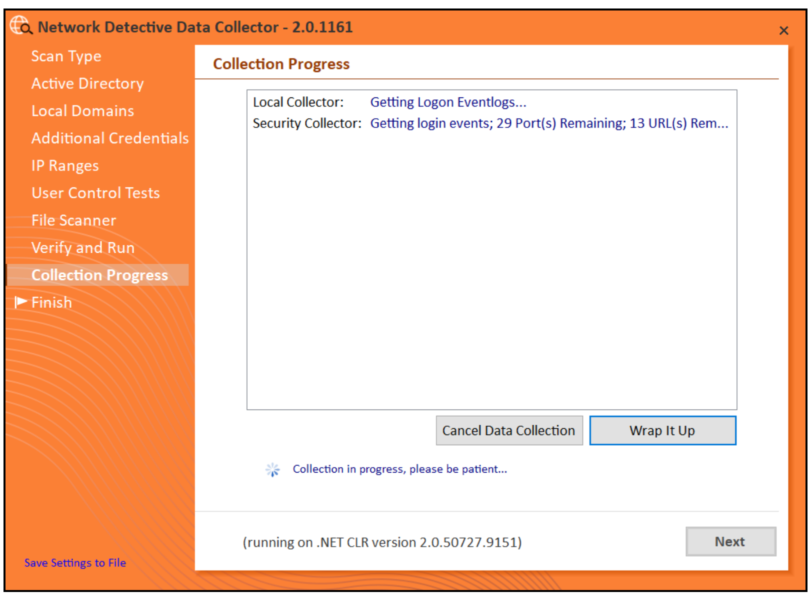


Tip: Use the **Pre-scan Analyzer** to identify and correct any configuration issues prior to running the Network Scan. The **Push Deploy** tab will indicate which assets are fully accessible for scanning to ensure a more thorough scan. Pre-scan results and recommendations are provided at the completion of the pre-scan.



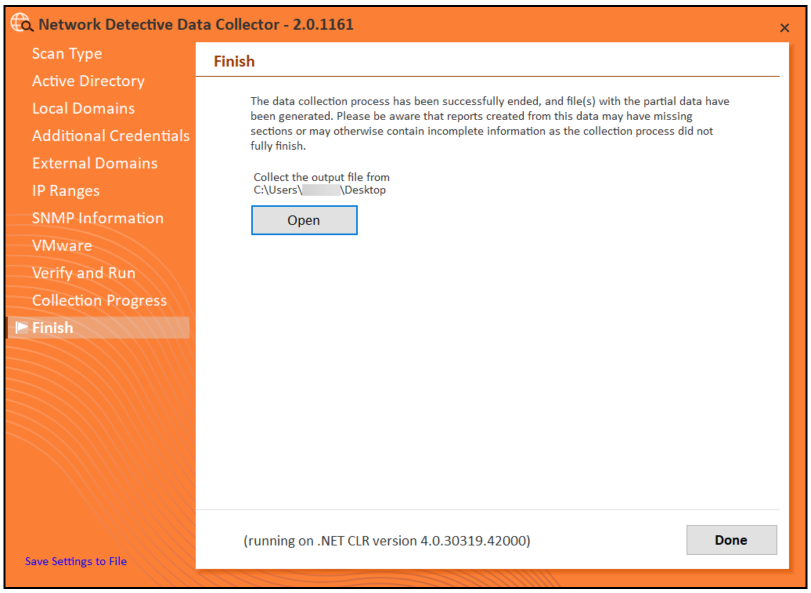
Enter any **Comments** and then click **Start**.

11. The **Collection Progress** window will appear. The **Network Scan's** status is detailed in the **Collection Progress** window. The **Collection Progress** window presents the progress status of a number of scanning processes that are undertaken.



At any time you can **Cancel Data Collection** which will not save any data. By selecting **Wrap It Up** you can terminate the scan and generate reports using the incomplete data collected.

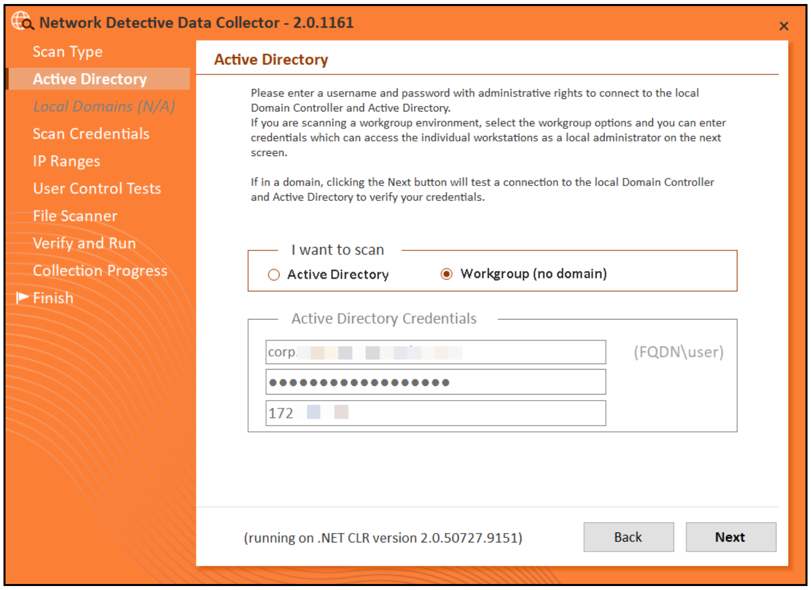
Upon the completion of the scan, the **Finish** window will appear. The **Finish** window indicates that the scan is complete and enables you to review the scan output file's location and the scan's **Results Summary**.



Click **Done** to close the **Network Detective Data Collector** window. Note the location where the scan's output file is stored.

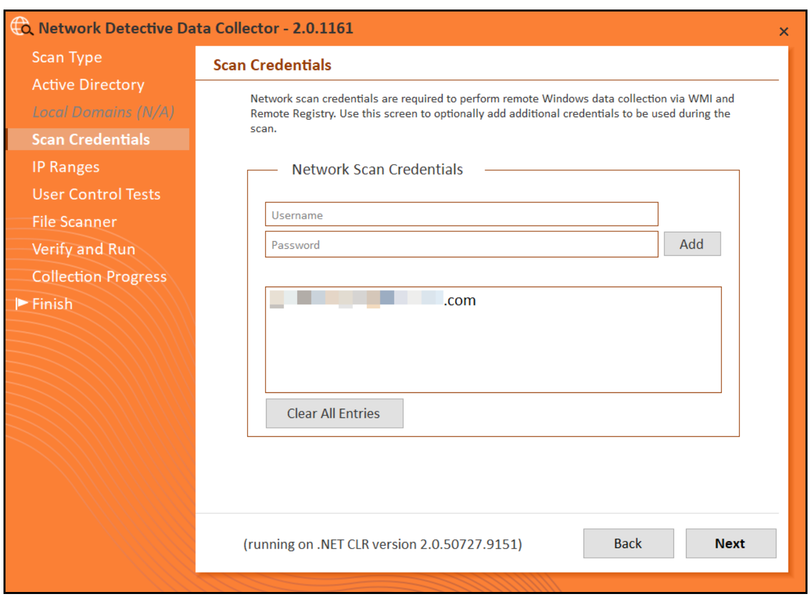
Scanning a Workgroup Network

1. The **Active Directory** window will appear. Select the type of network you are scanning (*Active Directory domain* or *Workgroup*).

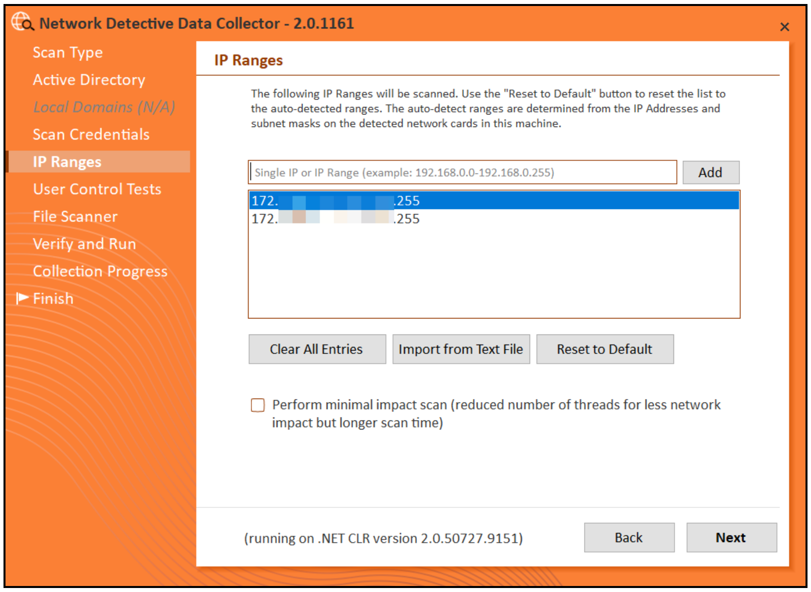


2. The **Scan Credentials** screen will appear. Enter additional credentials which can access the individual workstations as a local administrator. Then click **Next**.

> **Important:** If each workgroup PC has its own unique Admin username and password credentials, you will need to enter each set of credentials here in order to scan all of these PCs.



3. The **IP Ranges** screen will then appear. The Network Detective Data Collector will automatically suggest an IP Range for the scan. If you do not wish to scan the default IP Range, select it and click **Clear All Entries**. Use this screen to enter additional IP Addresses or IP Ranges and click **Add**.

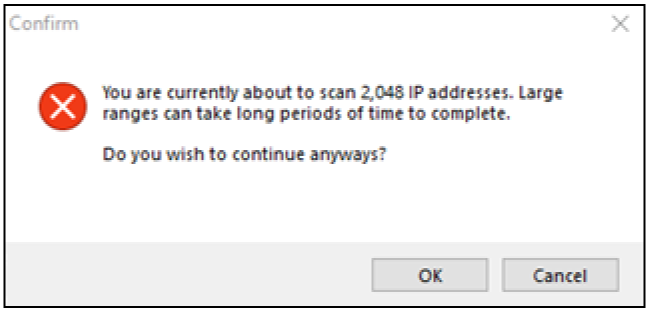


From this screen you can also:

- Click **Reset to Default** to reset to the automatically suggested IP Range.
- Click **Import from Text File** to import a predefined list or range of IP addresses.

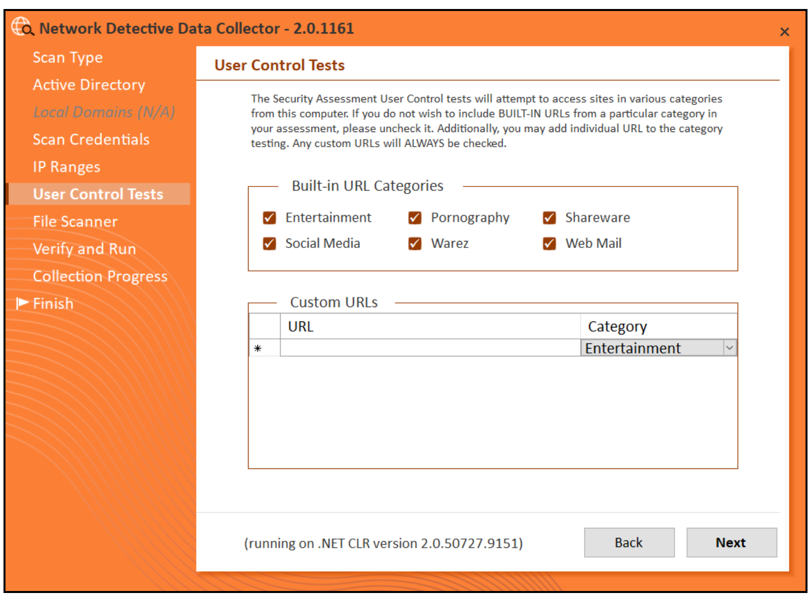
Important: Scans may affect network performance. Select **Perform minimal impact scan** if this is an issue.

When you have entered all IP Ranges to scan, click **Next**.

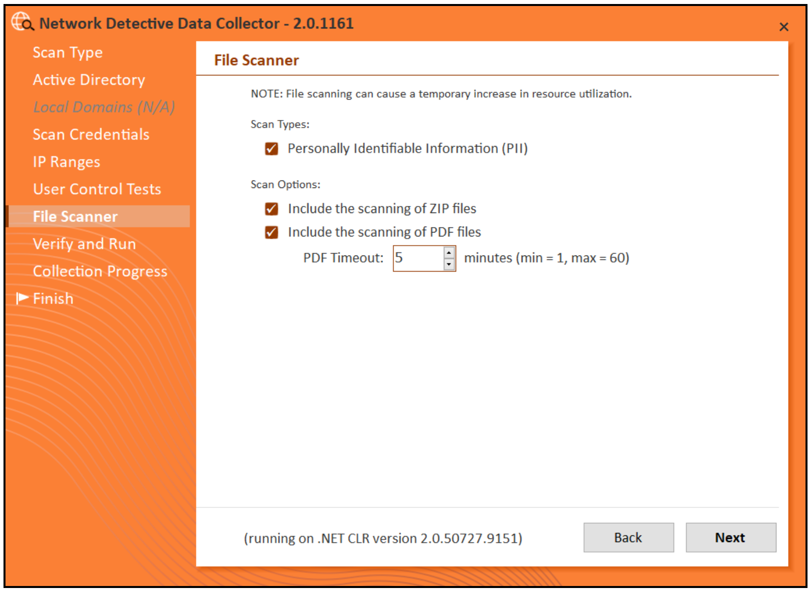


Important: If you are scanning a large number of IP addresses, confirm that you wish to continue. Consider performing multiple scans on smaller IP ranges. You can then upload each "batch" of scan files into the assessment, where they will be merged for complete results.

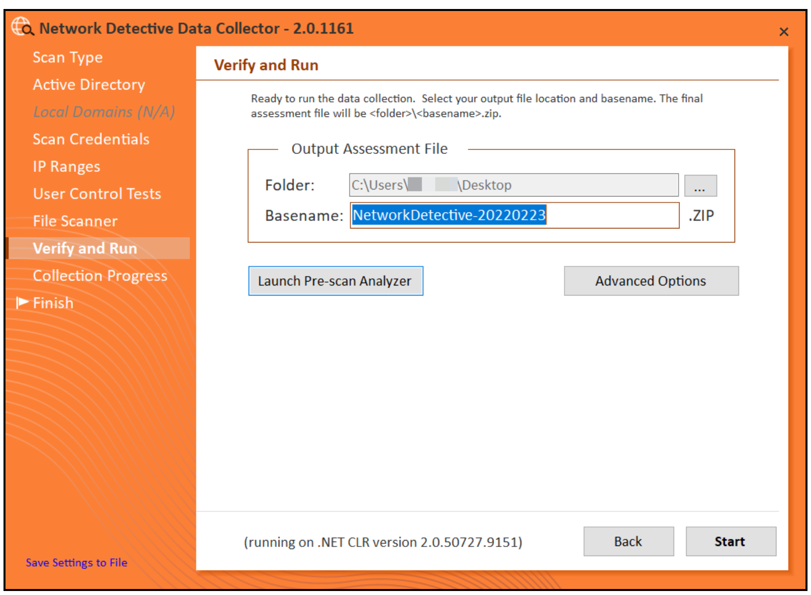
4. The **User Control Tests** screen will appear. These tests will attempt to access sites in various categories from this computer. This can help determine how much access a user has to potentially risky websites. You can choose to opt out of the tests by deselecting categories. You can also enter your own custom URLs and categories to test. Then click **Next**.



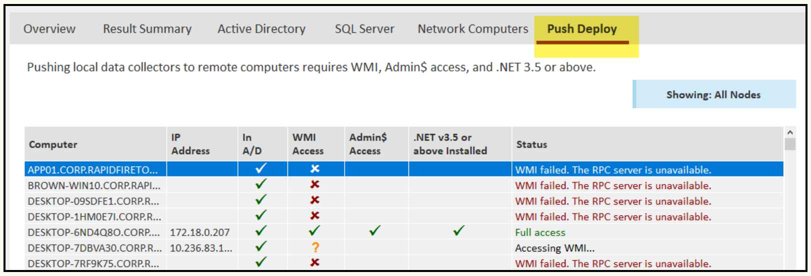
5. The **File Scanner** screen will appear. Choose whether to scan for PII (Personally Identifiable Information) and click **Next**.



6. The **Verify and Run** window will appear. Select the folder that you want to store the scan data file in after the scan is completed. You may also change the scan's **Output Assessment File Folder** location and **Basename** for the scan data. The file will be output as a **.NDF** file.

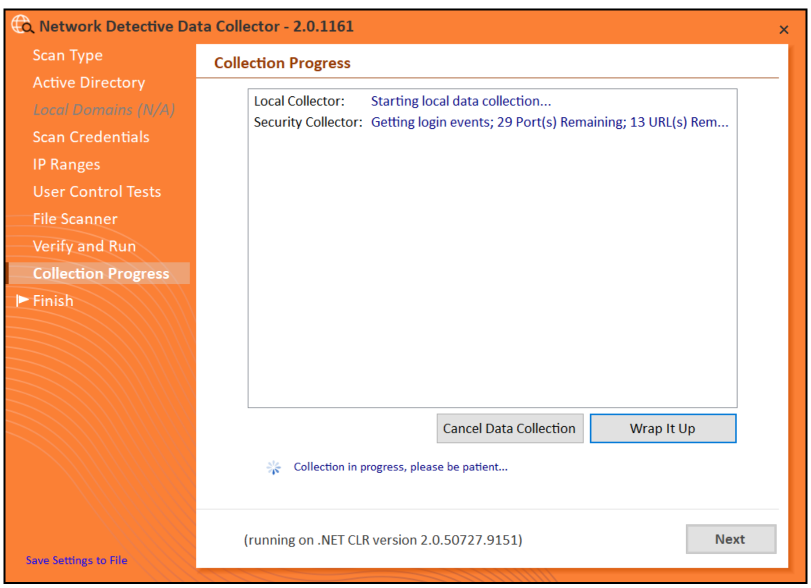


Tip: Use the **Pre-scan Analyzer** to identify and correct any configuration issues prior to running the Network Scan. The **Push Deploy** tab will indicate which assets are fully accessible for scanning to ensure a more thorough scan. Pre-scan results and recommendations are provided at the completion of the pre-scan.



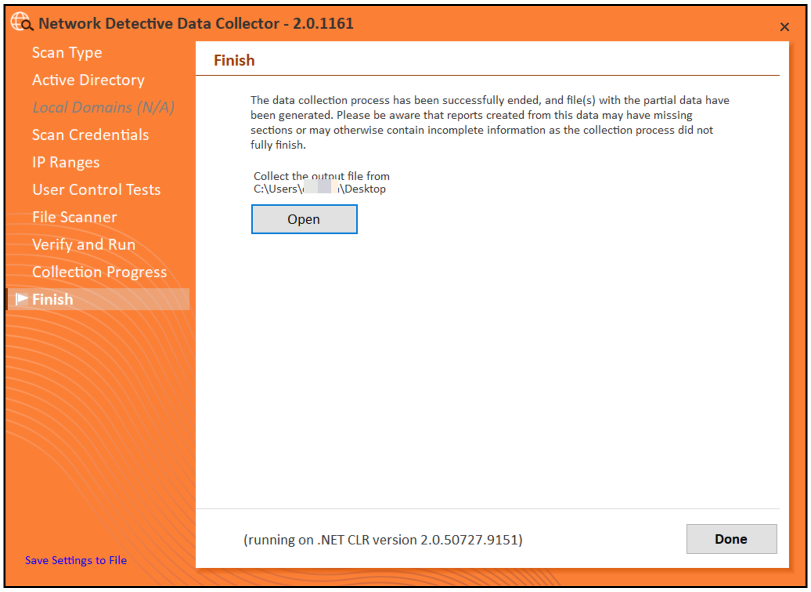
Enter any **Comments** and then click **Start**.

7. The **Collection Progress** window will appear. The **Network Scan's** status is detailed in the **Collection Progress** window. The **Collection Progress** window presents the progress status of a number of scanning processes that are undertaken.



At any time you can **Cancel Data Collection** which will not save any data. By selecting **Wrap It Up** you can terminate the scan and generate reports using the incomplete data collected.

Upon the completion of the scan, the **Finish** window will appear. The **Finish** window indicates that the scan is complete and enables you to review the scan output file's location and the scan's **Results Summary**.



Click **Done** to close the **Network Detective Data Collector** window. Note the location where the scan's output file is stored.

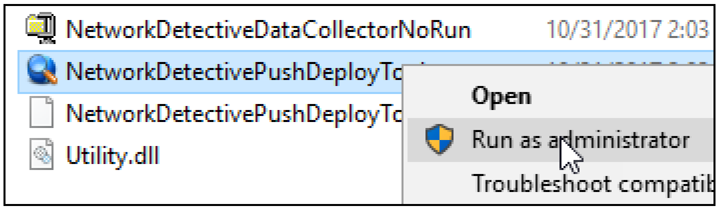
Step 6 — Use the Push Deploy Tool to Collect Remaining Data

> **Tip:** The **Push Deploy Tool** performs a localized scan on each workstation on the target network. **Perform this required step** to gather maximum data for the most detailed reports.

Download and run the Push Deploy Tool on a PC on the target network. Use it to perform local data scans on all computers.

1. Visit the RapidFire Tools software download website at https://www.rapidfiretools.com/ndpro-downloads/ and download the Push Deploy Tool.
2. **Unzip** the files onto a USB drive or directly onto any machine on the target network.

3. From within the unzipped folder, run the **NetworkDetectivePushDeployTool.exe** executable program as an Administrator (**right click>Run as administrator**).



> **Important: For the most comprehensive scan, you MUST run the Push Deploy Tool as an ADMINISTRATOR.**

The Push Deploy Tool Settings and Configuration window will appear.

4. Set the **Storage Folder location** and select the **Security Scan** option.

> Tip: For your convenience, create a shared network folder to centralize and store all scan results data files created by the **Push Deploy Tool**. Then reference this folder in the **Storage Folder** field to enable the local computer scan data files to be stored in this central location.

If additional credentials are required, type in the administrator level **Username** and **Password** necessary to access the local computers on the network to be scanned. Then click **Add**.

Important: For the **Push Deploy Tool** to push local scans to computers throughout the network, ensure that the following prerequisites are met:

• **Ensure that the Windows Management Instrumentation (WMI) service is running** and able to be managed remotely on the computers that you wish to scan. Sometimes Windows Firewall blocks Remote Management of WMI, so this service may need to be allowed to operate through the Firewall.

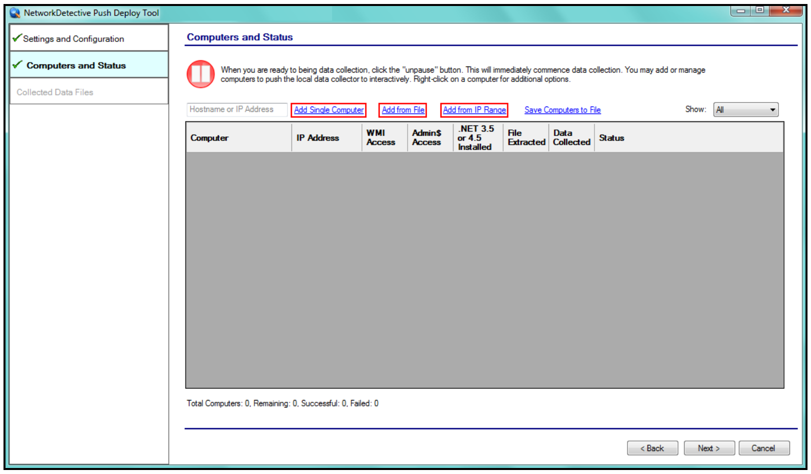
• **Admin$ must be present on the computers you wish to scan**, and be accessible with the login credentials you provide for the scan. Push/Deploy relies on using the Admin$ share to copy and run the data collector locally.

• **File and printer sharing must be enabled** on the computers you wish to scan.

• **For Workgroup based networks, the Administrator credentials for all workstations and servers that are to be scanned are recommended to be the same**. In cases where a Workgroup-based network does not have a one set of Administrator credentials for all machines to be scanned, use the Add option to add all of the Administrator credentials for the Workgroup. Multiple sets of Administrator credentials will be listed in the Credentials box.

5. Click **Next** after you have configured the Push Deploy Tool.
6. The **Computers and Status** window will appear. From here you can:
   - **Add a Single Computer** to be scanned
   - **Add** (computers) **from File** that are to be scanned
   - **Add** (computers) **from IP Range** that are to be scanned
   - Or **Save Computers to File** in order to export a list of computers to be

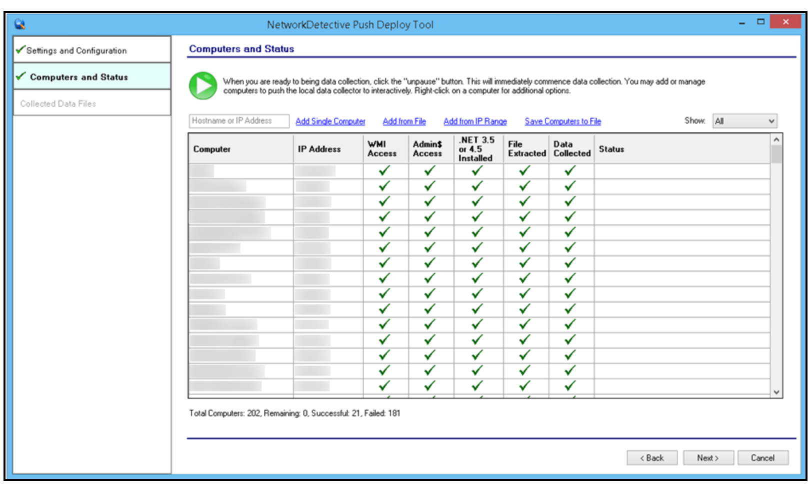
scanned again in future assessments



7. When you have input the IP address range into the **IP Range** window, select the **OK** button.

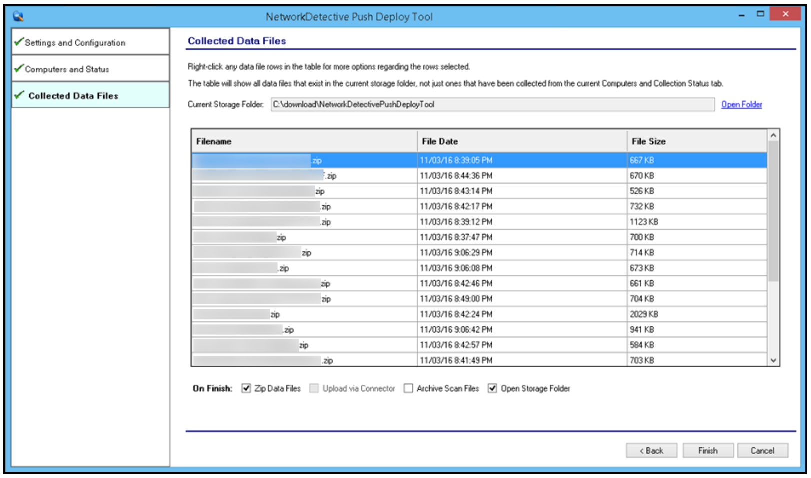
   After one or more of the above-mentioned methods have been used to define the computer IP addresses to be scanned, the computer names and IP addresses will be listed in the **Computers and Status** window.

8. Start the scan either by selecting the "**unpause**" button in the **Computer and Status** window, or, by selecting the **Next** button in the **Computer and Status** window and the scan will be initiated. The status of each computer's scan activity will be highlighted within the **Computers and Status** window as presented below.



Upon the completion of all of the scheduled scans, the scan data collected is stored within the **Storage Location** folder presented in the **Collected Data Files** window of **the Push Deploy Tool**.

9. To verify the inclusion of the scan data produced by the **Push Deploy Tool** within your assessment, select the **Next** button within the **Push Deploy Tool**. The **Collected Data Files** window will be displayed.



10. To review or access the files produced by the **Push Deploy Tool's** scans, select the **On Finish: Open Storage Folder** option in the **Collected Data Files** window. Then click **Finish**.

MORE INFO:

The Push Deploy Tool pushes the local data collector to machines in a specified range and saves the scan files to a specified directory (which can also be a network share). The benefit of the tool is that a local scan can be run simultaneously on each computer from a centralized location.

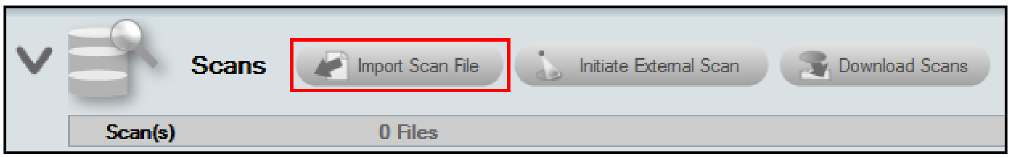
The output files (.ZIP, files) from the local scans can be stored on a USB drive and taken off site to be imported into the active assessment within Network Detective.

After all of the **Security Scans** are complete, the next phase in the process is to import the scan data files produced by the **Security Scan** into the current assessment.

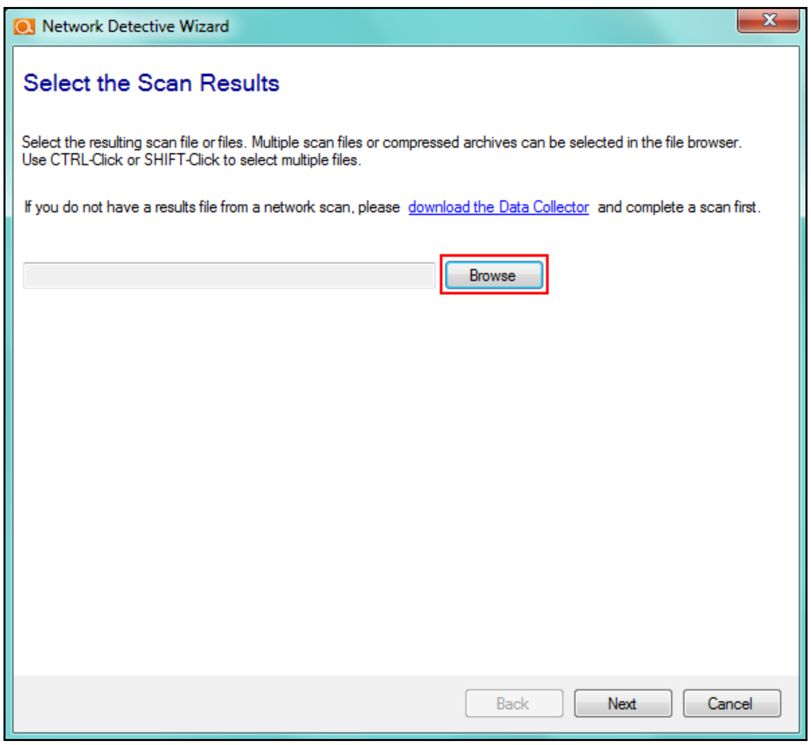
Step 7 — Import Scans into Network Detective Pro App

Make sure you can access all of the scan data files from the PC on the MSP network where you have Network Detective Pro installed. Then, import the data collected by the Data Collector into the assessment.

1. Click **Import Scan File** on the **Scans** bar in the Network Detective **Assessment** window.



The **Select the Scan Results** window will be displayed.

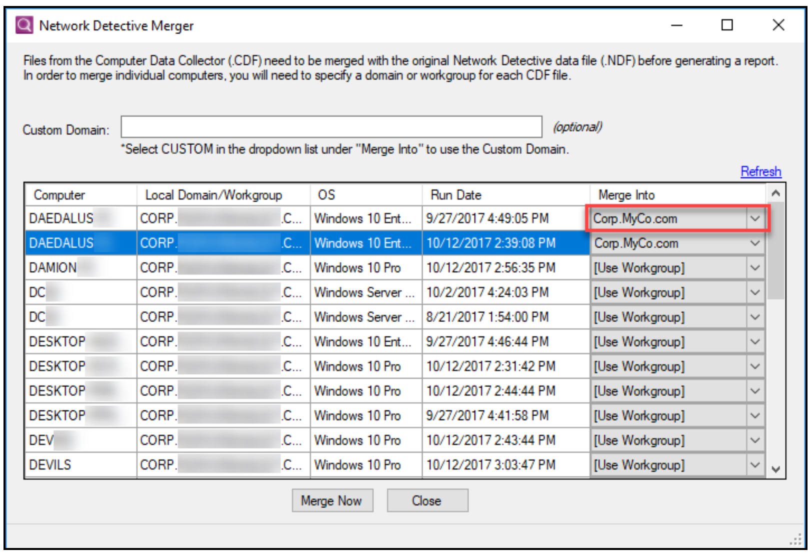


2. Click **Browse** in the **Scan Results** window and select all data file(s) that you wish to import.
3. For a Security Scan, these will be:

- .cdf file for the computer scans
- .sdf file for the security data scans
- .ndf file for the network scans

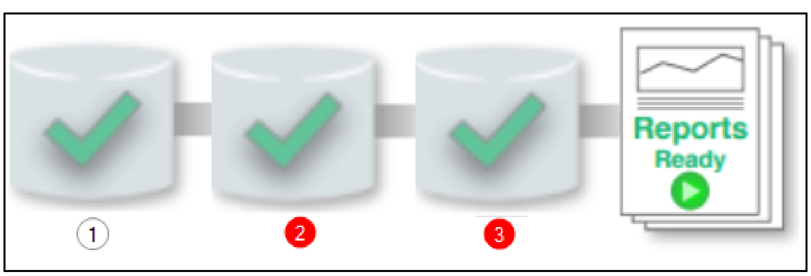
4. Click **Open** button to import the scan data. Then click **Next**.
5. An archived copy of the scan will be created in the Network data directory. You can access this at **%APPDATA%\NetworkDetective** on your PC. Click **Finish**.

   i. *If prompted*, use the **Network Detective Pro Merger** to merge the data file(s) into the assessment. Select the Domain into which the file will be merged. Click **Merge Now**.



The **Scans** bar will be updated with the imported scan files.

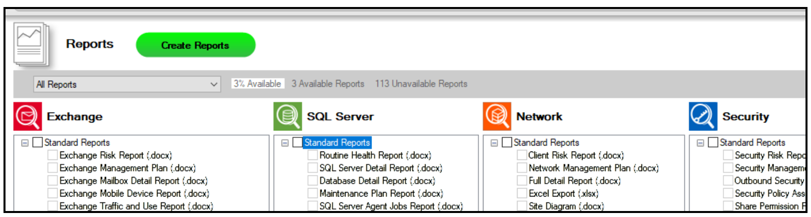
Once all of the scan data is imported into the **Assessment**, the assessment's **Checklist** will indicate that the **Reports** are ready to be generated.



Step 8 — Generate Security Assessment Reports

Note: This step is NOT performed at the client site or network. Network Detective Pro should be installed on your workstations or laptop. Install Network Detective Pro from https://www.rapidfiretools.com/ndpro-downloads/ if you have not already done so. To generate the reports for your Security Assessment, follow the steps below:

1. Run Network Detective Pro and log in with your credentials.
2. Then select the **Site**, go to the **Active Assessment**, and then select the **Reports** link to the center of the **Assessment Window** in order select the reports you want to generate.



3. Select the **Create Reports** button and follow the prompts to generate the reports you selected.
4. At the end of the report generation process, the generated reports will be made available for you to open and review.

Security Assessment Reports

The **Security Assessment** allows you to generate the following reports:

Standard Reports

Report Name	Description
Anomalous Login Report	The Anomalous Login Report shows suspicious logins by user and computer based on various probability criteria. The includes: A) logins into specific computers users don't normally log into, and B) logins by users outside of their regular pattern (not only by day of week, but also by time of day).
Consolidated Security Report Card	The Computer Security Report Card assesses individual computers at a high level based on various security criteria. Devices discovered on the network are assigned an overall score, as well as a specific score

Report Name	Description
	for each of the assessment categories detailed below. The scores are represented as color-coded letter grades ('A' through 'F'). The report card should be viewed as a relative measure as to how well a computer complies with security best practices. There may be specific reasons or compensating controls that may make it unnecessary to achieve an "A" in all categories to be considered secure.
Cyber Liability and Data Breach Report	Identifies specific and detailed instances of personal identifiable information (PII) and cardholder data throughout a computer network that could be the target of hackers and malicious insiders. It also calculates the potential monetary liability and exposure based upon industry published research.
Data Breach Liability Report	Small and midsize businesses need to manage their exposure to the financial risk that accompanies cyber threats. Data breaches come in many shapes and sizes. The average person hears "data breach" and probably thinks of hackers. But there are many kinds of cyber incidents, and most don't come from malware or ransomware. Instead they are the result of insider data breaches, data theft by employees, and employee mistakes. A breach is an event in which an individual's name plus a medical, financial, debit/credit card and other personal or sensitive information is potentially put at risk in electronic form. A compromised record is one that has been lost or stolen as a result of a data breach. The report not only identifies specific and detailed instances of personal identifiable information (PII) throughout your computer network that could be the target of hackers and malicious insiders but also calculates the potential monetary liability based upon industry published research.
Data Breach Liability Report Excel	Data Breach Liability Report in MS Excel format.
External Network Vulnerabilities Summary Report	This report provides a priority ordered listing of issues by their CVSS to enable technicians to prioritize the issues they are working on. This report provides an extremely compact view of all issues to provide a quick survey of the various issues that were detected in an environment.
External Vulnerabilities Scan Detail	A comprehensive output including security holes and warnings, informational items that can help make better network security decisions, plus a full NMap Scan which checks security holes,

Report Name	Description
Report	warnings, and informational items that can help you make better network security decisions. This is an essential item for many standard security compliance reports.
External Vulnerability Scan Detail by Issue Report	A more compact version of the External Vulnerability Scan Detail report that is organized by issues. Devices that are affected are listed within an issue type. This report is useful for technicians that are looking to resolve specific issues identified within the environment, rather than performing remediation on a particular system.
External Vulnerability Scan Detail in Excel Format	An Excel version of the External Vulnerability Scan Detail report listing issues by device.
Internal Network Vulnerabilities Summary Report*	The Internal Network Vulnerabilities Summary Report breaks down issues discovered during the internal scan, organized by risk severity. This report also details the affected endpoints and offers a brief recommended course of action for each issue. (*Requires Inspector)
Internal Vulnerability Scan detail by Issue Report*	This detailed report provides extensive data on each discovered internal vulnerability organized by issue type. This includes insight into the technical nature of each issue, a proposed solution, affected assets, as well as several graphical breakdowns of the numerical disposition of issues on the target network. (*Requires Inspector)
Internal Vulnerability Scan Detail Excel*	Internal vulnerability breakdown in MS Excel format.
Internal Vulnerability Scan Detail Report*	This detailed report provides extensive data on each discovered internal vulnerability organized by each affected asset. This includes insight into the technical nature of each issue, a proposed solution, as well as several graphical breakdowns of the numerical disposition of issues on the target network. (*Requires Inspector)
Login Failures by Computer Report	This report provides a list of systems that have had failed interactive and network login attempts along with a count of the number of failed logins over the past 1, 7 and 30 days. Use this to identify an employee who has forgotten their credentials. In an extreme scenario, the report may help you detect a hacker trying to enter the network through an

Report Name	Description
	employee's legitimate account, or an attempt to access a highly sensitive system such as the CEO's workstation.
Login History by Computer Report	Same data as User Behavior but inverted to show you by computer. Quite useful, in particular, for looking at a commonly accessed machines (file server, domain controller, etc.) – or a particularly sensitive machine for failed login attempts. An example would be CEO's laptop – or the accounting computer where you want to be extra diligent in checking for users trying to get in.
Outbound Security Report	Highlights deviation from industry standards compared to outbound port and protocol accessibility, lists available wireless networks as part of a wireless security survey, and provides information on Internet content accessibility.
Resulting Set of Policies Reports	This report analyzes the various Resulting Sets of Policy (RSOP) based on user settings on computers in the environment and helps point out commonalities in the sets and which users/computer combinations have the configurations applied. There are separate reports for both user settings and computer settings.
Security Assessment PowerPoint	Use our generated PowerPoint presentation as a basis for conducting a meeting presenting your findings from the Network Detective. General summary information along with the risk and issue score are presented along with specific issue recommendations and next steps.
Security Health Report	This report measures the overall risk to the environment by the number of issues detected. An ideal environment would have a Health Score of 0 (indicating no risks found). The higher the score, the more likely a security, availability, or performance related incident will occur. This report will also compare the results of a previous assessment with the current assessment.
Security Management Plan	Network Management Plan This report will help prioritize issues based on the issue's risk score. A listing of all security related risks are provided along with recommended actions.
Security Policy Assessment Report	A detailed overview of the security policies which are in place on both a domain wide and local machine basis.
Security Risk Report	This report includes a proprietary Security Risk Score and chart showing the relative health (on a scale of 1 to 10) of the network

Report Name	Description
	security, along with a summary of the number of computers with issues. This powerful lead generation and sales development tool also reports on outbound protocols, System Control protocols, User Access Controls, as well as an external vulnerabilities summary list.
Share Permission Report	Comprehensive lists of all network “shares” by computer, detailing which users and groups have access to which devices and files, and what level of access they have.
Share Permission Report by User	Comprehensive lists of all network “shares” by user. Each subsection details the share and file system permissions granted to each user account within the above domain.
Share Permission Report by User Excel	Comprehensive lists of all network “shares” by user in MS Excel format.
Share Permission Report Excel	Comprehensive lists of all network “shares” by computer in MS Excel format.
User Behavior Analysis Report	Shows all logins, successful and failure, by user. Report allows you to find service accounts which are not properly configured (and thus failing to login) as well as users who may be attempting (and possibly succeeding) in accessing resources (computers) which they should not be.
User Permissions Report	Organizes permissions by user, showing all shared computers and files to which they have access.

Infographics

Report Name	Description
Password Policies Summary	This report provides a risk assessment of logins that are not following best practices against security intrusions. For the most common mitigation practices, the report details which logins currently present a risk to intrusion. This allows readers to quickly understand where immediate action is required.

Report Name	Description
Data Breach Liability Summary	This report provides a risk assessment of systems with one or more potential security liabilities. For the most common liabilities, the report details the estimated cost of breach and the worst offending systems. This allows readers to quickly understand where immediate action is required.
Vulnerability Scan Assessment Summary	This report provides an assessment of internal and external vulnerabilities (requires VulScan subscription). The report details the highest severity vulnerabilities, allowing readers to quickly understand where immediate action is required.

Change Reports

Report Name	Description
Baseline Security Health Report	This report measures the overall risk to the environment by the number of issues detected. An ideal environment would have a Health Score of 0 (indicating no risks found). The higher the score, the more likely a security, availability, or performance related incident will occur. This report will also compare the results of a previous assessment with the current assessment.
Baseline Security Management Plan	The Management Plan ranks individual issues based upon their potential risk to the network while providing guidance on which issues to address by priority. Fixing issues with lower Risk Scores will not lower the global Risk Score, but will reduce the Overall Issue Score. To mitigate global risk and improve the health of the network, address issues with higher Risk Scores first. This report will also compare the results of a previous assessment with the current assessment.
Baseline Security Risk Report	This report details the Risk Score for both the current and previous assessment, focusing in particular on security issues and vulnerabilities. At the same time, the report breaks down each issue and conveys whether the issue is increasing or decreasing in risk level. For example, are your computers missing more or fewer security patches since the previous assessment? This report will tell you.
Login Failures by Computer	Compares the results of the current and previous login failures report by computer.

Report Name	Description
Change Report	
Login History by Computer Change Report	Compares the results of the current and previous login history by computer.
User Behavior Analysis Change Report	Compares the results of the current and previous user behavior analysis.

Performing a Microsoft Cloud Assessment

Microsoft Cloud Assessment Overview

Network Detective's **Microsoft Cloud Assessment Module** combines 1) automated data collection with 2) a structured framework for documenting your assessment. To perform a Microsoft Cloud Assessment, you will:

- Download and install the required tools
- Create a site and set up a Microsoft Cloud Assessment project
- Collect Microsoft Cloud Assessment data using the Network Detective Pro Checklist
- Generate Microsoft Cloud Assessment reports

What Does the Microsoft Cloud Assessment Cover?

This module helps you manage and assess risk across your entire Microsoft Cloud Assessment deployment. It assesses and documents several components, including:

- Microsoft 365 Cloud Services
  - Office 365
  - Teams
  - SharePoint
  - OneDrive (does not scan file content)
  - Outlook/Exchange (does not scan email content)
- Microsoft Azure Cloud Services
  - Azure Active Directory
  - Azure Infrastructure Data Collection (applications, virtual machines, services)

What Does the Microsoft Cloud Assessment Do?

As the computing world steadily moves more resources into the Cloud, it's getting increasingly difficult for MSPs and other IT professionals to manage assets and configurations that are no longer physically present . . . and that they don't have complete control over. By periodically running a full assessment on each Microsoft Cloud environment, MSPs can provide themselves, and their clients, with essential reports that will help control the flow, privacy, and security of the organization’s data.

Having all this information, organized and at your fingertips, is essential for:

- A new technician who's trying to get a handle on the Microsoft Cloud environment
- A Cloud administrator who is trying to hunt down a misconfiguration that’s causing problems
- An MSP who needs to scope a proposal for a prospective new client
- Curbing the sprawl and potential HR headaches of Teams, SharePoint, and OneDrive

What You Will Need

In order to perform a Microsoft Cloud Assessment, you will need the following components:

Note: You can access these at https://www.rapidfiretools.com/ndpro-downloads/.

Microsoft Cloud Assessment Component	Description
Network Detective Pro	The Network Detective Pro Application and Reporting Tool guides you through the assessment process from beginning to end. You use it to create sites and assessment projects, configure and use appliances, import scan data, and generate reports. The Network Detective Pro Application is installed on your workstations/laptops; it is not intended to be installed on your client or prospect sites.
Azure Environment Credentials (Enterprise Application method)	To assess the Microsoft 365 and Azure Active Directory environment at the same time, you must set up API permissions in the Azure portal. See "Prerequisites to Perform Cloud Scan using Enterprise App" on page 118 for a detailed walkthrough. This will allow you to gather the necessary credentials to perform the scan using the Enterprise Application collection method.
Admin Credentials for Microsoft 365 tenant to be assessed (OAUTH method)	You must have admin credentials for an admin role user who is a member of the Microsoft 365 tenant to be assessed. You will use these credentials to grant permission for Network Detective to connect to the Microsoft Graphs API. The following roles have been verified to work to create this connection: • **Privileged role admin** (Recommended) • **Cloud application admin** (Recommended) (Using one these roles will only grant permissions to the individual users who enter their credentials to perform the scan.) • **Global admin** (Using the Global admin role will grant scanning permissions to all non-admin users in the Microsoft 365 tenant who have access to the Site in Network Detective.) **If you attempt to sign in with another type of admin role than those listed above, you will be unable to grant the necessary permissions.**

Microsoft Cloud Assessment Component	Description
	See Assign Admin Roles in the Microsoft 365 documentation for more details.

Follow these steps to perform a Microsoft Cloud Assessment:

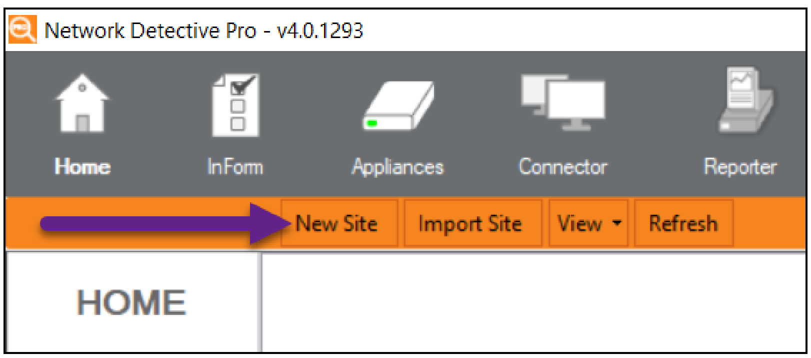
Step 1 — Download and Install the Network Detective Pro Application

1. Visit https://www.rapidfiretools.com/ndpro-downloads/. Download and install the Network Detective Pro Application.
2. Open the app and log in using your credentials.

Step 2 — Create a New Site

To create a new site:

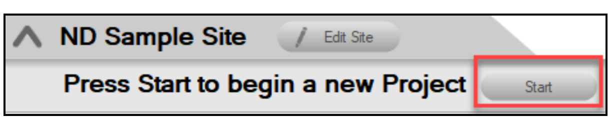
1. Click **New Site** to create a new Site for your assessment project.



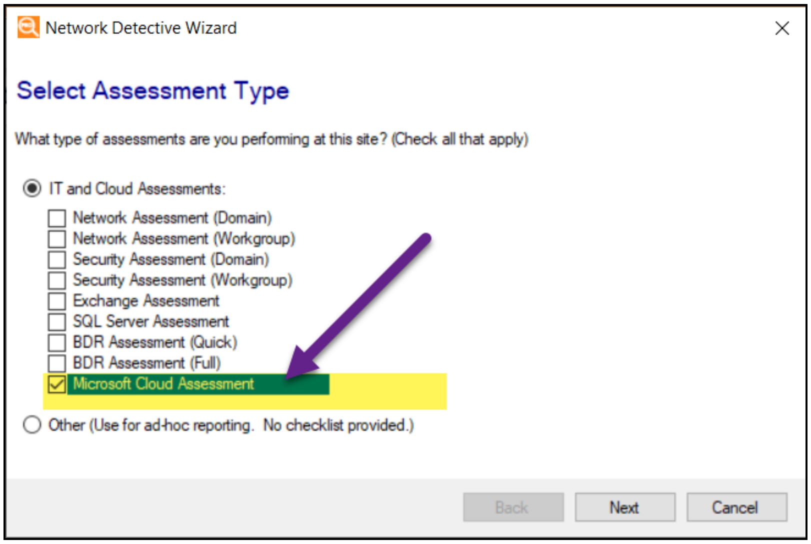
2. Enter a **Site Name** and click **OK**.

Step 3 — Start a Microsoft Cloud Assessment Project

1. From within the Site Window, click **Start** to begin the assessment.



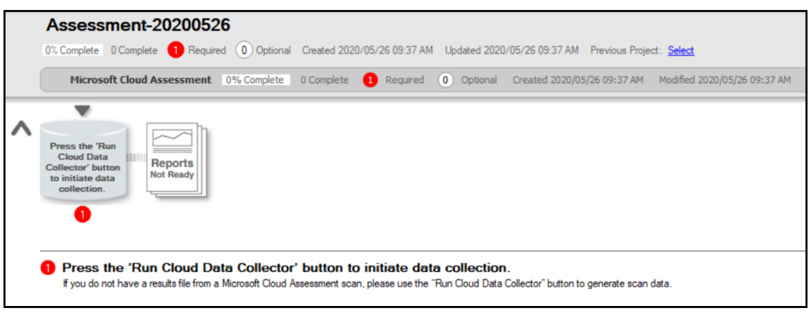
2. Next, select **IT and Cloud Assessments**, and then select Microsoft Cloud Assessment.



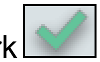
3. Then follow the prompts presented in the Network Detective Wizard to start the new Assessment.

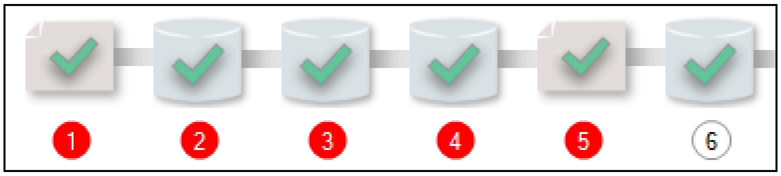
Use the Microsoft Cloud Assessment Checklist

Once you begin the Microsoft Cloud Assessment, a **Checklist** appears in the Assessment Window. The **Checklist** presents the **Required** and **Optional** steps that are to be performed during the assessment process. The **Checklist** will be updated with additional steps to be performed throughout the assessment process.



Complete the required **Checklist Items** in the exact numerical order presented. Use the **Refresh Checklist** feature to guide you through the assessment process at each step until completion.

When you complete a step, that item will be updated with a green check mark  in the checklist. Different assessment types have a different number of steps to complete.



You may also print a copy of the **Checklist** for reference purposes by using the **Printed Checklist** feature.

Step 4 — Run the Cloud Data Collector

You can collect Microsoft Cloud Data in two different ways:

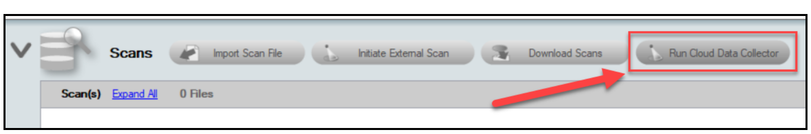
- "Perform Scan Using Enterprise App" below: Allows you to collect data from both the MS Cloud and Azure environments using an Enterprise Application that you install via the MS Azure Portal.
- "Perform Scan Using OAUTH Credentials" on the facing page: Allows you to collect data from the MS Cloud (Office 365, Teams, and so on) only and **DOES NOT INCLUDE** Azure Infrastructure data. This method requires only Office 365 credentials with the proper admin permissions.

See "Modify Report Privacy Options in Microsoft 365 Admin Center" on page 130 to troubleshoot issues with how data appears in your reports.

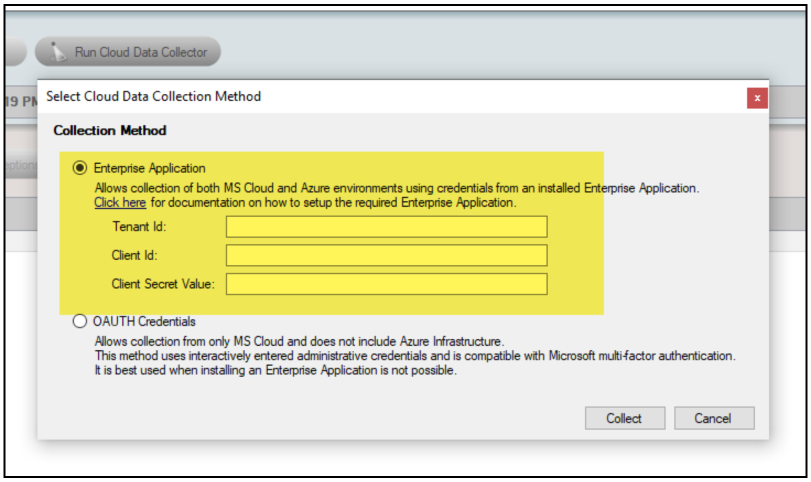
Perform Scan Using Enterprise App

Note: Before you can perform the cloud scan using this method, be sure you have set up the "Prerequisites to Perform Cloud Scan using Enterprise App" on page 118.

1. To start your assessment, click **Run Cloud Data Collector** under Scans.



2. Select the **Enterprise Application** collection method. Enter the required values into the correct fields and click **Collect**. Refer to the table below for tips on finding the relevant credentials in the Microsoft Azure management portal.

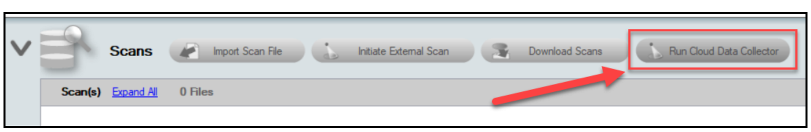


Credential	Where to find
Tenant ID	Services > Azure AD > Enterprise Apps > Your App > Overview
Client ID	Services > Azure AD > Enterprise Apps > Your App > Overview
Client Secret Value	Services > Azure AD > Enterprise Apps > Your App > Certificates & Secrets

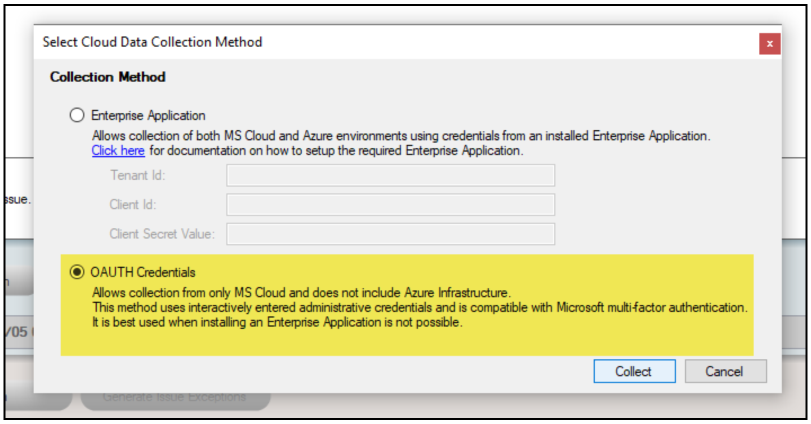
Perform Scan Using OAUTH Credentials

Note: Before you can Run the Cloud Data Collector, you need admin credentials for the Microsoft 365 tenant to be assessed.

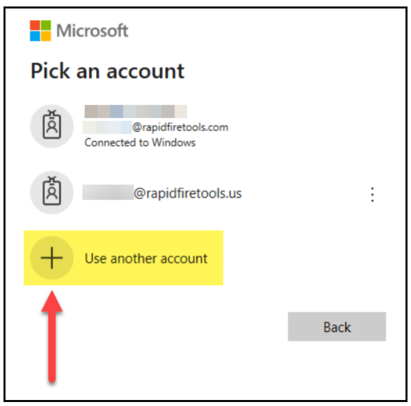
1. To start your assessment, click **Run Cloud Data Collector** under Scans.



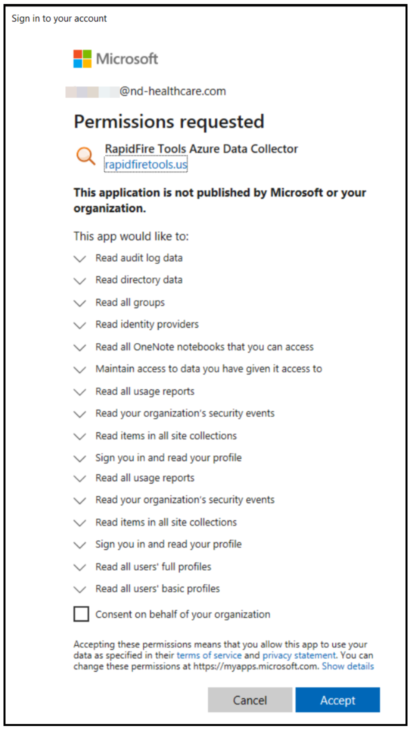
2. Select **OAUTH Credentials** and click **Collect**.



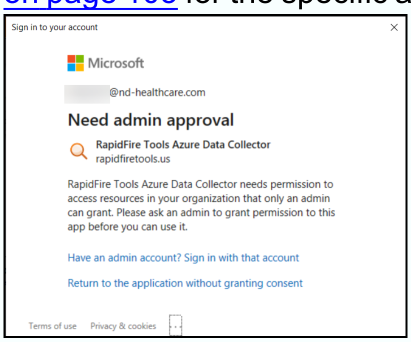
3. A Microsoft login window will appear. Enter admin credentials for the Microsoft Cloud environment to be assessed. To do this, click **Use Another Account**.



4. Consent to the permissions needed for Network Detective to scan the Microsoft Cloud environment. Check the box and click **Accept**.

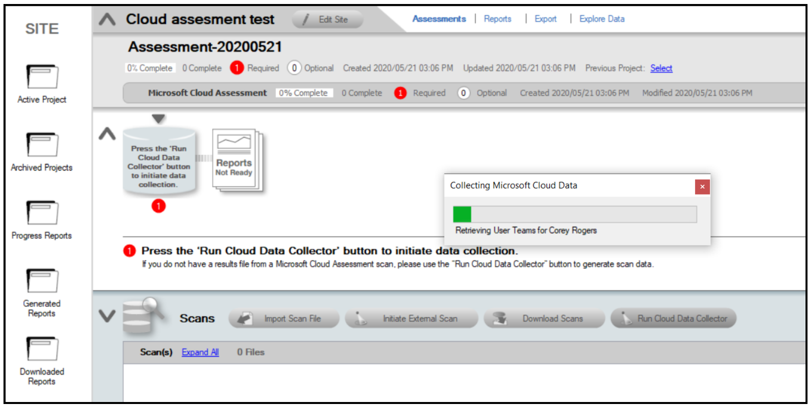


Note: If you attempt to sign in with an account that does not have the required admin access, you will be prompted to sign in with an admin account. See "Admin Credentials for Microsoft 365 tenant to be assessed (OAUTH method)" on page 105 for the specific admin roles.

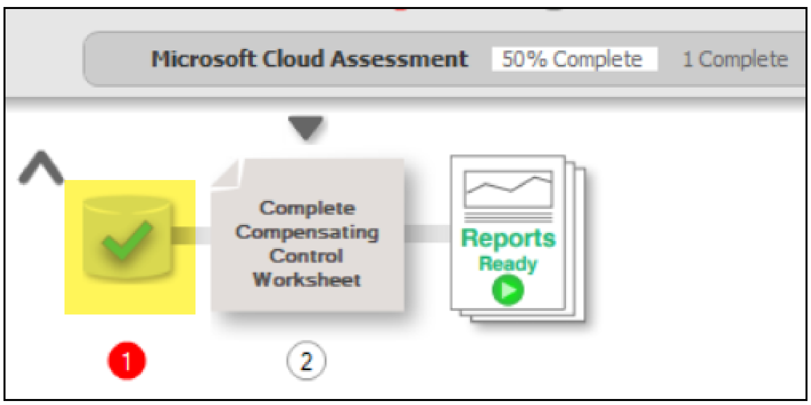


Scan in Progress

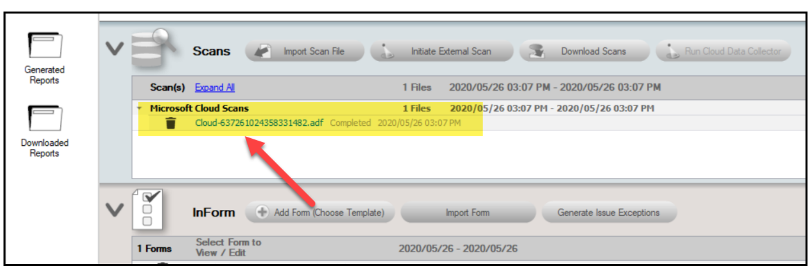
Once you initiate the scan using either method detailed above, the scan will begin and a progress window will appear. This process may take several minutes.



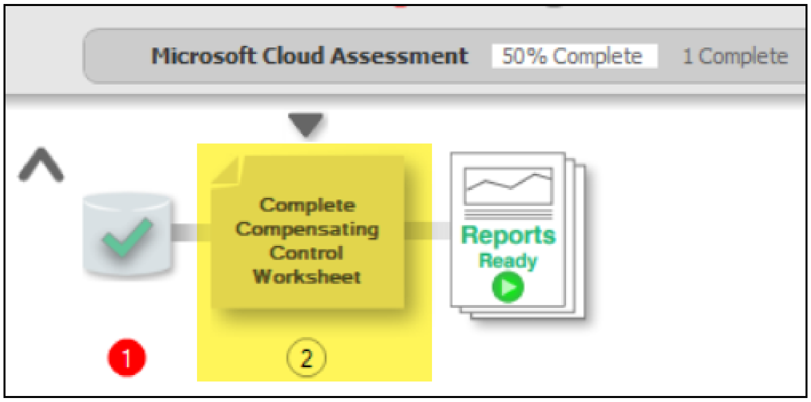
When the scan completes, the "Run Cloud Data Collector" step will be marked complete in the Checklist.



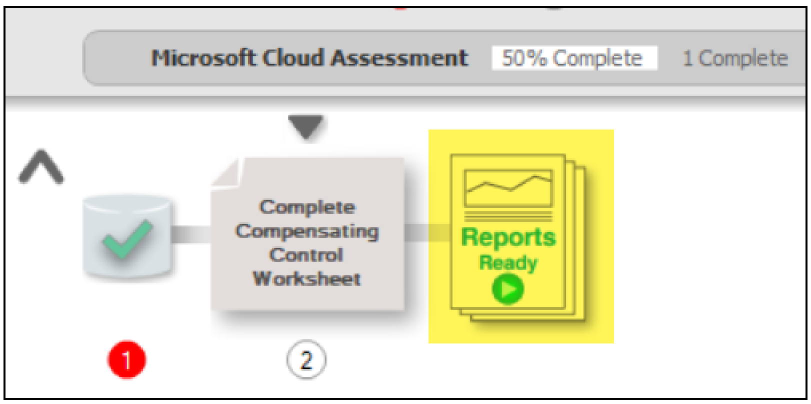
At the same time, the data file will appear in the Scans menu under Microsoft Cloud Scans.



The optional **Compensating Controls Worksheet** will then become available to complete.



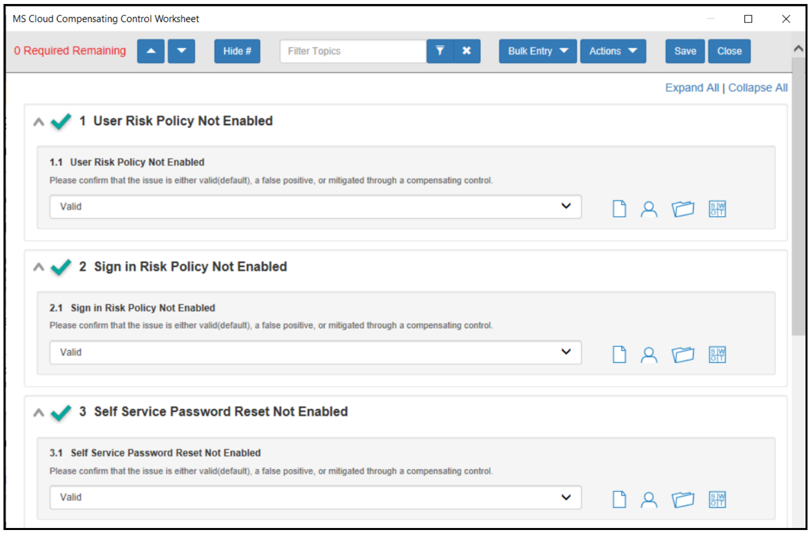
Finally, you can choose to generate reports based on the current scan data without choosing to enter information on Compensating Controls.



Step 5 — *(Optional)* Document Compensating Controls

Next, complete the optional **Compensating Controls Worksheet** (CCW). While not necessary to generate reports, the CCW details security exceptions that will be (or have been) implemented to mitigate risks in the cloud environment. Here you can document and explain why various discovered items are not true issues and possible false positives.

1. Double click on the **Compensating Controls Worksheet** from the assessment checklist.

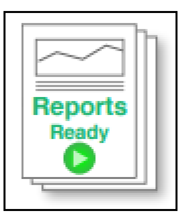


2. Ensure you save your changes to the form before you close it.
3. You may add notes, respondent names, SWOT details, responses, and file attachments.

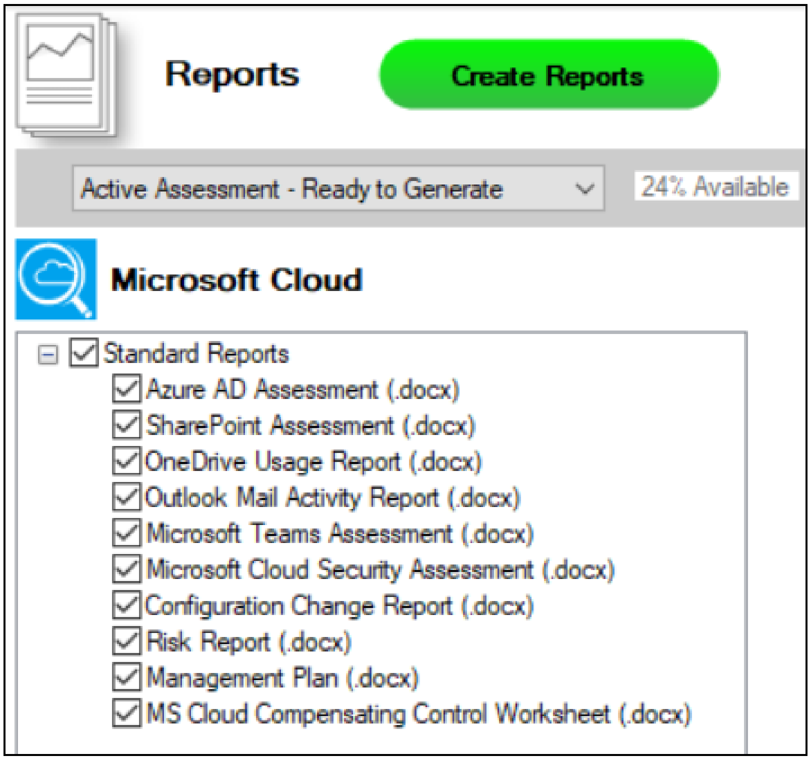
   When you complete all of the fields, this step will appear as complete in the check list.

Step 6 — Generate Reports

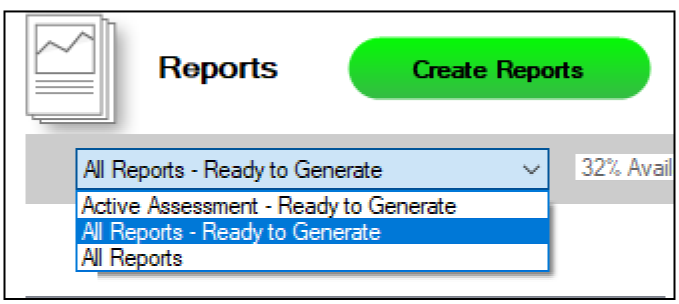
1. From your site, click the **Reports Ready** button at the end of the assessment checklist.



2. Select which of the Microsoft Cloud Assessment reports that you want to generate.

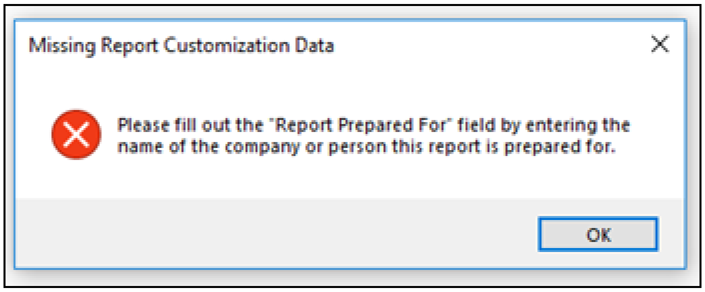


You can use the Reports drop-down menu to filter reports related to the active assessment project, reports that are ready to generate, or to browse all available reports.

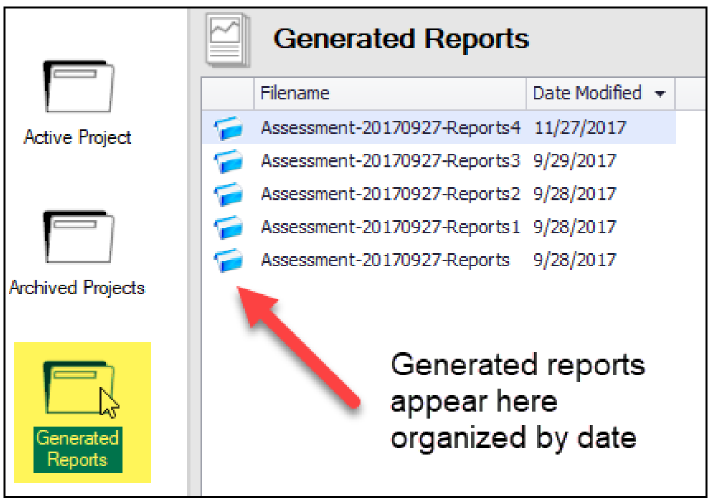


3. Click the **Create Reports** button and follow the prompts to generate the reports you selected.

    i. If you have not previously edited your Report Preferences, you will be prompted to do so before generating reports.



Click **Generated Reports** from the left-hand Site menu to access previously generated reports. Double click a set of assessment reports to open the folder in Windows Explorer.



Prerequisites to Perform Cloud Scan using Enterprise App

The Cloud Scan – for both Network Detective Pro and Compliance Manager GRC – allows you to collect data from any Microsoft Entra ID environment. This includes Azure domains, virtual machines, and cloud services.

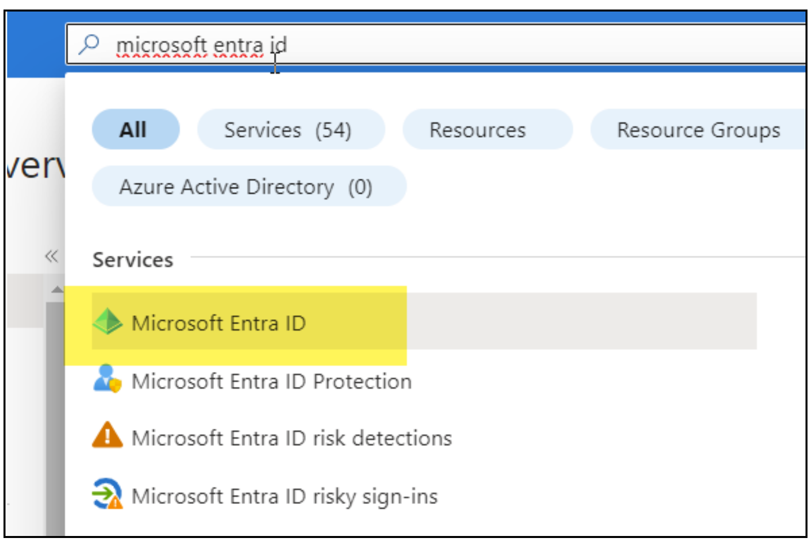
Before you can initiate the Cloud Scan, you must first set up an **Enterprise App** in the Microsoft Azure tenant to be assessed. The Enterprise App provides the credentials and permissions necessary to perform the scan. You may need to enlist the help of an on-site IT administrator to assist you.

Follow these steps to set up the Enterprise App in the Azure environment to be assessed. This walk-through covers how to do this using the Microsoft Azure Portal (portal.azure.com).

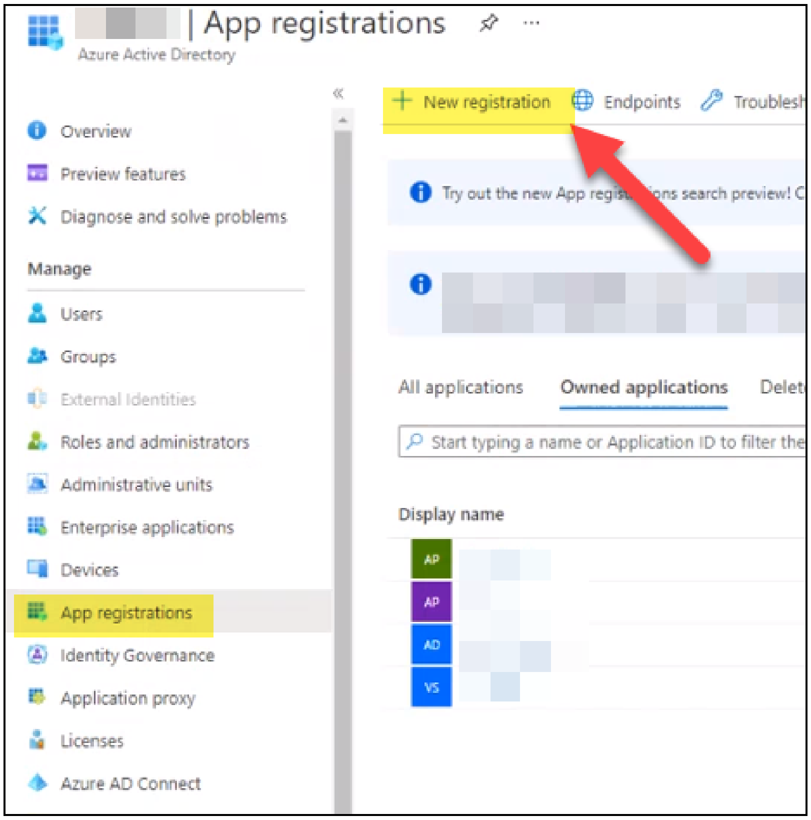
Note: Note that you must have an active Azure subscription in the Azure tenant to be assessed.

Step 1 — Create Enterprise App in Azure Tenant to be Assessed

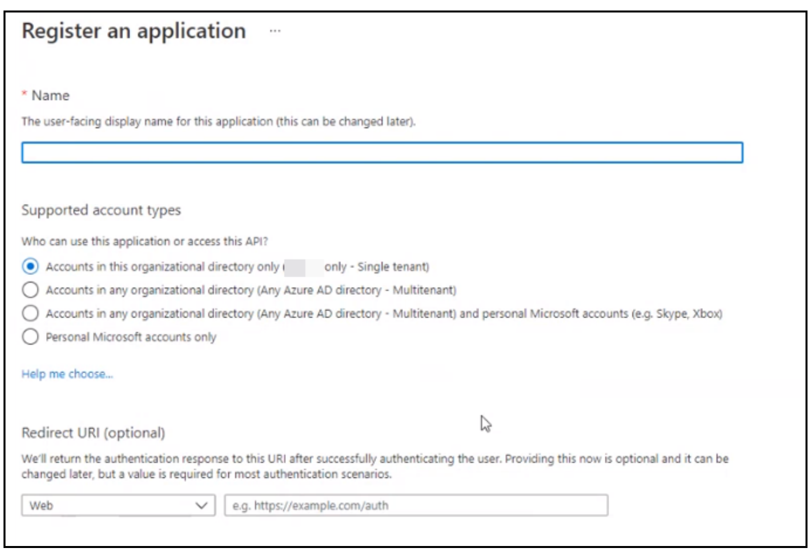
1. From the Azure Portal home page, search for and open **Microsoft Entra ID**.



2. From the left screen, click **App Registrations**. Then click **New Registration**.

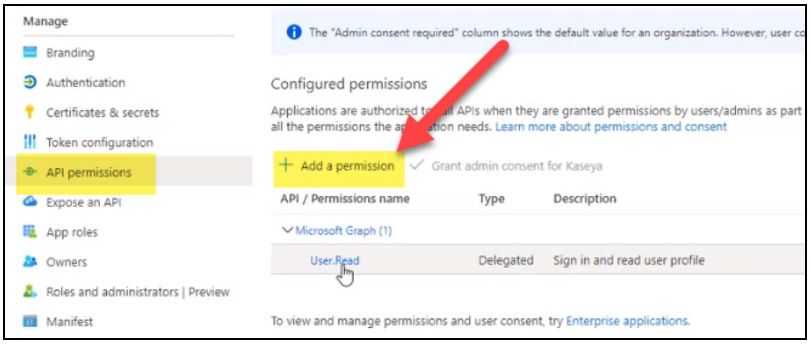


3. Enter a name for the application. Choose the **Supported account types** for the app. A **Redirect URL** is not required. Then click **Register**.

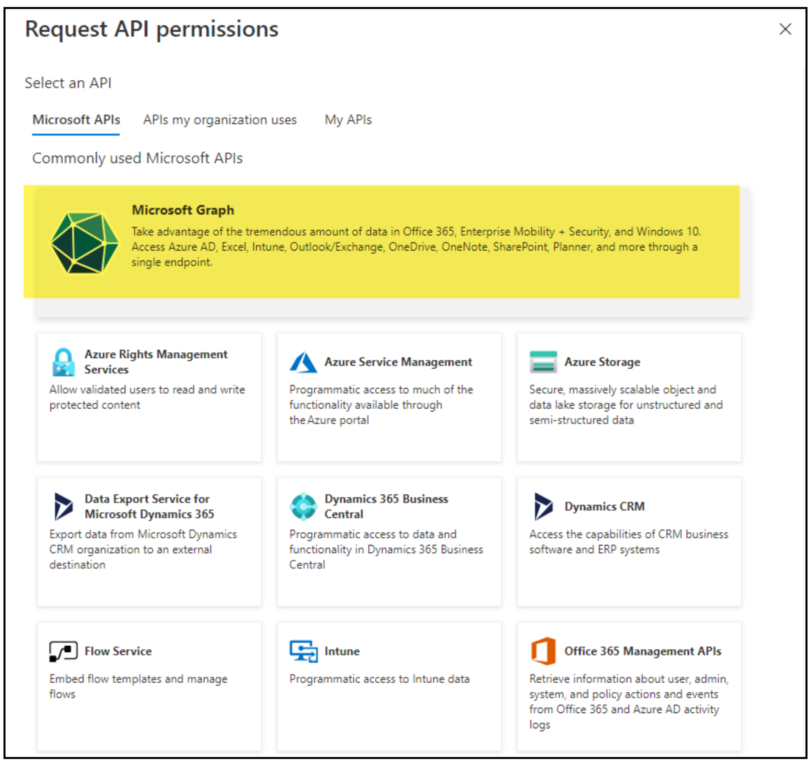


Step 2 — Grant API Permissions to Enterprise App

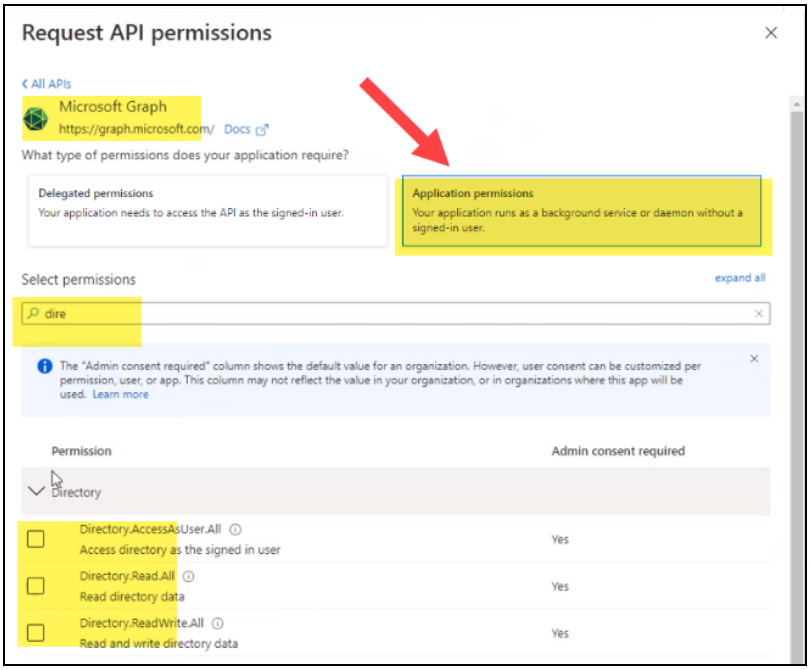
1. From your app, click **API permissions** from the left menu. Next click **Add a permission**.



2. From Microsoft APIs, choose the **Microsoft Graph API**.

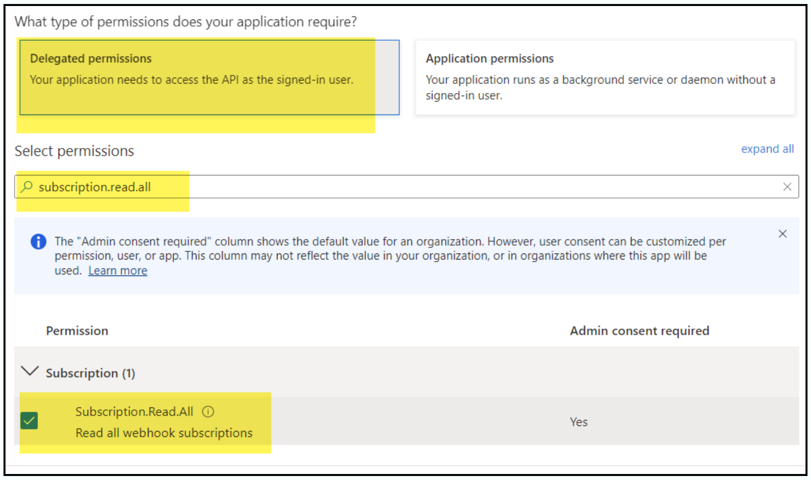


3. From **Application Permissions**, select and assign the permissions detailed in the list below. When you are finished, click **Add Permissions**.

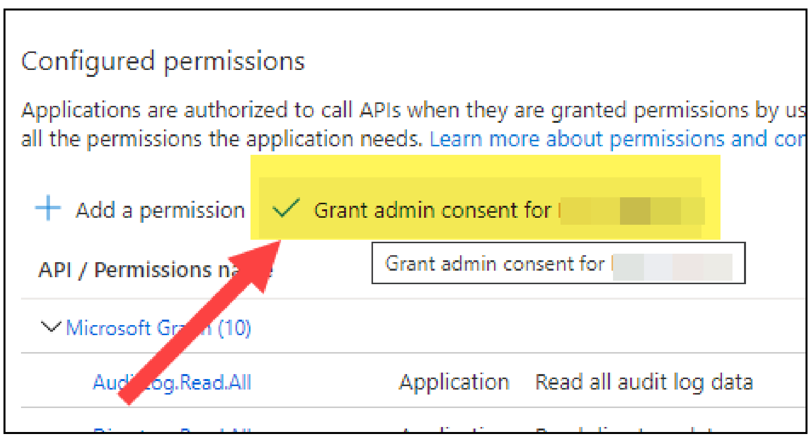


- AdministrativeUnit.Read.All
- AuditLog.Read.All
- Device.Read.All
- Directory.Read.All
- Domain.Read.All
- Group.Read.All
- GroupMember.Read.All
- IdentityProvider.Read.All
- Notes.Read.All
- Organization.Read.All
- Reports.Read.All
- SecurityEvents.Read.All
- Sites.Read.All
- User.Read.All
- Subscription.Read.All (*LOCATED UNDER DELEGATED PERMISSIONS)
- User.ReadBasic.All (*LOCATED UNDER DELEGATED PERMISSIONS)

Note: Select **Delegated Permissions** to access the two permissions above.

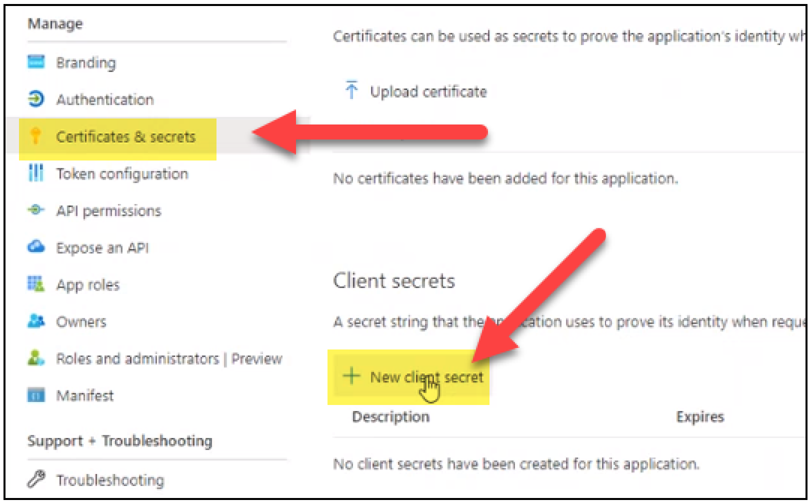


4. Finally, click **Grant admin consent** for the app permissions. Some permissions require admin consent to be added. Work with your on-site Azure administrator to grant admin consent.

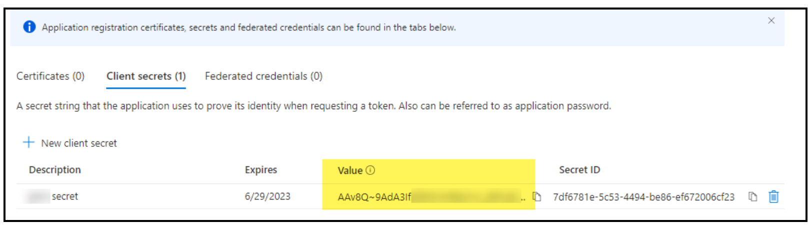


Step 3 — Create Secret Key for Enterprise App

1. From your app, click **Certificates & Secrets** from the left-menu.
2. Click **New client secret**.

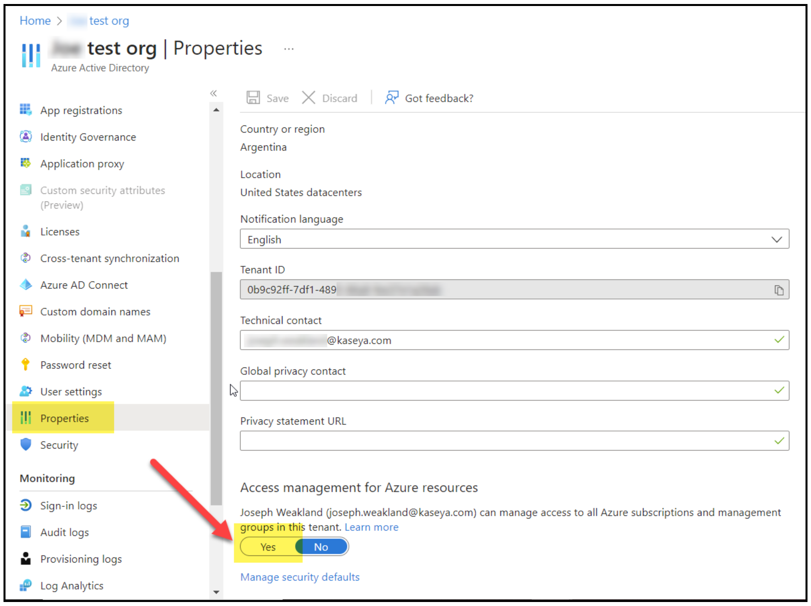


3. Enter a description for the secret and select an expiration period. Click **Add**.
4. Take note of the secret **Value**. You can copy it to your clipboard.

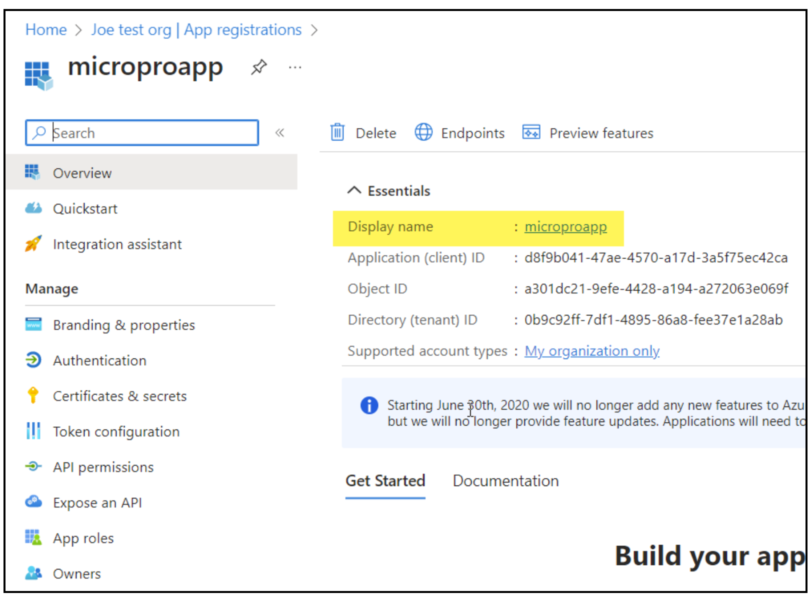


Step 4 — Add App as Reader to Root Management Group

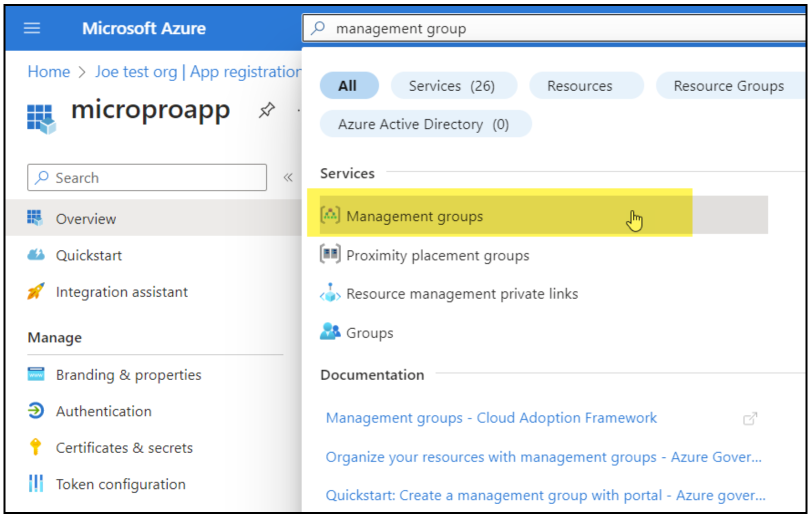
1. From your Azure tenant, navigate to **Microsoft Entra ID** > **Properties**. Switch **Access management for Azure resources** to **Yes**.



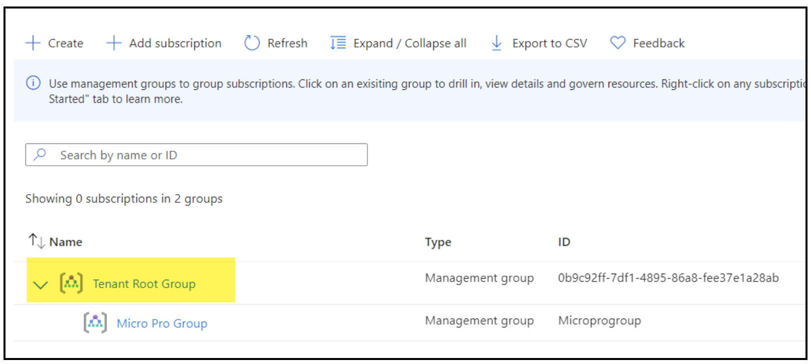
2. Next, navigate to **Microsoft Entra ID** > **App registrations**. Find and click on the app you created earlier. Copy the complete display name of the app to your clipboard.



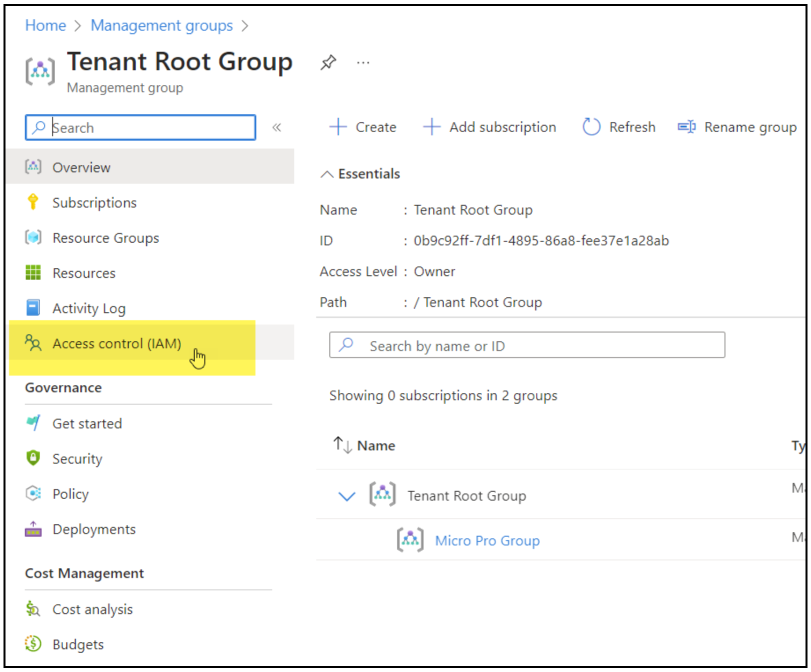
3. From the search bar, search for and open **Management Groups**.



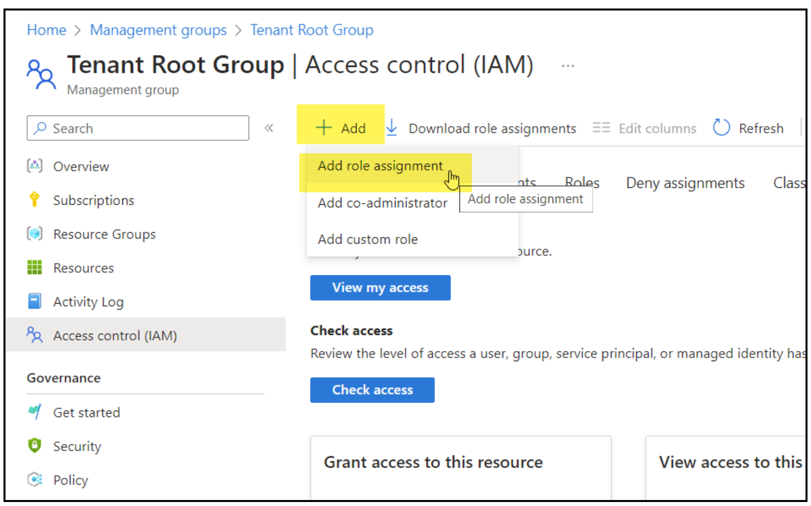
4. Click on and open the **Tenant Root Group**.



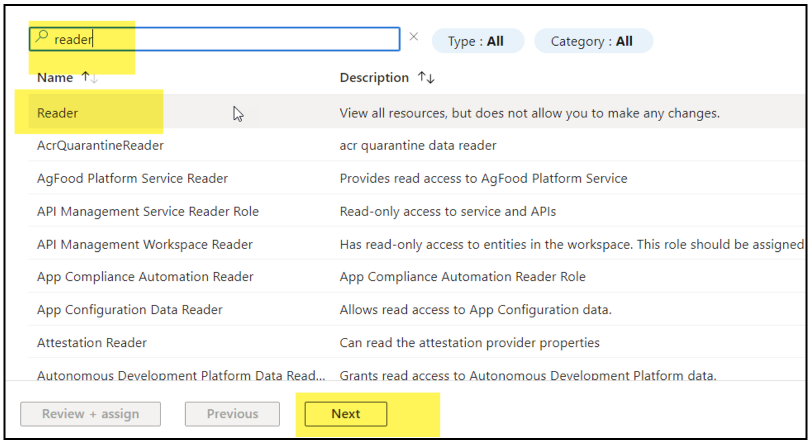
5. Select **Access Control (IAM)**.



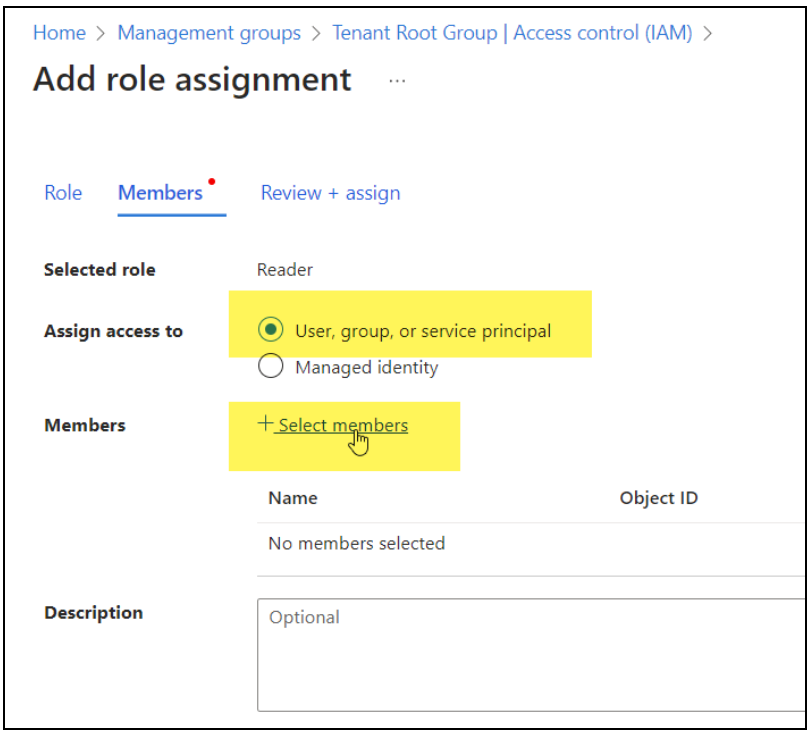
6. Click on '**+ Add**' and '**Add role assignment**'.



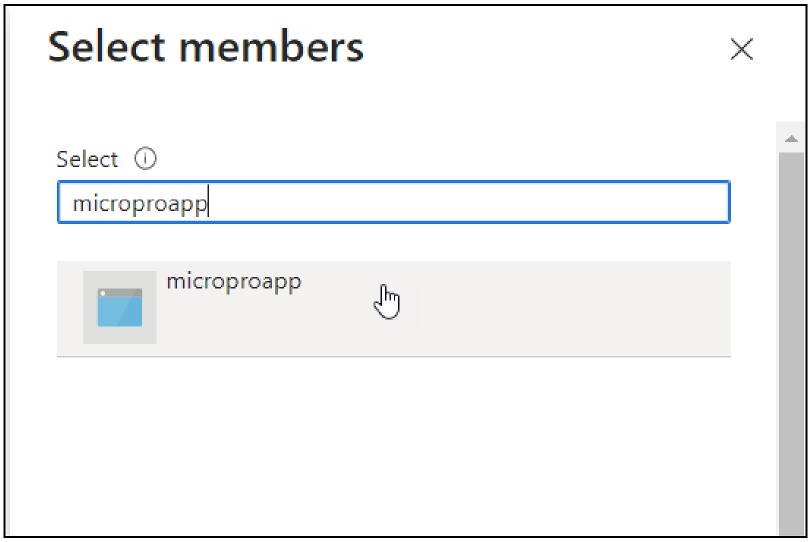
7. Select the '**Reader**' role and then click on **Next**.



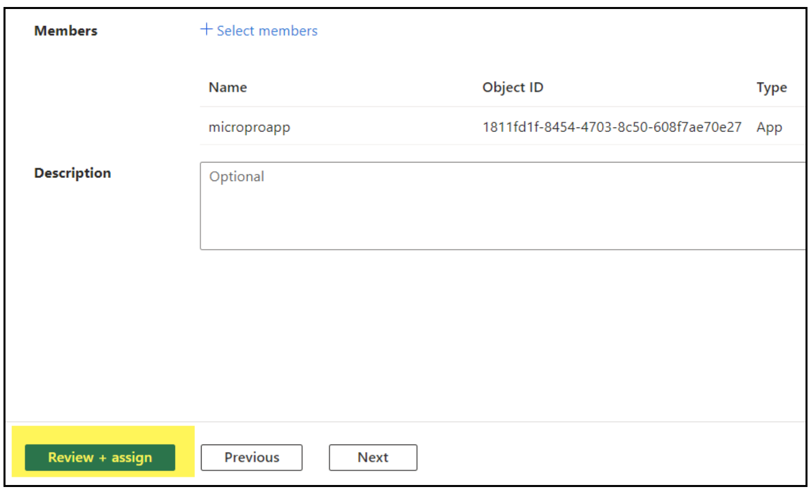
8. With ‘**User, group, or service principal**’ selected, click on ‘**+ Select Members**’.



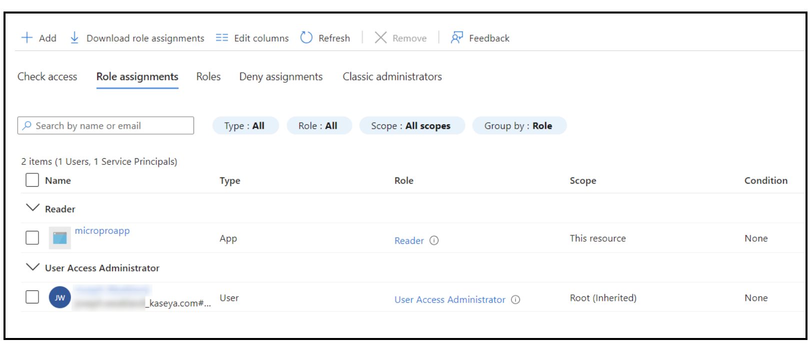
9. In the **Select members** box, **paste the Display name of the app** that you copied earlier. Then click **Select**.



10. Click **Next** and then click **Review + assign**.



11. You can find the app that you added under **Role assignments**.

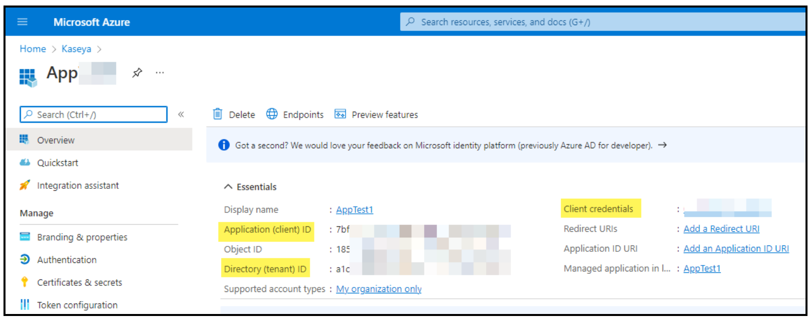


Step 5 — Gather Credentials and Perform Scan

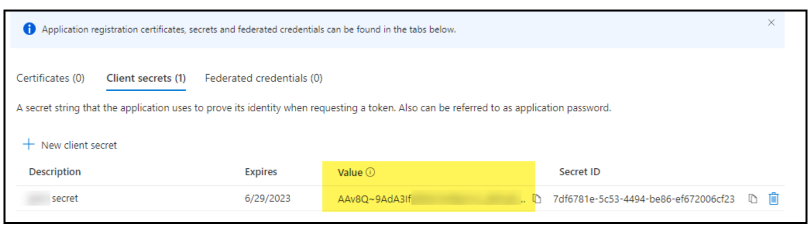
1. To perform a combined Microsoft Cloud and Azure Scan using Network Detective Pro or Compliance Manager GRC, you will need 3 separate credentials.

    - **Tenant ID**
    - **Client ID**
    - **Client secret Value**

    You can find these in the Azure Portal from [Your App] > **Overview**.

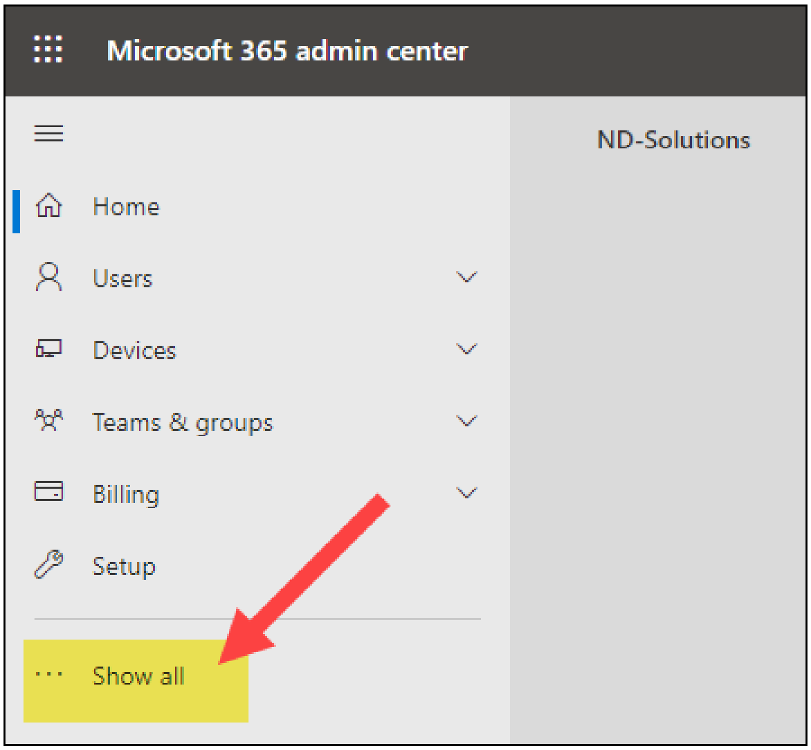
    Copy the client secret **value** from **Certificates & secrets** > **Client secrets**.

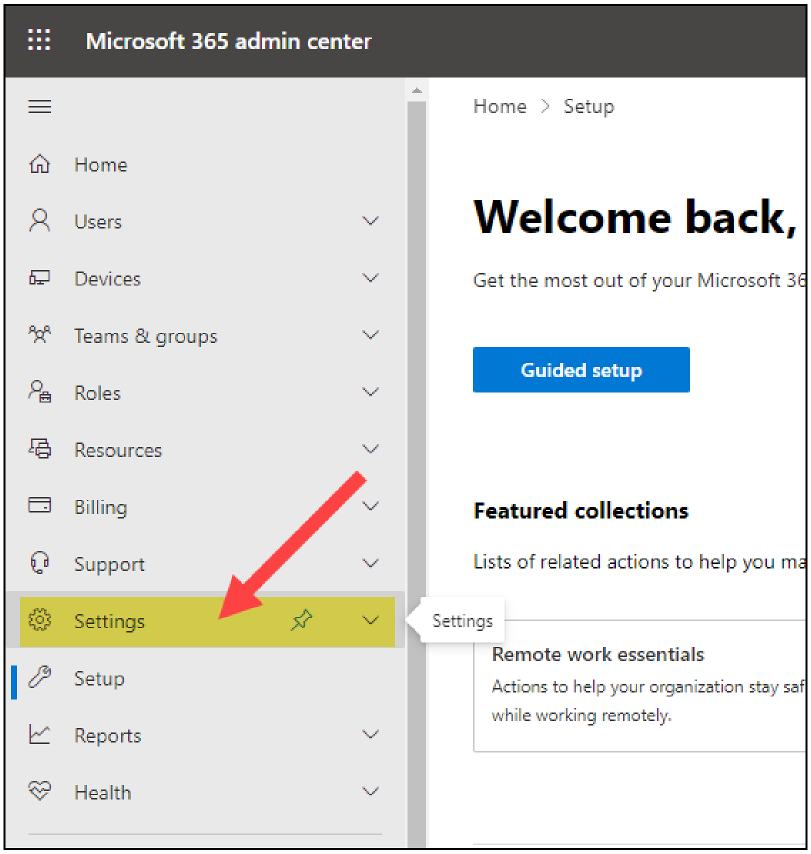
Modify Report Privacy Options in Microsoft 365 Admin Center

By default, the Microsoft Cloud will conceal user information such as usernames, groups, and sites for certain reports. This can affect how data is presented in your Microsoft Cloud Assessment reports. If you are missing details in your reports, follow these steps to resolve the issue:

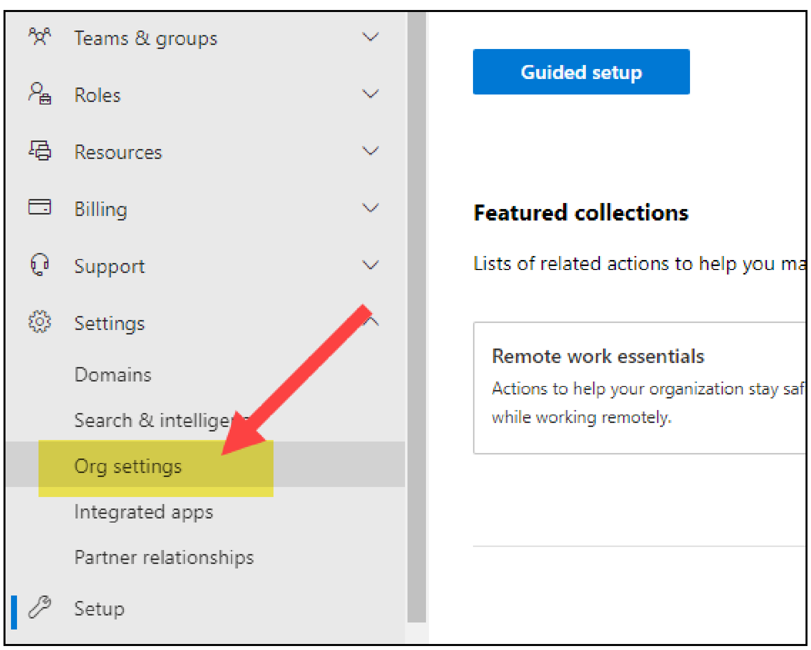
1. From your browser, access the Microsoft 365 admin center at admin.microsoft.com.
2. From the home page, click **Show all** from the side menu.



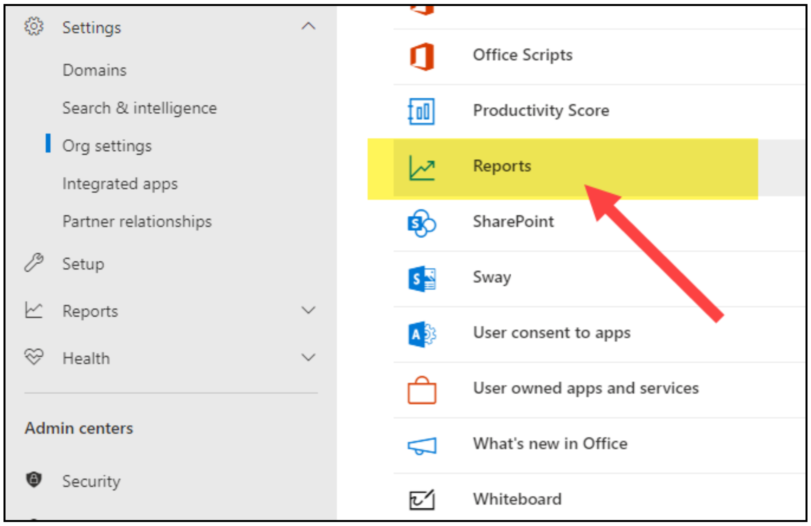
3. Then click **Settings**.



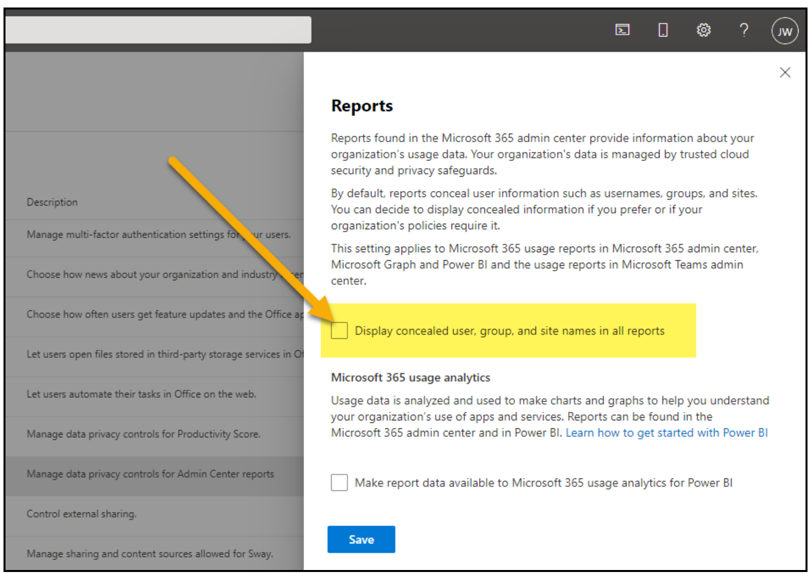
4. Then open **Org settings**.



5. From the list of Services, scroll down and click **Reports**.



6. From the right-hand menu, **DESELECT** the **Display concealed user, group, and site names in all reports** option. Then click **Save**. Disabling this option will ensure your Microsoft Cloud Assessment reports have more detailed data.



Microsoft Cloud Assessment Reports

The Microsoft Cloud Assessment allows you to generate the following reports and supporting documents:

Report Name	Description
Azure AD Detail Report	The Azure AD Detail Report goes through the entire Azure Active Directory environment and documents all organizations, domains, and

Report Name	Description
	support services that are turned on for the AD environment. Every detail is presented in line-item fashion in an editable report document, including: installed special applications, web URLs to those apps, organizational contacts, distribution lists, proxy addresses, Microsoft service plans and SKUs being used, groups, users, permissions, devices, and more. The report is organized by section with a table of contents to help you locate the specific findings of interest, and problem areas are conveniently highlighted in red, making it easy to spot individual problems to be rectified.
Cloud Management Plan	The Cloud Management Plan takes issues identified in the Risk Report, organizes them by severity, and includes specific recommendations on how to remediate them. The report's information is pulled directly from the Microsoft controls from multiple Cloud components, including SharePoint, OneDrive, Teams, Azure AD itself. It also identifies other types of issues related to misconfigurations and operations.
Cloud Risk Report	The Cloud Risk Report, like the Risk Reports in all of our other Network Detective modules, spans all of the Microsoft Cloud components. It includes an overall Risk Score, an overall Issues Score, as well as a summary list of issues discovered. The issues come from both the Microsoft controls as well as other best practices. It identifies specific risks that are due to misconfigurations as well as risks created from turning on or off specific running components.
Compensating Control Worksheet	The report is used present the details associated with security exceptions and how Compensating Controls will be or have been implemented to mitigate risks in the cloud environment. Here you can explain document and explain why various discovered items are not true issues and possible false positives. The benefit of this feature is that it adds back in the human element into the assessment and allows for explanation of special circumstances and specific environment requirements. The Compensating Controls Worksheet does not alleviate the need for safe guards but allows for description of alternative means of mitigating the identified security risk.
Microsoft Cloud Configuration Change Report	The Microsoft Cloud Configuration Change Report is a very detailed technical report that identifies entity and configuration changes. The changes are grouped by properties, showing the old values vs. the new values, and then the changes are grouped together into bands called "Change Sets." This report gives you the ability to look at a

Report Name	Description
	group of changes together, as well as see how all the properties have changed for that particular time period. This is useful for change management and for capturing and documenting unwanted changes in the event you need to roll back those changes in the user interface.
Microsoft Cloud Security Assessment	The Microsoft Cloud Security Assessment report brings together all of the security aspects of Microsoft Cloud under one umbrella. It not only includes your own Microsoft Control Score and Secure Score from Microsoft; it also shows your trending against the average score of your peers.
Microsoft Teams Assessment Report	The Microsoft Teams Assessment Report provides detail about each team in the system, including who the owners are, what channels they have, and what kind of user identity audits have been conducted on the channels. There are individual entries that can be used for audits of the member settings, the guest settings, the message settings, the fun settings, the tab settings. This information goes beyond the Microsoft security score controls and includes other types of misconfigurations that might cause security problems, such as having guest members that are able to remove and delete channels.
OneDrive Assessment Report	The OneDrive Assessment Report provides a high-level summary report of all OneDrive usage. This is critical to know, since it includes every user the system has, all the Teams, and all the sites created by the client. This overview report gives you a solid handle on how the OneDrive platform is growing, and looks for spikes in that growth that need to be managed. It also looks for spikes in activity that may need to be investigated. The report provides trends over of 30-, 60-, and 90-day increments to give you a solid indicator of storage and bandwidth utilization.
Outlook Mail Activity Report	The Outlook Mail Activity Report is the perfect complement to the Network Detective Exchange Assessment module, which provides deep dive information about Office 365 usage. The Outlook Mail Activity Report provides a high-level summary of what emails are being sent and received by your top 10 active senders and active receivers for the reporting period. This report is meant to be run month-over-month to identify the power users who may need more capacity, and which mailboxes are not being read at all and likely represent recently inactive users that need to be cleaned up.
SharePoint	The SharePoint Assessment Report is a detailed assessment that

Report Name	Description
Assessment Report	shows the total number of sites started under management, how many active SharePoint sites there are, what storage requirements there are, and includes daily trends in the number of sites and storage usage. It then takes the site collections and breaks down all the individual sites so you can understand what is being published in each, how they are organized, and even what groups they contain. Among other things, the report helps understand growth trends and better predicts backup needs.

Performing an AWS Assessment

AWS Assessment Overview

The AWS (Amazon Web Services) Assessment module employs a specialized data collector to scan the Amazon Cloud. In this way, you can use Network Detective Pro to gather basic infrastructure data from AWS, including details from some of the most commonly used cloud services.

The AWS Module allows you to produce two editable, detailed reports about the following AWS services:

- **IAM** – AWS accounts are typically provisioned with a root account, but it is recommended to use the Identity Access Management (IAM) service to add additional users and assign permissions. This section shows the various groups and users that have been granted access.
- **VPC** – Network resources can be grouped in VPCs. VPCs represent network segmentation in the AWS world. VPNs can be established to VPCs allowing external access to cloud resources.
- **EC2** – This represents one of the most commonly used computer resources in AWS that can be used to run virtual machines. These are some of the first types of resources that MSPs are typically asked to manage in the AWS environment for their customers. In most cases, RMM agents can be placed on individual virtual machines that are part of EC2.
- **RDS** – This service is used to create relational databases in the cloud (like SQL Server and MySQL). Businesses typically have migrated their databases from on premise to RDS instances in AWS.
- **S3** – This service is used to store files in AWS for access by various other services, including EC2. Additional uses can be for downloads, uploads, and also to host websites.

With Network Detective Pro, you'll have access to all the data you need to prioritize your work based on risk and issue severity, and get the right things done at the right time.

What You Will Need

Network Assessment Component	Description
Network Detective Pro	The Network Detective Pro Application and Reporting Tool guides you through the assessment process from beginning to end. You use it to create sites and assessment projects, configure and use appliances, import scan data, and generate reports. The Network Detective Pro Application is installed on your workstations/laptops; it is not intended to be installed on your client or prospect sites.
AWS Credentials	Before you scan the AWS environment, you will need to following AWS credentials: • **AWS Access Key ID** • **AWS Secret Key** **WORK WITH YOUR TECH TEAM TO GATHER THESE CREDENTIALS, AND TREAT THEM WITH THE APPROPRIATE SECURITY PRECAUTIONS!**

Follow these steps to perform a AWS Assessment.

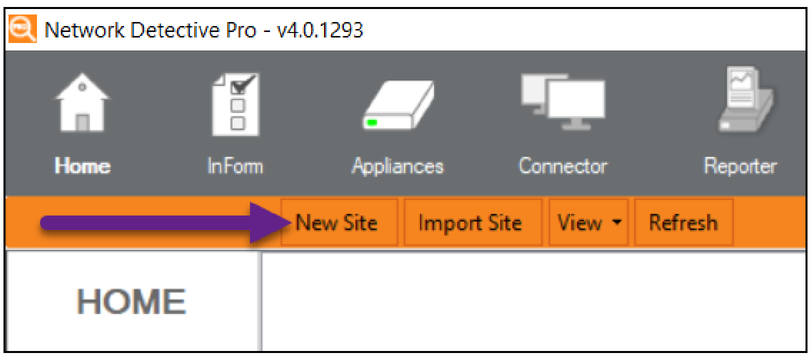
Step 1 — Download and Install the Network Detective Pro app

Go to https://www.rapidfiretools.com/ndpro-downloads/ to download and install the Network Detective Pro application on a PC on the MSP network. Then run Network Detective Pro and log in with your credentials.

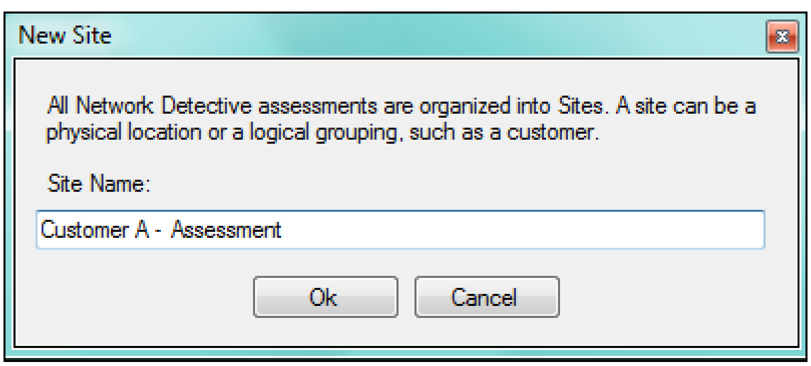
Step 2 — Create a New Site

To create a new site:

1. Open the Network Detective Pro Application and log in with your credentials.
2. Click **New Site** to create a new Site for your assessment project.



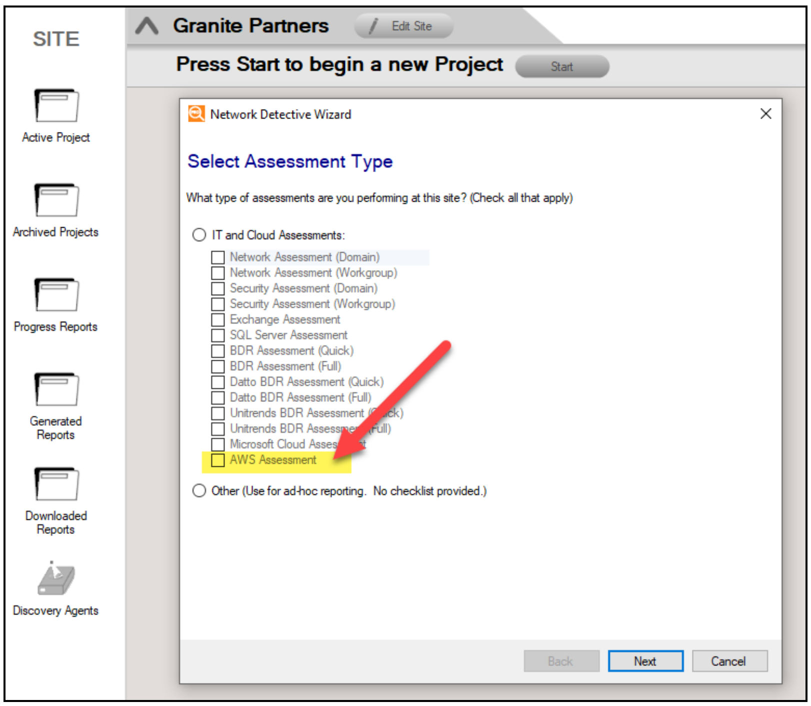
3. Enter a **Site Name** and click **OK**.



Step 3 — Start an AWS Assessment

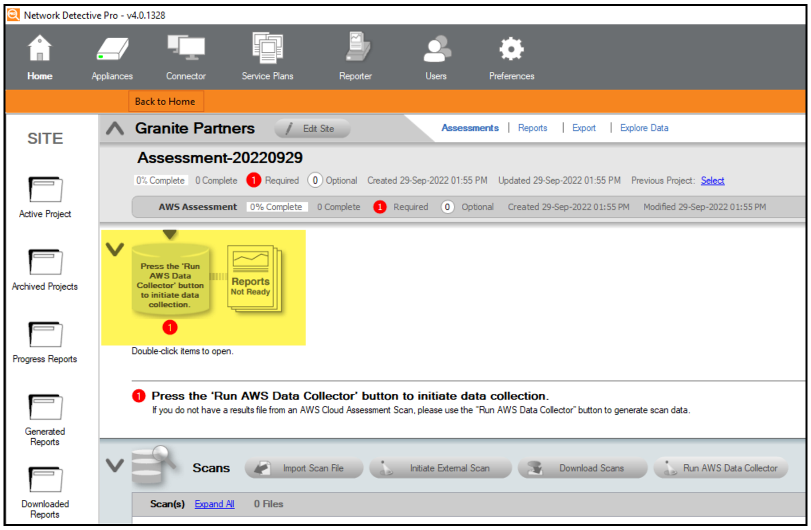
1. From within the **Site Window**, select the **Start** button that is located on the far right side of the window to start the **Assessment**.

Next, select the **AWS Assessment** option presented.



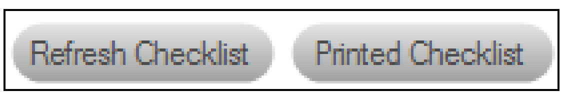
Then follow the prompts presented in the **Network Detective Wizard** to start the new **Assessment**.

2. Once the new **AWS Assessment** is started, a “**Checklist**” is displayed in the **Assessment Window** presenting the “**Required”** and “**Optional”** steps that are to be performed during the assessment process. Below is the **Checklist** for a **AWS Assessment**.



3. Complete the required **Checklist Items** and use the **Refresh Checklist** feature to guide you through the assessment process at each step until completion.

   You may also print a copy of the **Checklist** for reference purposes by using the **Printed Checklist** feature.



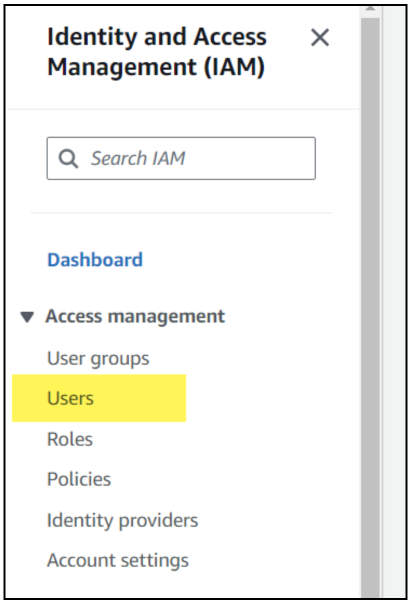
Step 4 — Gather AWS Access Key and Secret Key

Before you can begin the AWS scan, you must A) create an AWS user with the minimum API permissions to complete the AWS scan, and B) generate an **Access key ID** and **Secret key** for this user and copy them to your clipboard. Here's how this works:

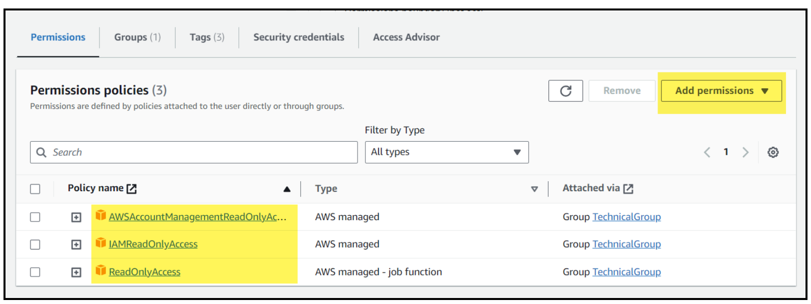
4(A) — Create User and Assign API permissions

Create a user in the AWS console and assign the user the appropriate API permissions to perform the AWS scan.

1. Navigate to **Identity and Access Management (IAM)** > **Users**.



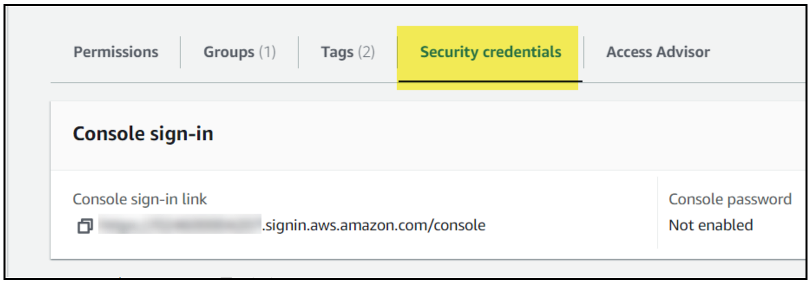
2. Create a new user or modify an existing user. Add the following **API permissions** to the user:



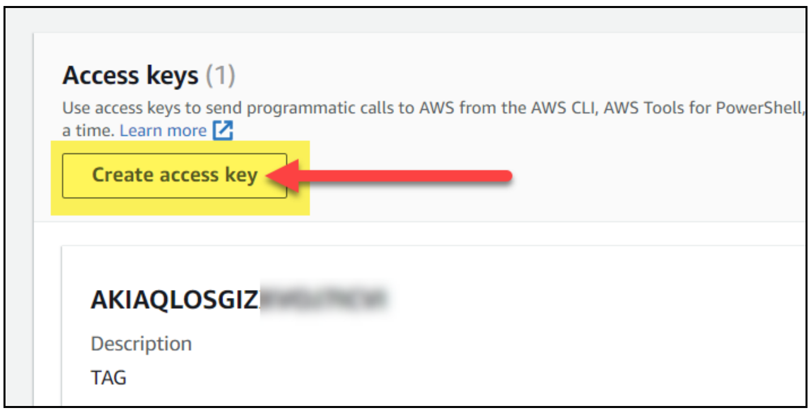
- **ReadOnlyAccess**
- **IAMReadOnlyAccess**
- **AWSAccountManagmentReadOnlyAccess**

4(B) — Generate Access Key ID and Secret key

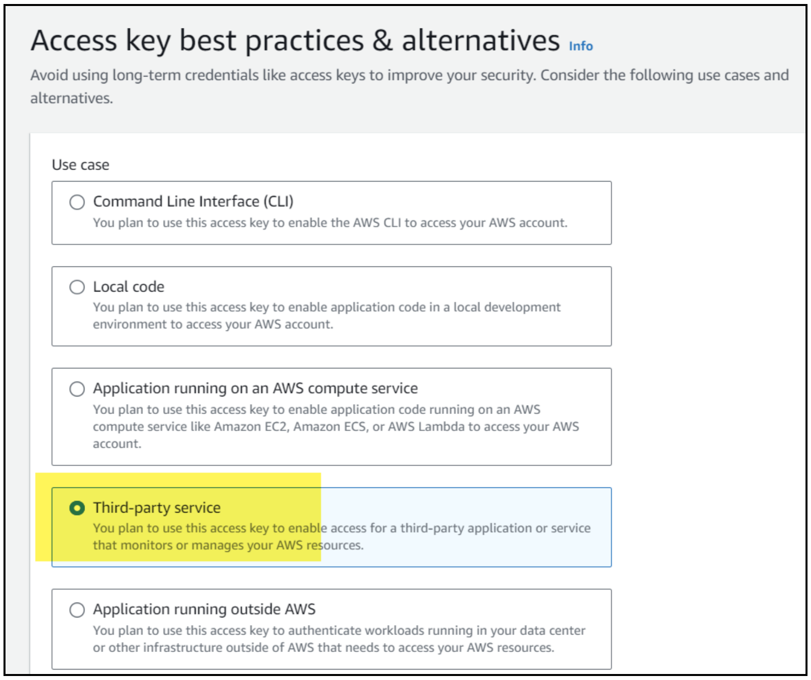
1. Next, open the **Security credentials** tab for the user.



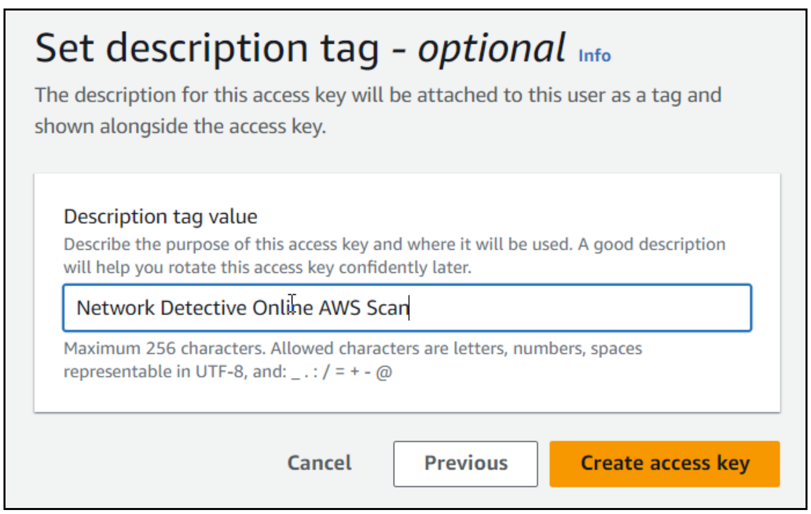
2. Then click **Create access key**.



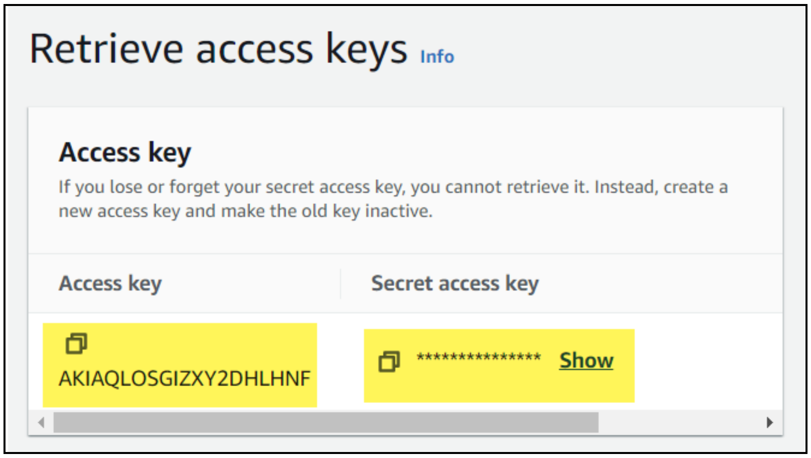
3. If prompted, select the Third party-service use case and click **Next**.



4. Enter a description for the key and click Create Access Key.



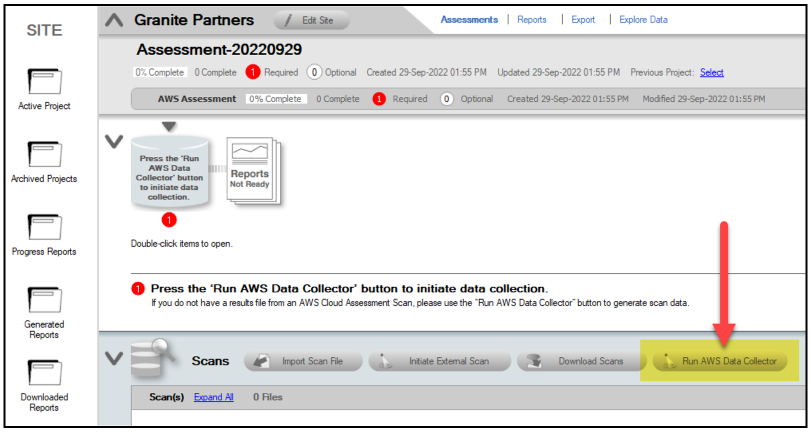
5. Copy the **Access key ID** and **Secret access key** to your clipboard. **TREAT THIS DATA WITH THE APPROPRIATE SECURITY PRECAUTIONS!**


Retrieve access keys Info
Access key
If you lose or forget your secret access key, you cannot retrieve it. Instead, create a new access key and make the old key inactive.
Access key
Secret access key
AKIAQLOSGIZXY2DHLHNF
*************** Show

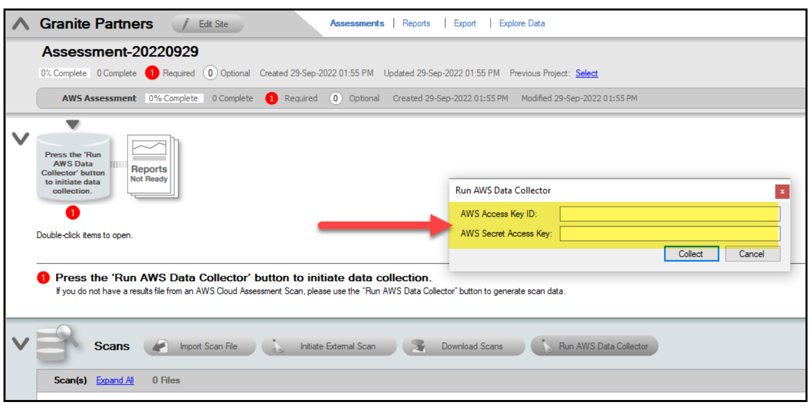
Step 5 — Perform AWS Scan Data Collection

To begin the AWS Cloud Scan, return to the Network Detective Pro app. From your active AWS assessment:

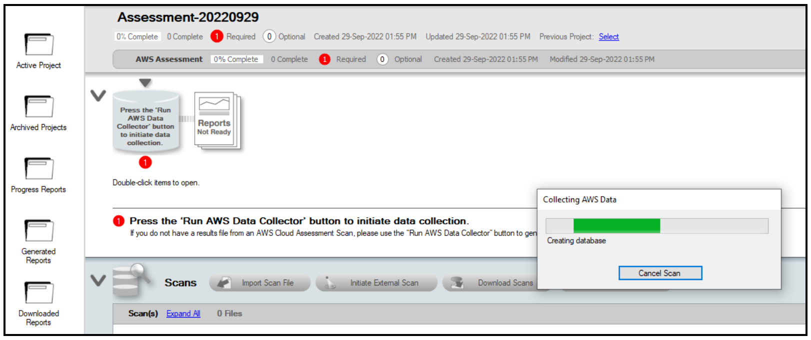
1. Click **Run AWS Data Collector** from the Scans panel.



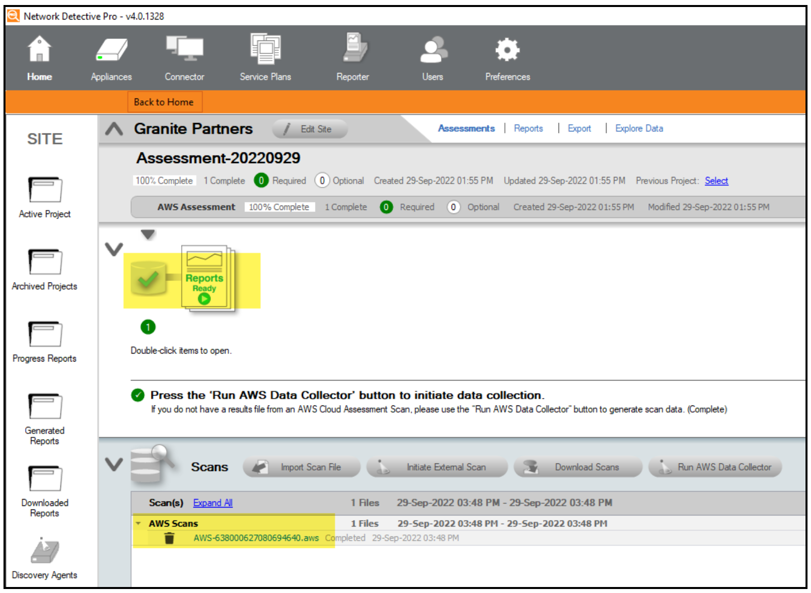
2. Enter the credentials you copied in the previous step. Then click **Collect**.



3. A progress bar indicates a successful connection to the AWS environment.



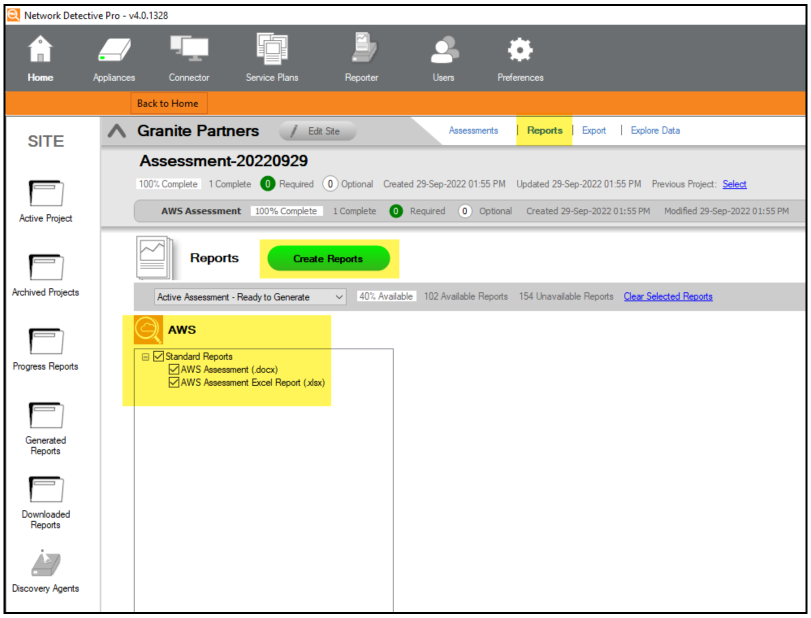
4. When the AWS scan finishes, your checklist will be updated and the AWS scan file (.aws) will appear. You are now ready to generate reports.



Step 6 — Generate AWS Assessment Reports

Note: This step is NOT performed at the client site or network. Network Detective Pro should be installed on your workstations or laptop. Install Network Detective Pro from https://www.rapidfiretools.com/ndpro-downloads/ if you have not already done so. To generate the reports for your AWS Assessment, follow the steps below:

1. Run Network Detective Pro and log in with your credentials.
2. Then select the **Site**, go to the **Active Assessment**, and then select the **Reports** link to the center of the **Assessment Window** in order select the reports you want to generate.



3. Select the **Create Reports** button and follow the prompts to generate the reports you selected.
4. At the end of the report generation process, the generated reports will be made available for you to open and review.

AWS Assessment Reports

The **AWS Assessment** allows you to generate the following reports:

Standard Reports

Report Name	Description
AWS Assessment	The AWS Assessment goes through the entire AWS environment and documents all services, account ID, EC2, RDS, and S3 that are found in the AWS environment. Every detail is presented in line-item fashion in an editable report document. The report is organized by section with a table of contents to help you locate the specific findings of interest.
AWS Assessment Change Report	The AWS Assessment Change Report is a very detailed technical report that identifies entity and configuration changes. The changes are grouped by properties, showing the old values vs. the new values, and then the changes are grouped together into bands called “Change Sets.” This report gives you the ability to look at a group of changes together, as well as see how all the properties have changed for that particular time period. This is useful for change management and for capturing and documenting unwanted changes in the event you need to roll back those changes in the user interface.
AWS Assessment Excel	Comprehensive lists of all AWS assets and services in MS Excel format.

Performing a Cyberattack Risk Assessment Scan

Cyberattack Risk Assessment Overview

A cyberattack risk assessment is a systematic examination of an organization's potential vulnerabilities to cyber-attacks and the likelihood of such attacks occurring. It involves identifying, analyzing, and prioritizing potential security threats, and evaluating the current security measures in place to mitigate those threats.

The goal of a cyberattack risk assessment is to identify areas of risk and recommend steps that can be taken to reduce the risk of a successful attack, thereby improving the overall security posture of an organization.

With Network Detective Pro you can engage end-users in performing a Cyberattack Risk Assessment. You can create a custom download page where users will download and run a simple data collector. You can then download the scan results and generate a Cyberattack Risk Assessment Report.

Follow these steps to perform a Cyberattack Risk Assessment:

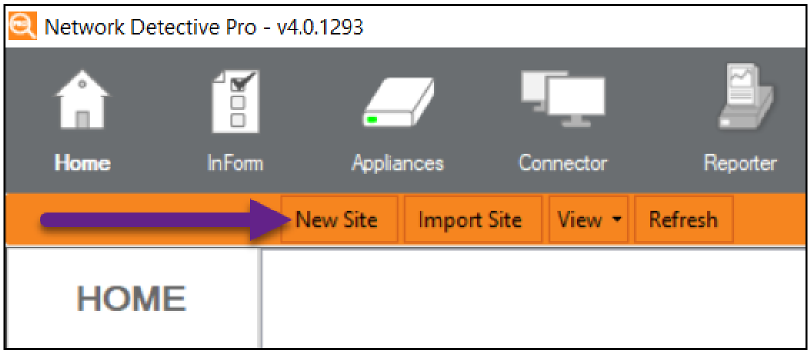
Step 1 — Download and Install the Network Detective Pro app

Go to https://www.rapidfiretools.com/ndpro-downloads/ to download and install the Network Detective Pro application on a PC on the MSP network. Then run Network Detective Pro and log in with your credentials.

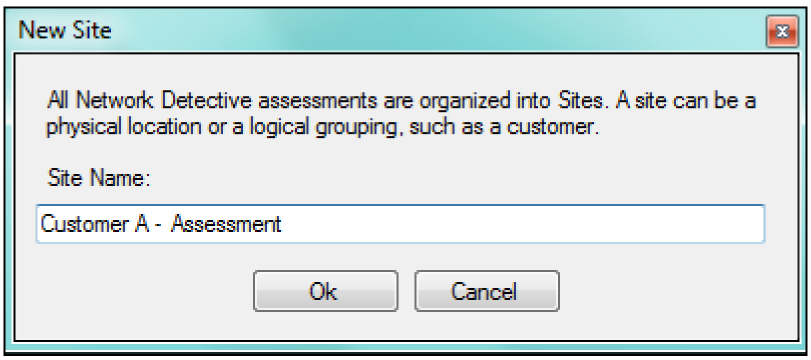
Step 2 — Create a New Site

To create a new site:

1. Open the Network Detective Pro Application and log in with your credentials.
2. Click **New Site** to create a new Site for your assessment project.



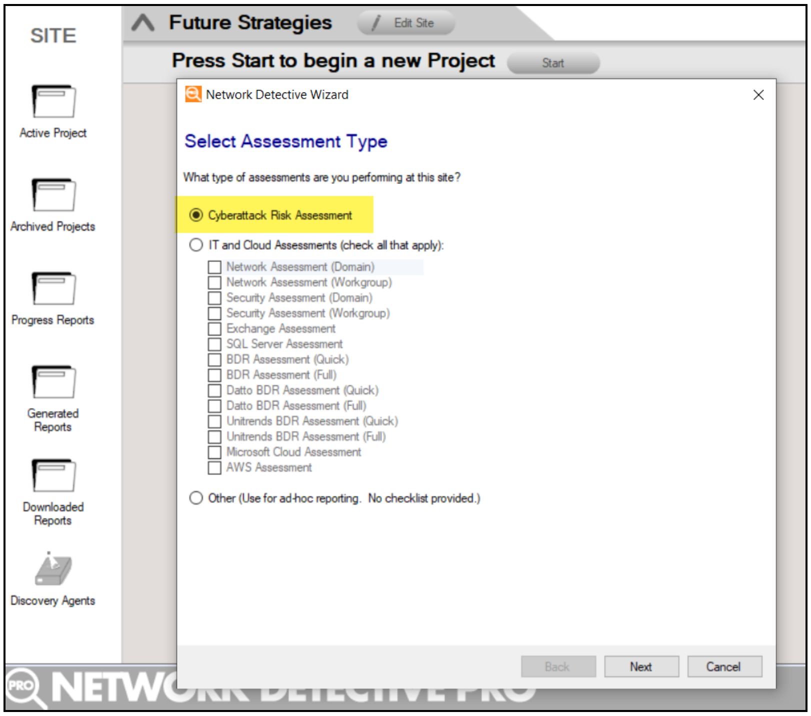
3. Enter a **Site Name** and click **OK**.



Step 3 — Create Cyberattack Risk Assessment in Network Detective Pro

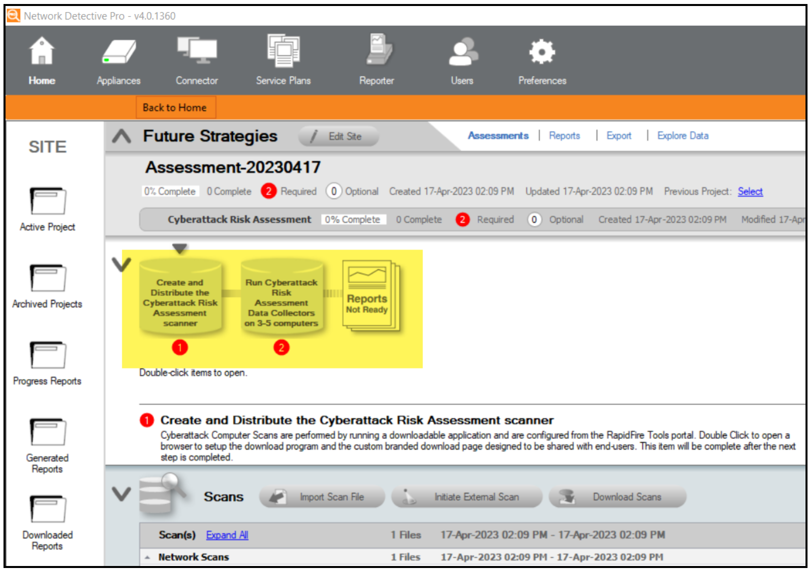
1. From within the **Site Window**, select the **Start** button that is located on the far right side of the window to start the **Assessment**.

Next, select the **Cyberattack Risk Assessment**.



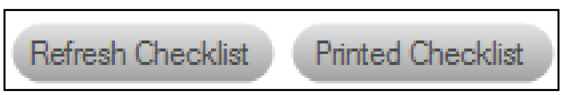
Then follow the prompts presented in the **Network Detective Wizard** to start the new **Assessment**.

2. Once the new **Cyberattack Risk Assessment** is started, a "**Checklist**" is displayed in the **Assessment Window** presenting the "**Required"** and "**Optional"** steps that are to be performed during the assessment process. Below is the **Checklist** for a **Cyberattack Risk Assessment**.



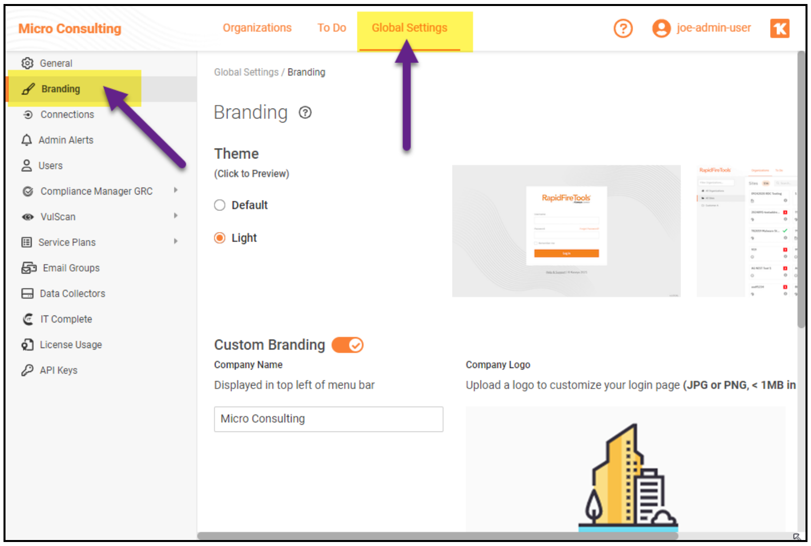
3. Complete the required **Checklist Items** and use the **Refresh Checklist** feature to guide you through the assessment process at each step until completion.

   You may also print a copy of the **Checklist** for reference purposes by using the **Printed Checklist** feature.



Step 4 — Access RapidFire Tools Portal and Customize Branding

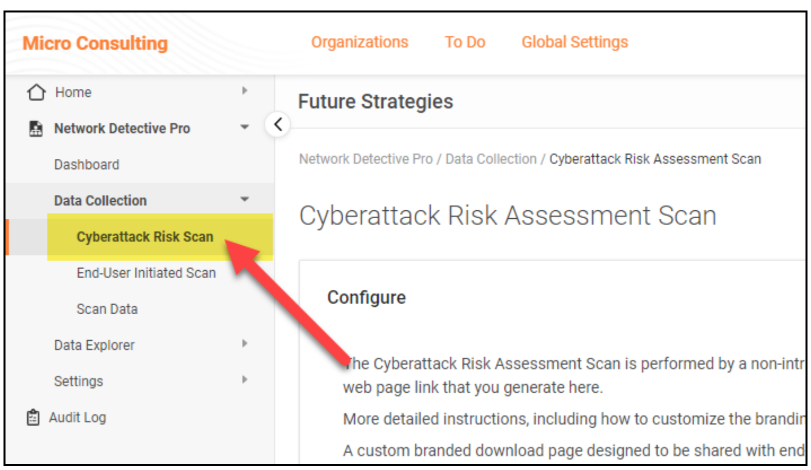
Access the RapidFire Tools Portal at https://www.youritportal.com.Then, customize the branding for the end-user download page. The download page is where end-users will access the computer scanner. It can be customized with your own company logo, for example. From the RapidFire Tools Portal, navigate to **Global Settings** > **Branding** and make your changes.



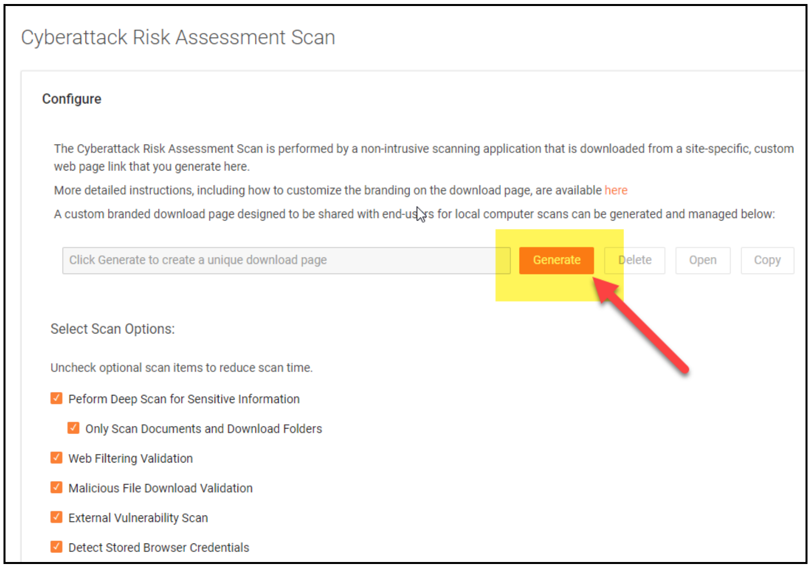
Step 5 — Create and Distribute the Cyberattack Risk Assessment Computer Scanner

Next, you will enable end-users to download and run the Cyberattack Risk Assessment Computer Scanner.

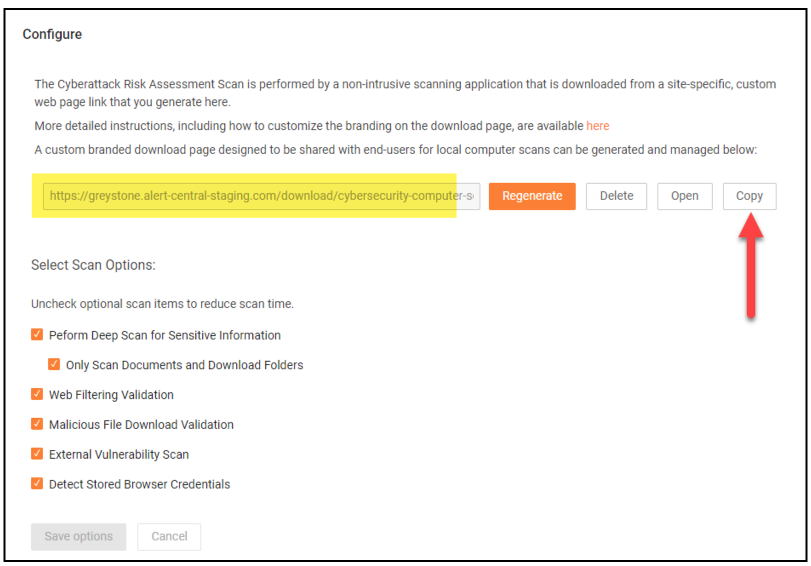
1. From the RapidFire Tools Portal, open your Network Detective Pro site and navigate to **Data Collection** > **Cyberattack Risk Scan**.



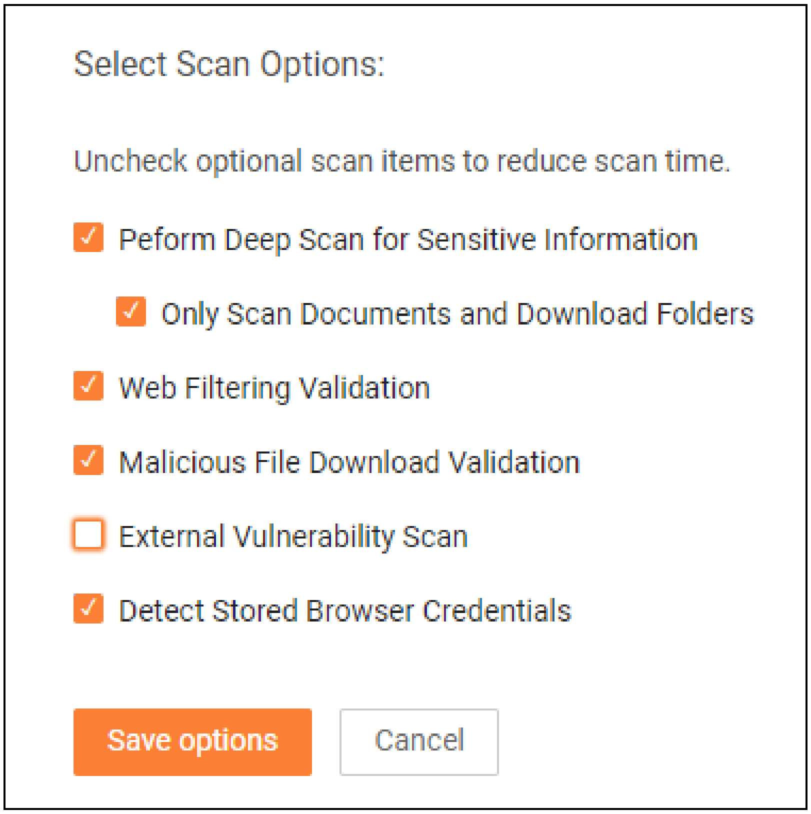
2. Click **Generate** from the Configure panel to create the URL for end-users to download and run the Cyberattack Risk Assessment Computer Scanner.



3. **Copy the URL** and distribute the URL to end-users.



You can also configure several scan options. Uncheck optional scan items to reduce scan time.

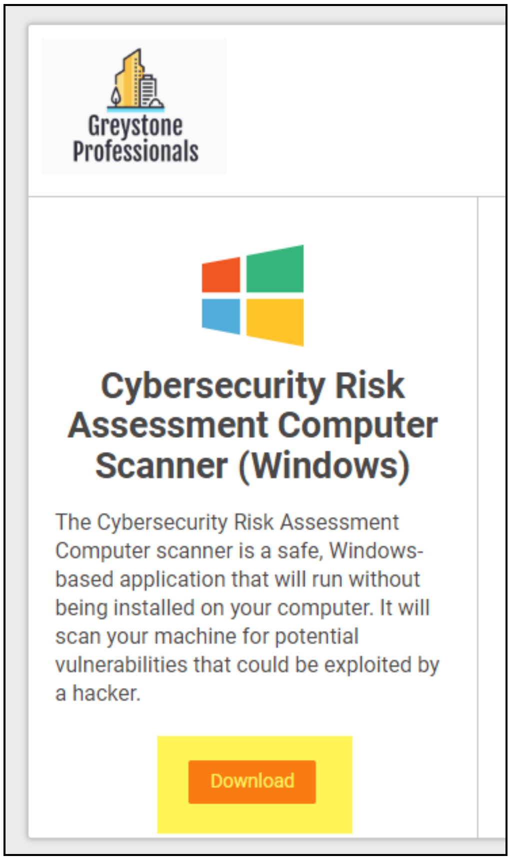


Here's a breakdown of each scan option. When you change scan settings, the changes are applied to the next scan you perform.

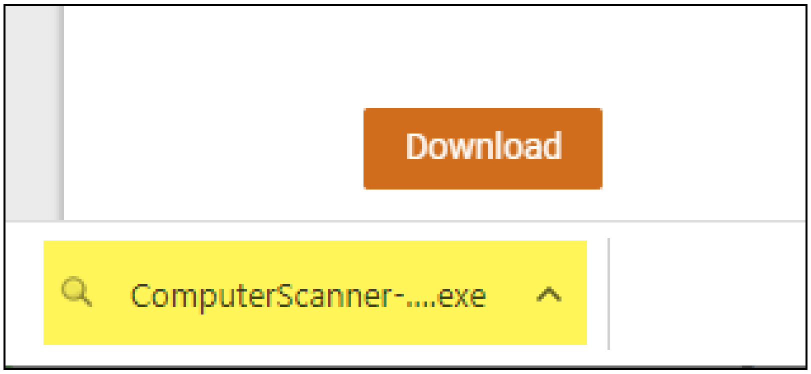
Perform Deep Scan for Sensitive Information	Scan for Personal Identifiable Information (PII) on the endpoint
Web Filtering Validation	Check to see if the endpoint can access websites that might pose a security risk
Malicious File Download Validation	Check to see if the endpoint can download files that might pose a security risk
External Vulnerability Scan	Perform a scan to detect potential external vulnerabilities
Detect Stored Browser Credentials	Check for cached users IDs and passwords

Step 6 — Users Downloads and Runs Cyberattack Risk Assessment Computer Scanner

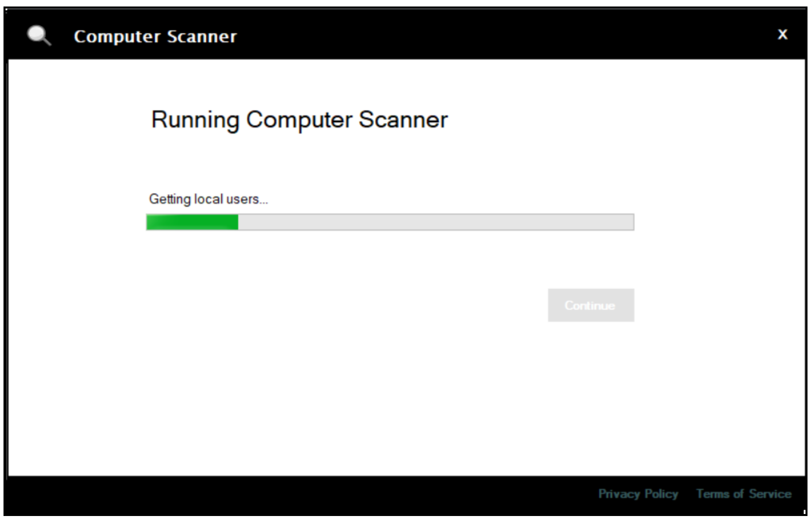
1. In this step, the end-user opens the URL that you provide. The end-user then clicks **Download** under the Cyberattack Risk Assessment Computer Scanner.



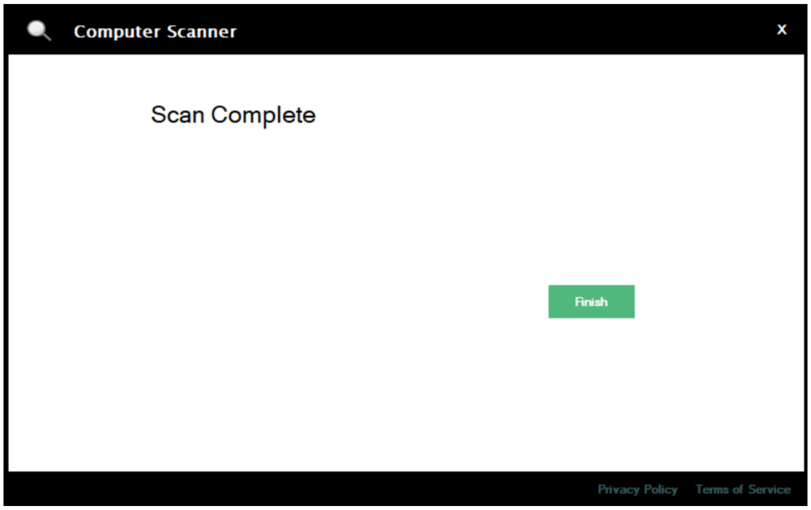
2. The end-user then opens the downloaded scanner.



3. The computer scanner will begin collecting data. This process will take a few minutes.



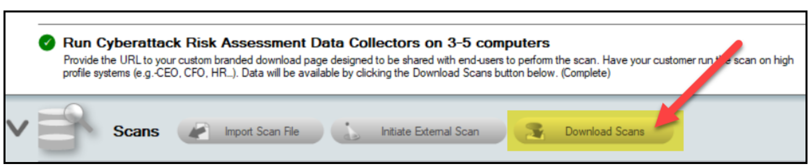
4. When the scan is complete, the end-user clicks Finish. The scan file will automatically be uploaded to Network Detective Pro and become available for you to download.



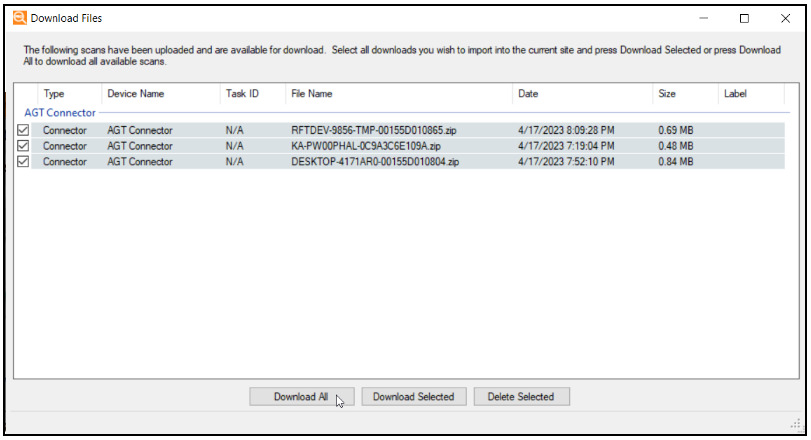
> **Note:** You must run the Cyberattack Risk Assessment Computer Scanner on at least 3 devices in order to advance your assessment.

Step 7 — Download Scans in Network Detective Pro Cyberattack Risk Assessment

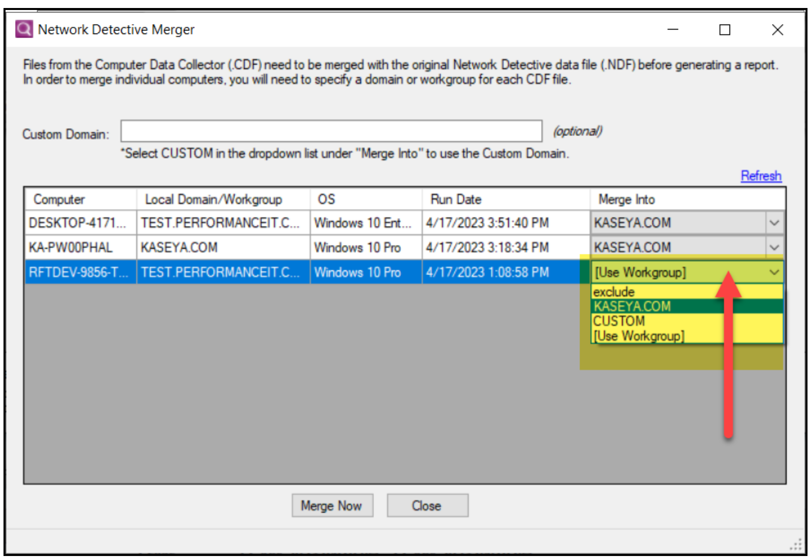
1. Next, return to Network Detective Pro and open your Cyberattack Risk Assessment project.
2. From the Scans bar, click **Download Scans**.



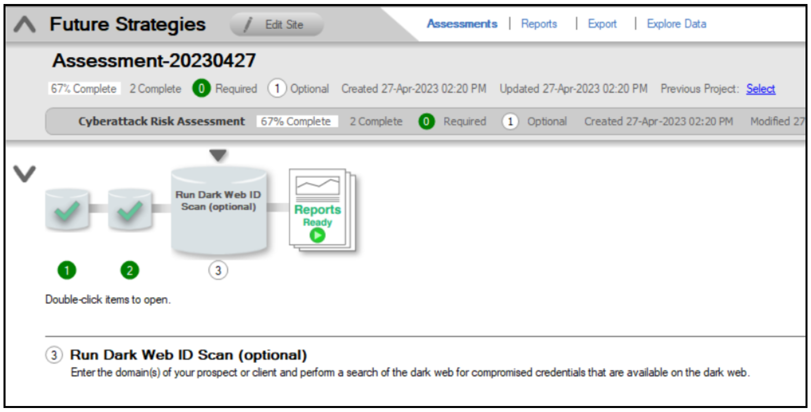
3. **Select and download** your Cyberattack Risk Assessment scans.



4. For each scan file, **choose a merge option**. Select the domain or workgroup in which to merge the scan. This will determine how the scan data is organized in your reports. Then click **Merge Now**.



5. Once you have downloaded and **merged at least 3 scan files into your assessment**, your checklist will be marked complete. You can now run the optional **Dark Web ID Scan**.

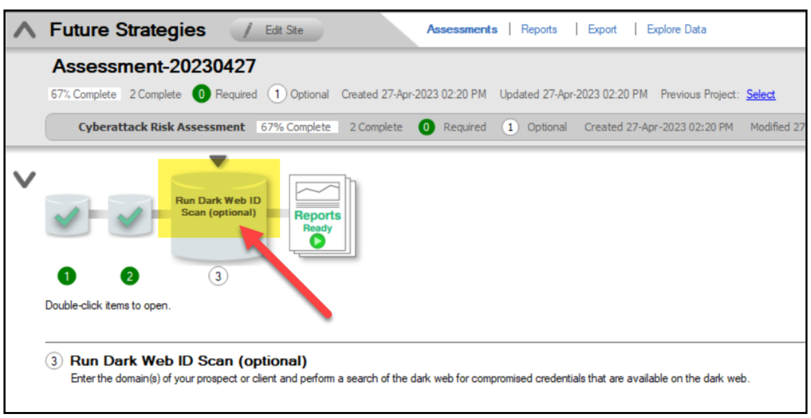


Step 8 —(Optional) Run Dark Web ID Scan

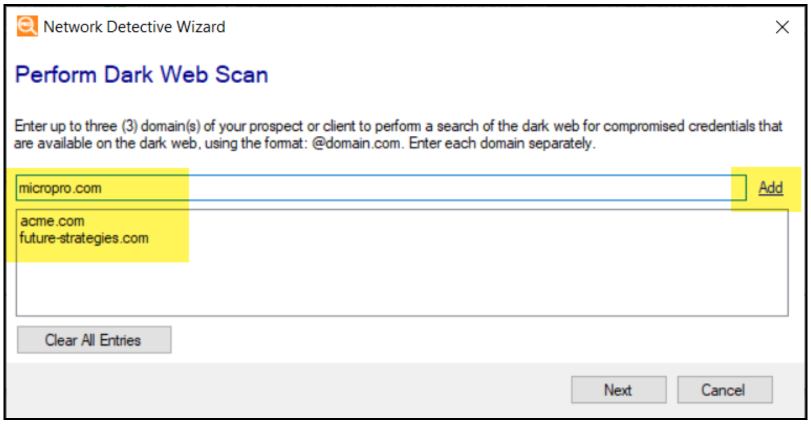
In this step, you can perform a **Dark Web Scan** for compromised usernames and passwords that may exist on the dark web. A sample of the results will appear in your assessment reports. You can "Set Up Dark Web ID Integration with Network Detective Pro" on page 162 to retrieve the full list of compromised credentials.

To run the Dark Web Scan:

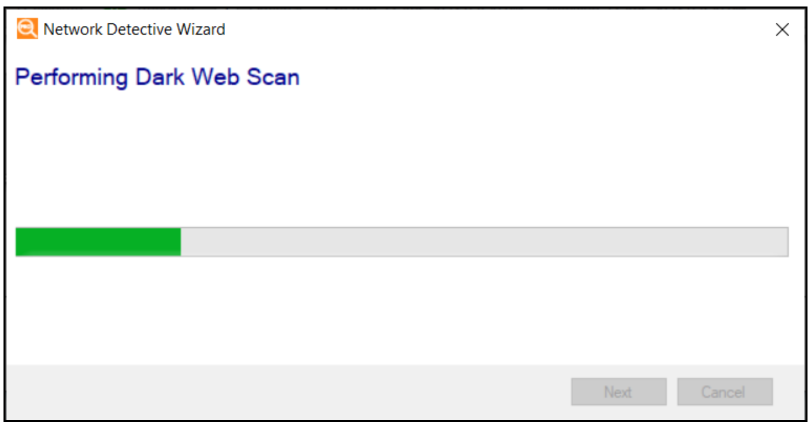
1. Double click on the **Run Dark Web ID Scan** to do item.



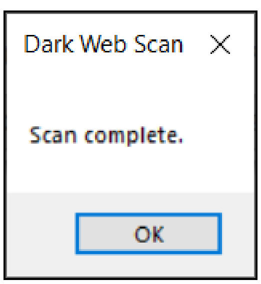
2. Enter a domain and click **Add**. YOU CAN ENTER A MAXIMUM OF 3 DOMAINS



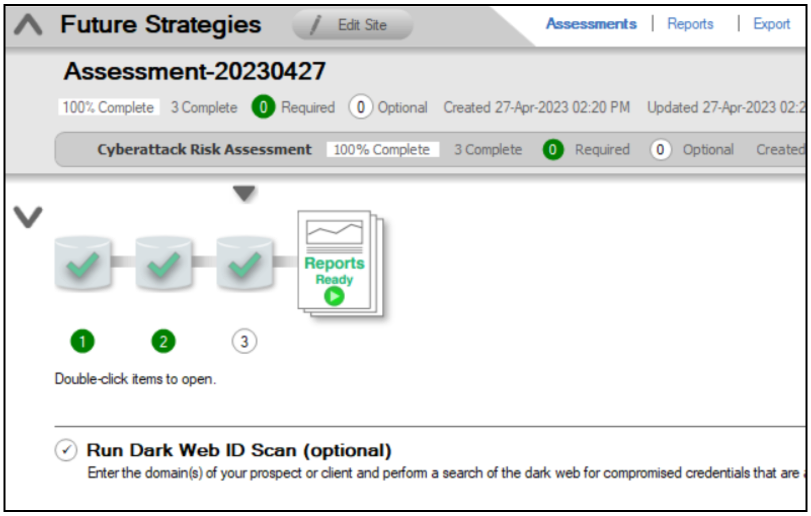
3. When you finish entering domains to scan, click **Next**. The Dark Web Scan will begin.



4. You will receive a notification when the scan is complete.



5. The Run Dark Web ID Scan will be marked complete in your assessment To Do list.



Set Up Dark Web ID Integration with Network Detective Pro

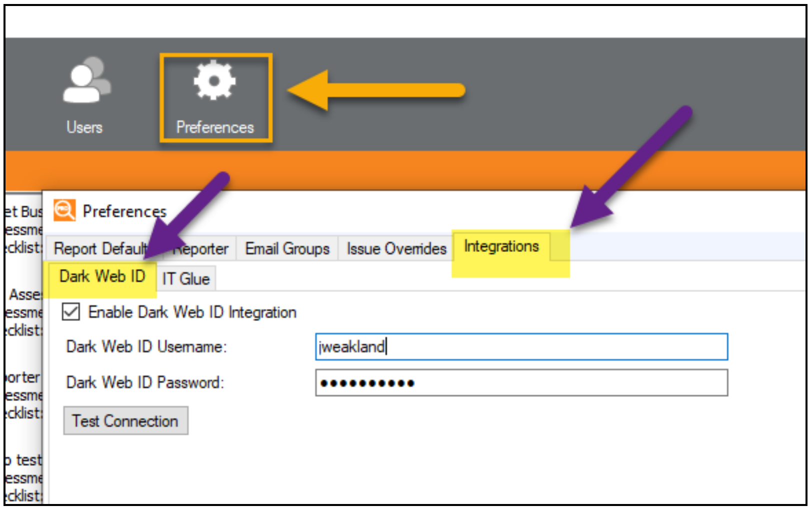
By default, the Dark Web Scan will only return the **first 5** compromised passwords identified for each domain you specify. However, **Dark Web ID** users (https://www.idagent.com/) can access full reporting for compromised passwords. To set this up:

First, contact Dark Web ID Support to Enable User API Access. To enable API Access, the Dark Web ID customer must open a ticket with Kaseya Support. The Dark Web ID team will grant the customer API access. Once the support ticket is closed, the user can successfully enter and test their credentials in Network Detective Pro. See also https://helpdesk.kaseya.com/hc/en-gb/articles/4407392147345-How-can-I-enable-API-access-for-ID-Agent-.

Once you enable Dark Web ID API access, you can set up the integration in Network Detective Pro. To do this:

1. In the Network Detective Pro app, click **Preferences** from the top menu.
2. Click the **Integrations** tab
3. From the **Dark Web ID** tab, **enable** the Dark Web ID Integration.
4. Then enter your Dark Web ID **Username** and **Password**.
5. Finally, click **Test Connection**. Once you verify the connection works, click **OK** to

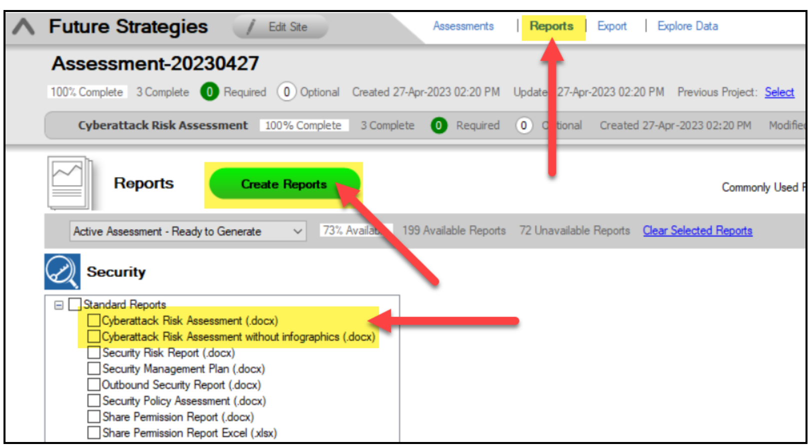
dismiss the Preferences menu.



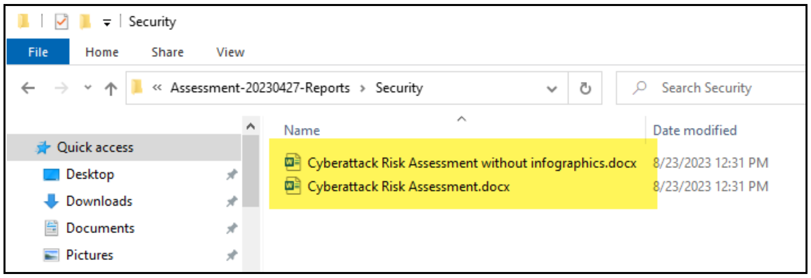
Step 9 — Generate Reports

To generate reports:

1. Open **Reports**.
2. Select the **Cyberattack Risk Assessment report**. You can choose to generate the report with or without infographics.
3. Click **Create Reports**.



4. The **Cyberattack Risk Assessment Report** will then become available in Windows Explorer.



Cyberattack Risk Assessment Reports

In addition to the standard Security assessment reports, the **Cyberattack Risk Assessment** module can generate the following additional reports:

Standard Reports

Report Name	Description
Cyberattack Risk Assessment Report	The Cyberattack Risk Assessment Report is a systematic examination of your organization's potential vulnerabilities to cyber-attacks and the likelihood of such attacks occurring. It involves identifying, analyzing, and prioritizing potential security threats, and evaluating the current security measures in place to mitigate those threats. This graphically-rich report includes an overall risk score, executive summary, and detailed findings.
Cyberattack Risk Assessment Report without infographics	You can generate the Cyberattack Risk Assessment Report without infographics.

Performing an Exchange Assessment

Exchange Assessment Overview

The Network Detective **Exchange Assessment Module** is composed of:

- the **Exchange Assessment Data Collector** used to assess the integrity of the Exchange email system being scanned
- the **Network Detective Pro application** used to manage Sites and generate assessment reports

The Network Detective **Exchange Assessment Module** is quick and easy to use. There are just a few basic steps:

1. **Download and Install the Network Detective Pro application**

   Visit https://www.rapidfiretools.com/ndpro-downloads/ to download and install the Network Detective Pro application.

2. **Create a New Site**

   Create Site files to manage assessments for specific customer accounts, remote office locations, data centers, departments, organizational units, or any structure that is applicable to the environment on which you are performing an Exchange assessment — or any other assessment type.

3. **Start an Exchange Assessment**

   Once the **Site** is created, start a **New Assessment** and perform the Exchange assessment data collection process using the guided **Checklist**.

4. **Perform Exchange Scan Data Collection**

   Run the Exchange Assessment Data Collector on the target server. The output of the Exchange scan will be an .EDF used to generate reports via Network Detective. **Be sure that you document the name of the folder used to store scan data to import into your assessment**. When the Exchange Scan is complete, import the scan file into the assessment in Network Detective.

5. **Generate Exchange Assessment Reports**

Customize your reports by setting up your company's branding of the report to be generated with your logos and client information, and run the reports. The Network Detective Report Wizard will step you through this process.

What You Will Need

Exchange Assessment Component	Description
Network Detective Pro	The Network Detective Pro Application and Reporting Tool guides you through the assessment process from beginning to end. You use it to create sites and assessment projects, configure and use appliances, import scan data, and generate reports. The Network Detective Pro Application is installed on your workstations/laptops; it is not intended to be installed on your client or prospect sites.
Exchange Assessment Data Collector	The Network Detective Exchange Assessment Data Collector (EADC) is a windows application that performs the data collections for the Exchange Assessment Module.

Follow these steps to perform an Exchange Assessment.

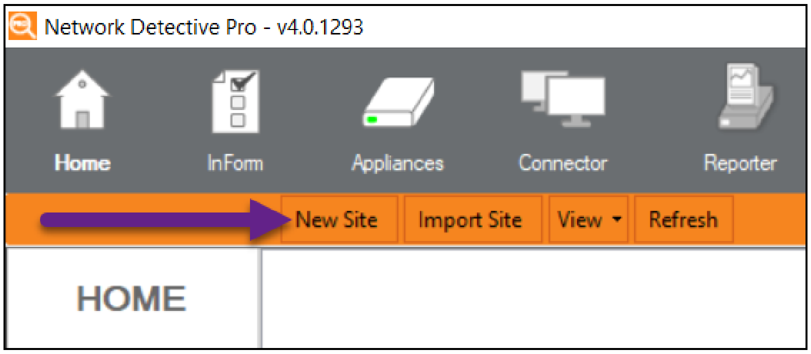
Step 1 — Download and Install the Network Detective Pro Application

Go to https://www.rapidfiretools.com/ndpro-downloads/ to download and install the Network Detective Pro application. Then run Network Detective Pro and log in with your credentials.

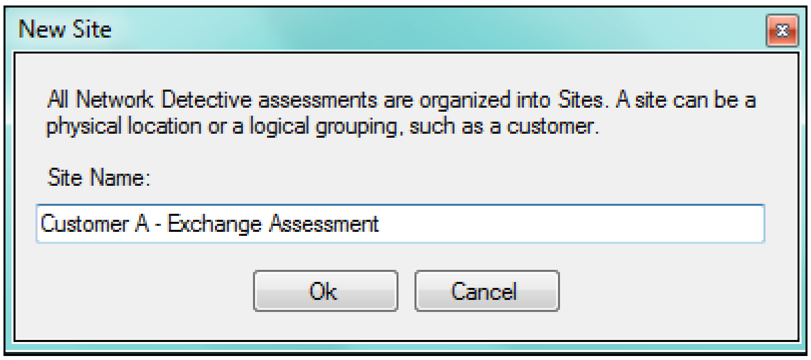
Step 2 — Create a New Site

To create a new site:

1. Open the Network Detective Pro Application and log in with your credentials.
2. Click **New Site** to create a new Site for your assessment project.

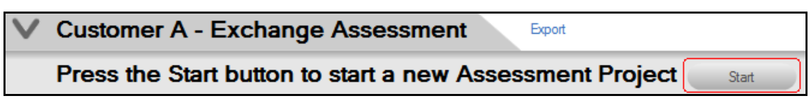


3. Enter a **Site Name** and click **OK**.

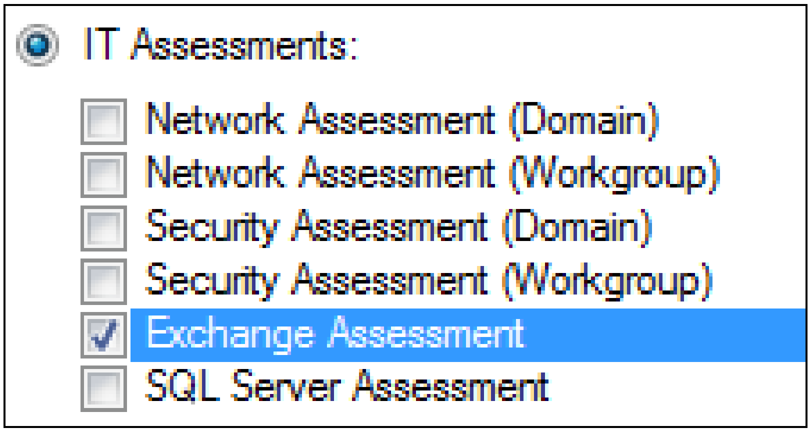


Step 3 — Start an Exchange Assessment

1. From within the **Site Window**, select the **Start** button that is located on the far right side of the window to start the **Assessment**.

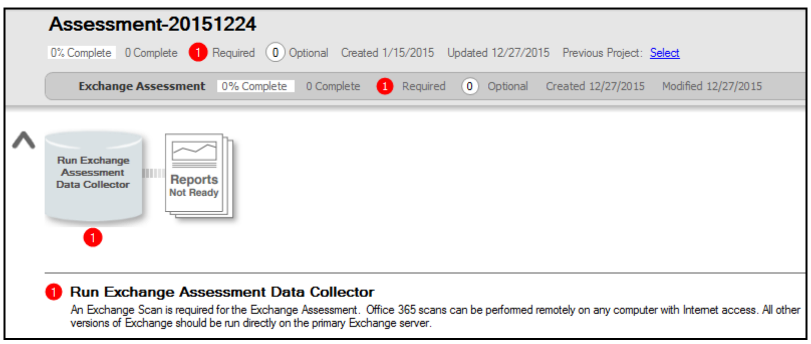


Next, select the **Exchange Assessment** option presented.



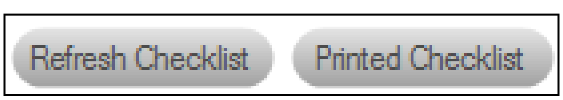
Then follow the prompts presented in the **Network Detective Wizard** to start the new **Assessment.**

2. Once the new **Exchange Assessment** is started, a "**Checklist**" is displayed in the **Assessment Window** presenting the "**Required"** and "**Optional"** steps that are to be performed during the assessment process. Below is the **Checklist** for an **Exchange Assessment**.



3. Complete the required **Checklist Items** and use the **Refresh Checklist** feature to guide you through the assessment process at each step until completion.

You may also print a copy of the **Checklist** for reference purposes by using the **Printed Checklist** feature.

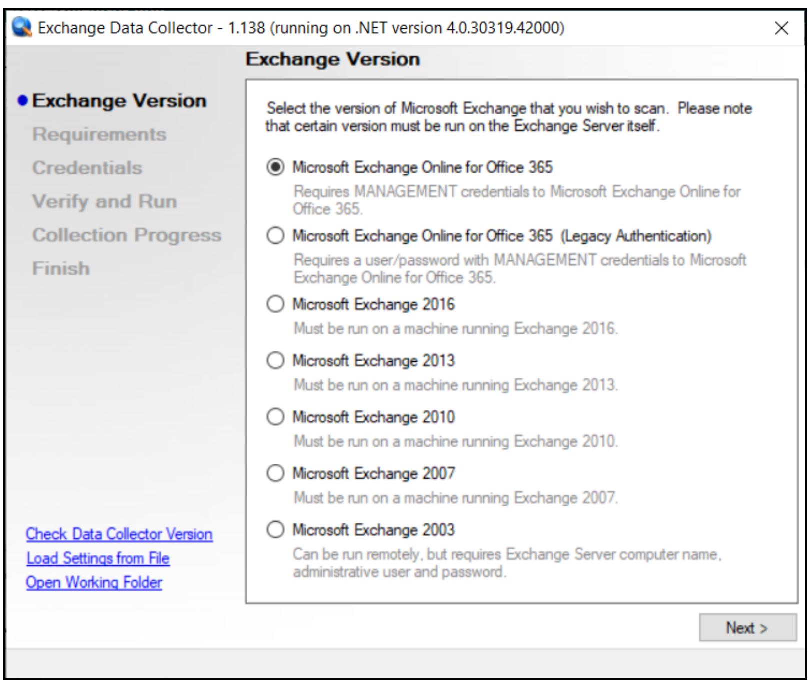


Step 4 — Perform Exchange Scan Data Collection

1. On the target network, log in to the local machine with **Administrator** privileges.
2. Download the **latest Exchange Assessment Data Collector** program from https://www.rapidfiretools.com/ndpro-downloads/ and save onto any machine that can connect to the Exchange server. You can also save the program to a USB drive and run it on the machine.

   > **Note:** This download is a self-extracting zip file and does not require installation when run on client systems. You may extract the Exchange Data Collector files to a folder on either a machine that can connect to the Exchange server or a USB drive. Then you can run “RunExchangeDataCollector.exe" to launch the GUI.

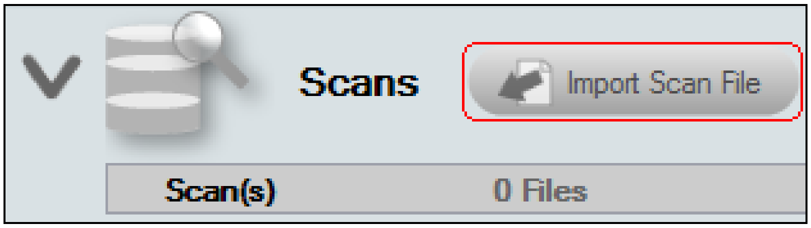
3. Right-click on the downloaded file and **run-as administrator** to ensure you are running with elevated credentials.
4. Next, after starting the **Exchange Assessment Data Collector**, select the version of Exchange that you are performing your scan on. Then proceed with using the necessary credentials while following the remaining wizard-driven prompts.



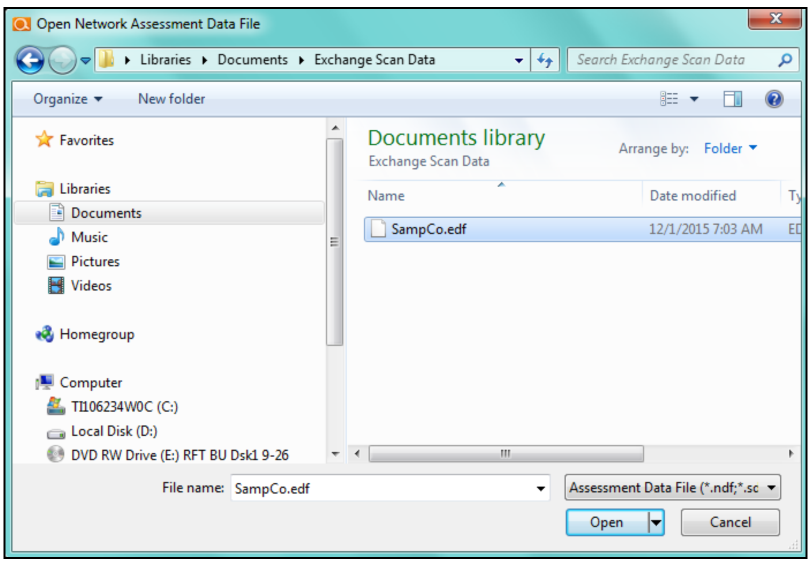
5. After the **Exchange Scan** is complete, either save the scan results file to a USB drive for later importing of the results into the assessment or email the file for later

access. **Make sure the USB has sufficient free space to extract and save the Data Collector files and to store the scan results data files.**

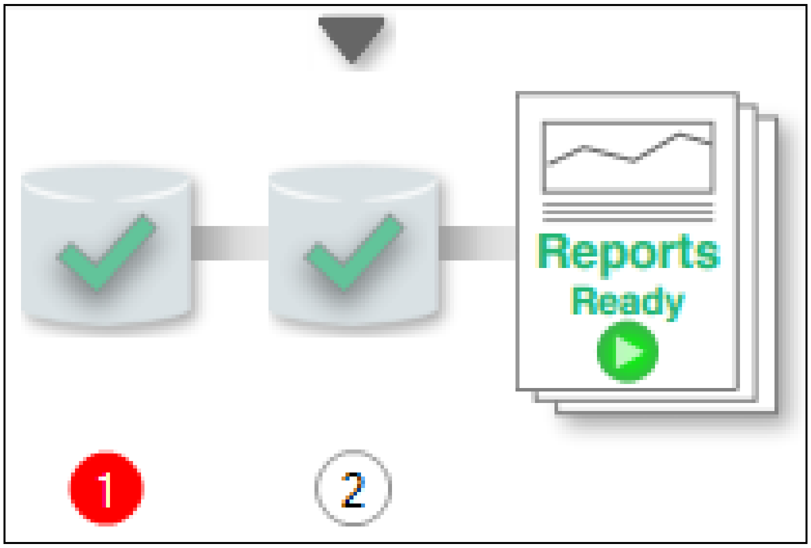
6. **Importing the Exchange Scan file into your Assessment**: From within the **Scans** section of the **Assessment Window**, select the **Import Scan File** button.



7. Then, browse for the folder storing the Exchange Scan results data file generated by the Exchange Data Collector, select the file, and then **Open** the file to import the scan results into your assessment.

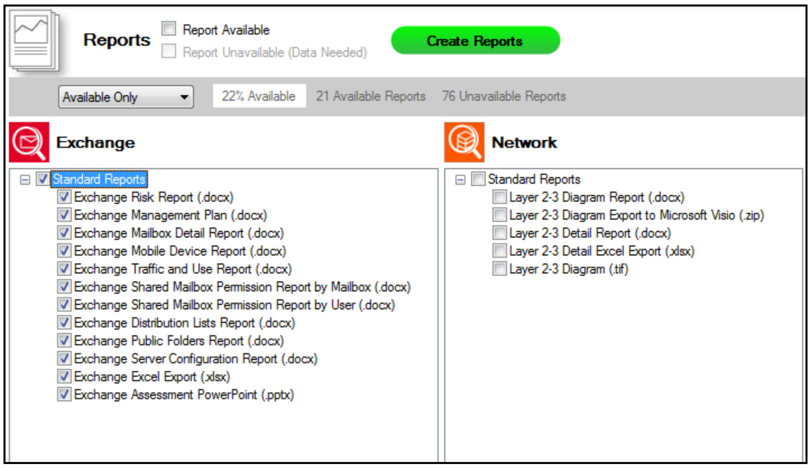


8. Once all of the scan data is imported into the **Assessment**, the assessment's **Checklist** will indicate that the **Reports** are ready to be generated.


Reports
Ready
1
2

Step 5 — Generate Exchange Assessment Reports

Note: This step is NOT performed at the client site or network. Network Detective Pro should be installed on your workstations or laptop. Install Network Detective Pro from https://www.rapidfiretools.com/ndpro-downloads/ if you have not already done so. To generate the reports for your Exchange Assessment, follow the steps below:



1. Run Network Detective Pro and log in with your credentials.
2. Then select the **Site**, go to the **Active Assessment**, and then select the **Reports** link to the center of the **Assessment Window** in order select the reports you want to generate.
3. Select the **Create Reports** button and follow the prompts to generate the reports you selected.
4. At the end of the report generation process, the generated reports will be made available for you to open and review.

Exchange Assessment Reports

The **Exchange Assessment** allows you to generate the following reports:

Standard Reports

Report Name	Description
Exchange Assessment	Use our generated PowerPoint presentation as a basis for conducting a meeting presenting your findings from the Network Detective. General

Report Name	Description
PowerPoint	summary information along with the risk and issue score are presented along with specific issue recommendations and next steps.
Exchange Distribution Lists Report	Most organizations routinely create email distribution groups - both for internal communications and for routing incoming emails to multiple individuals at the same time. The problem is that over time, many companies lose track of which groups they've created and who's included in them. Obviously, with a migration you'd want to be able to accurately replicate all of these groups. But how about all those situations when employees turn over or change positions? Each time this happens individual emails need to be systematically added and removed from groups. This report identifies and lists all distribution groups as well as which end-users or other groups are to receive any emails.
Exchange Excel Export	We also give you the ability to output all of the Exchange data configurations uncovered by our scan, and export it into an Excel file format. Once in Excel, you'll be able to take the data and import it into your favorite Service Desk or PSA system, or simply create your own custom sorts, analyses, reports and graphs inside of Excel.
Exchange Health Report	This report measures the overall risk to the environment by the number of issues detected. An ideal environment would have a Health Score of 0 (indicating no risks found). The higher the score, the more likely a security, availability, or performance related incident will occur.
Exchange Mailbox Detail Report	Without this tool, it would be a daunting task to ask someone to document all known and available information for every mailbox in an Exchange environment. With the Exchange Assessment module, it's quick and painless. Simply run the non-invasive scan on the target Exchange Server, and Network Detective does the rest. This report gives you a mailbox-by-mailbox catalog of information, including everything from mailbox display name to quotas to a listing of folders/sizes for each mailbox (and more). Whether documenting regular use, planning ahead, or preparing for a migration - knowledge is power and, in this case, knowledge can be money as well. This report will allow you to better prepare for a migration by knowing all mailbox settings, ensure that display names, etc., are standardized, quotas are set appropriately, and also trouble-shoot issues with specific mailboxes.

Report Name	Description
Exchange Mailbox Permissions Report by Mailbox	Sometimes there's a need to give one or more individuals permission to access either someone else's mailbox, or a group mailbox, on a temporary basis - vacations, leaves of absence, and terminations are all examples of this situation. For security purposes, best practices suggest a periodic review of all mailboxes This report will identify on a mailbox-by-mailbox basis which groups or which individuals have access to the mailbox and at what level.
Exchange Mailbox Permissions Report by User	A separate companion report inverts the information to show you on a user-by-user basis which users have access to which mailboxes. This report is a great way to document individual access rights.
Exchange Management Plan	This report will help prioritize issues based on the issue's risk score. A listing of all affected computers, users, or sub-systems is provided along with recommended actions.
Exchange Mobile Device Report	Whether users are provided with a company sanctioned mobile device or are given the ability to "bring their own device", it is important to know all the details of the network's techno-diversity. This report provides a detailed listing of every mobile device used by employees to access their organization's mailbox. The report indicates the names and specific types of mobile devices that are accessing the Exchange server, as well as the operating systems and even the number of folders that are being updated. This report will help optimize employee connectivity/productivity and plan appropriately for system changes/upgrades. The report is also useful to present to clients as an aid to support your case as for system changes (such as setting up a SharePoint portal, moving to Exchange 2016, etc.).
Exchange Public Folders Report	Public folders give Outlook users access to common folders in order to share information. Access is determined by the Exchange administrator. Public folders can be available to everyone within a select organization, or to a specific group. This report gives you a quick run down of the public folders in the Exchange environment. This can be useful for determining whether users have access to public folders that they shouldn't - or if certain folders should not be made public in the Exchange environment.
Exchange Risk Report	While the Exchange Assessment module will automatically generate the detailed reports you need to manage a full migration project - or

Report Name	Description
	deliver an on-going security and maintenance service - you might not want to share all that information with your clients. Instead, show them a branded high-level report. Designed specifically to be a customer-facing document, this report provides a polished overview of any issues identified in the more detailed reports. Corresponding charts and graphs clearly communicate issues and serve as a graphical aide to help suggest remedial steps. This is the perfect report to prepare for your account reviews for current customers to show that you are properly handling their Exchange environments. And, it's a fabulous report to run for new prospects to show potential deficiencies and risks that you can help cure and manage.
Exchange Server Configuration Report	This report details the technical configuration and details of the Exchange Server. This information can be hard to consolidate or visualize without this report. This report can be useful for the Exchange administrator in order to quickly take in the configuration and overall health of the Exchange environment.
Exchange Traffic and Use Report	Managing individual and aggregate mailbox sizes is a real challenge for most organizations. It's obviously important to understand the total organizational email traffic and usage in order to prepare for a migration project. But the report is equally useful on an ongoing basis to help manage individual mailbox size limits based on usage needs, and to identify individuals who may be misusing or abusing their mailboxes. This report will show you the status of all mailboxes - their size limits, percentage used, and percentage free. This report is extremely useful when planning a migration or for growth planning to ensure that systems will continue to run without interruption.

Change Reports

Baseline Exchange Management Plan	This management report will also compare the results of a previous assessment with the current assessment.
Baseline Exchange Risk Report	This risk report will compare the results of a previous assessment with the current assessment.

Baseline Exchange Health Report	This report measures the overall risk to the environment by the number of issues detected. An ideal environment would have a Health Score of 0 (indicating no risks found). The higher the score, the more likely a security, availability, or performance related incident will occur. This report will also compare the results of a previous assessment with the current assessment.

Performing a SQL Server Assessment

SQL Server Assessment Overview

The Network Detective **SQL Server Assessment Module** is composed of:

- the **SQL Server Assessment Data Collector** used to assess the integrity of the SQL Server database being scanned
- the **Network Detective Pro application** used to manage Sites and generate assessment reports

The Network Detective **SQL Server Assessment Module** is quick and easy to use. There are just a few basic steps:

1. **Download and install the Network Detective Pro application**

   Visit https://www.rapidfiretools.com/ndpro-downloads/ to download and install the Network Detective Pro application.

2. **Create a New Site**

   Create Site files to manage assessments for specific customer accounts, remote office locations, data centers, departments, organizational units, or any structure that is applicable to the environment on which you are performing an SQL Server Assessment — or any other assessment type.

3. **Start a New SQL Server Assessment**

   Once the **Site** is created, start a **New Assessment** and perform the SQL assessment data collection process using the guided **Checklist**.

4. **Perform SQL Server Scan Data Collection**

   Run the SQL Server Assessment Data Collector on the target server. The output of the SQL scan will be an .DDF used to generate reports via Network Detective. **Be sure that you document the name of the folder used to store scan data to import into your assessment**. When the SQL Scan is complete, import the scan file into the assessment in Network Detective.

5. **Generate SQL Server Assessment Reports**

Customize your reports by setting up your company's branding of the report to be generated with your logos and client information, and run the reports. The Network Detective Report Wizard will step you through this process.

What You Will Need

SQL Assessment Component	Description
Network Detective Pro	The Network Detective Pro Application and Reporting Tool guides you through the assessment process from beginning to end. You use it to create sites and assessment projects, configure and use appliances, import scan data, and generate reports. The Network Detective Pro Application is installed on your workstations/laptops; it is not intended to be installed on your client or prospect sites.
SQL Assessment Data Collector	The Network Detective SQL Server Assessment Data Collector is a windows application that performs the data collections for the SQL Server Assessment Module.

Follow these steps to perform a SQL Server Assessment.

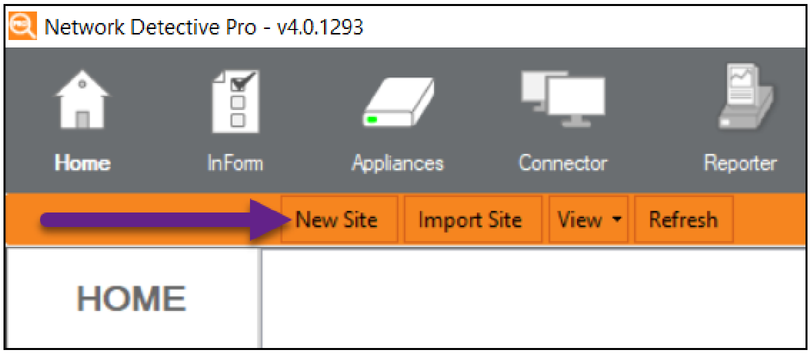
Step 1 — Download and Install the Network Detective Pro Application

Go to https://www.rapidfiretools.com/ndpro-downloads/ to download and install the Network Detective Pro application. Then run Network Detective Pro and log in with your credentials.

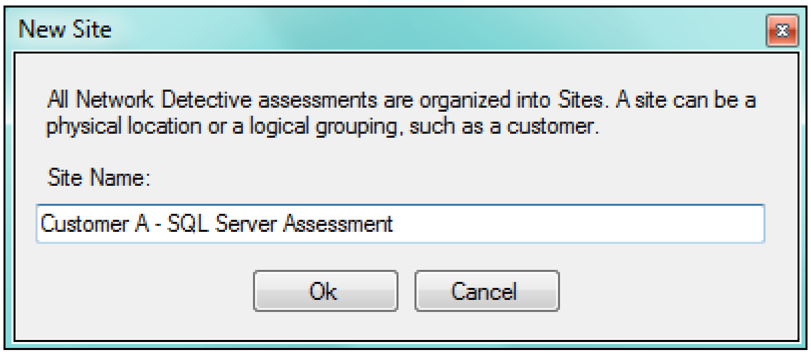
Step 2 — Create a New Site

To create a new site:

1. Open the Network Detective Pro Application and log in with your credentials.
2. Click **New Site** to create a new Site for your assessment project.

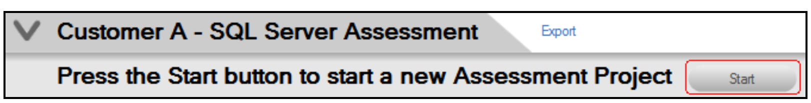


3. Enter a **Site Name** and click **OK**.

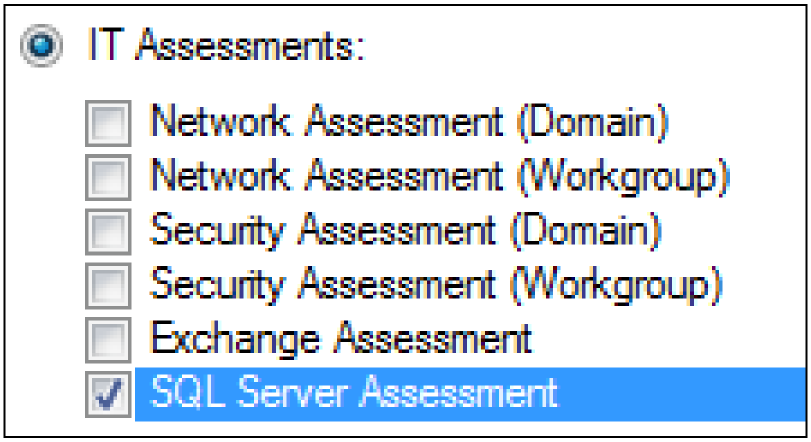


Step 3 — Start an SQL Server Assessment

1. From within the **Site Window**, select the **Start** button that is located on the far right side of the window to start the **Assessment**.

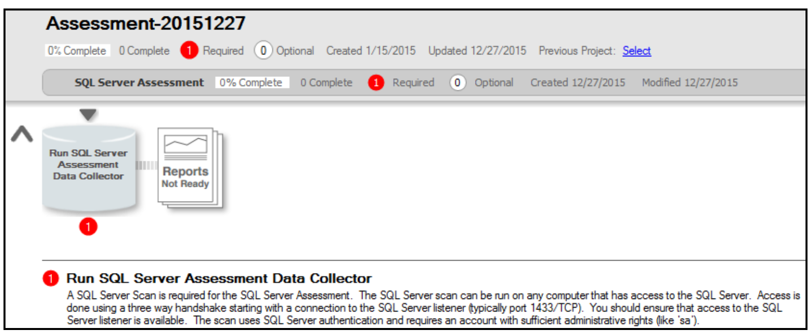


Next, select the **SQL Server Assessment** option presented.



Then follow the prompts presented in the **Network Detective Wizard** to start the new **Assessment.**

2. Once the new **SQL Server Assessment** is started, a **"Checklist"** is displayed in the **Assessment Window** presenting the **"Required"** and **"Optional"** steps that are to be performed during the assessment process. Below is the **Checklist** for a **SQL Server Assessment**.



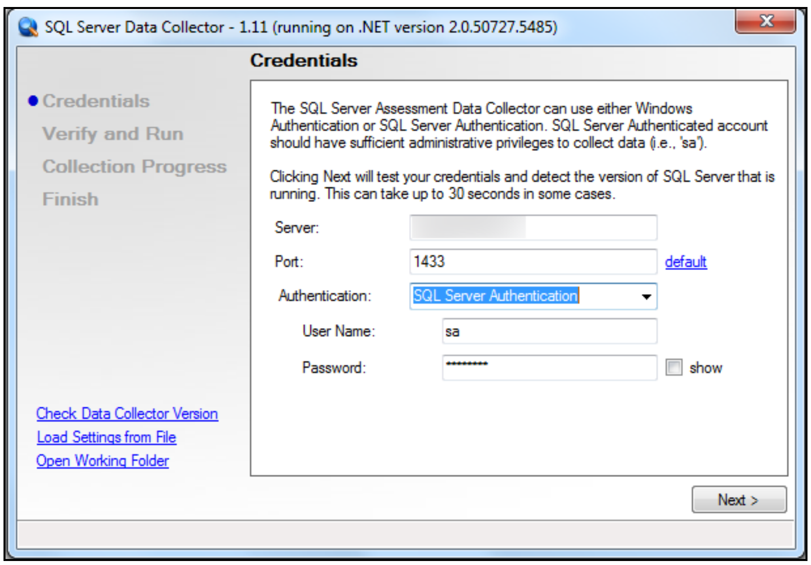
3. Complete the required **Checklist Items** and use the **Refresh Checklist** feature to guide you through the assessment process at each step until completion.

Step 4 — Perform SQL Server Scan Data Collection

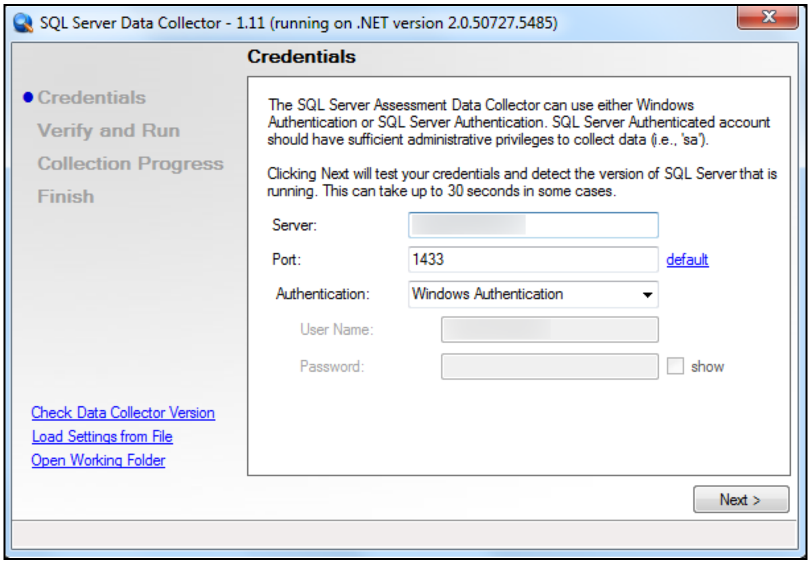
1. On the target network, log in to the local machine with **Administrator** privileges.
2. Download the **latest SQL Server Data Collector** program from https://www.rapidfiretools.com/ndpro-downloads/ and save onto any machine that can connect to the SQL Server. You can also save the program to a USB drive and run it on the machine.

> **Note:** This download is a self-extracting zip file and does not require installation when run on client systems. You may extract the SQL Server Data Collector files to a folder on either a machine that can connect to the SQL Server or a USB drive. Then you can run “RunSqlServerDataCollector.exe" to launch the GUI.

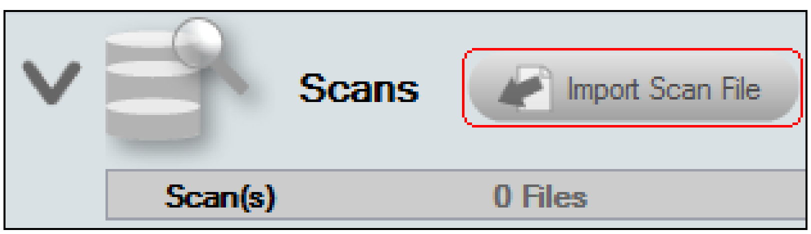
3. Right-click on the downloaded file and **run-as administrator** to ensure you are running with elevated credentials. (This is a self-extracting zip file and is completely non-invasive – it is not installed on any other machine on the client’s network.)
4. Next, after starting the **SQL Server Data Collector** enter the necessary credentials and follow the remaining wizard-driven prompts. You can use either:
   - **SQL Server credentials**, or:



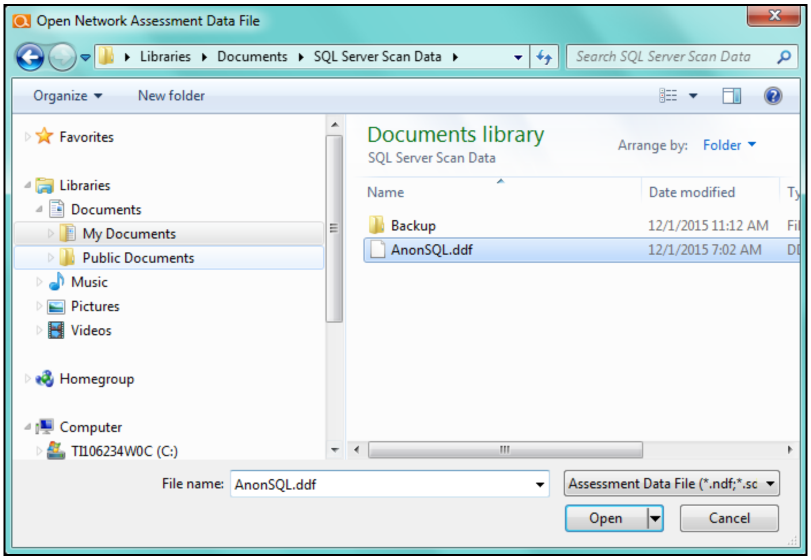
- **Windows Authentication** credentials.



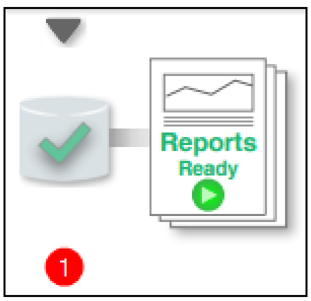
5. After the **SQL Server Scan** is complete, either save the scan results file to a USB drive for later importing of the results into the assessment or email the file for later access. **Make sure the USB has sufficient free space to extract and save the Data Collector files and to store the scan results data files.**
6. **Importing the SQL Server Scan file into your Assessment**: From within the **Scans** section of the **Assessment Window**, select the **Import Scan File** button.



7. Then, browse the folder storing the SQL Server Scan results data file generated by the SQL Server Data Collector, select the file, and then **Open** the file to import the scan results into your assessment.



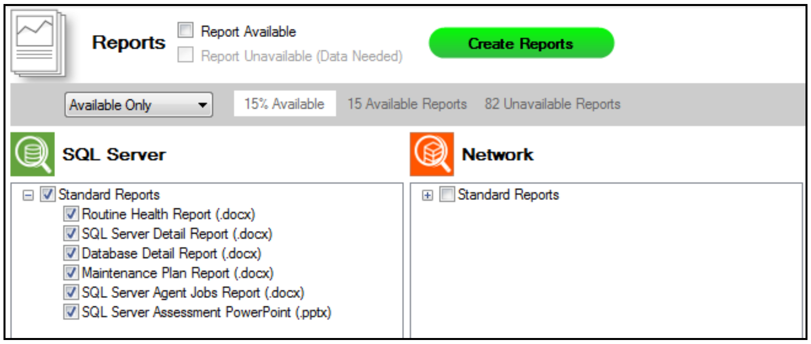
8. Once all of the scan data is imported into the **Assessment**, the assessment's **Checklist** will indicate that the **Reports** are ready to be generated.



Step 5 — Generate SQL Server Assessment Reports

Note: This step is NOT performed at the client site or network. Network Detective Pro should be installed on your workstations or laptop. Install Network Detective Pro from https://www.rapidfiretools.com/ndpro-downloads/ if you have not already done so. To generate the reports for your SQL Server Assessment, follow the steps below:

1. Run Network Detective Pro and login with your credentials.



2. Then select the **Site**, go to the **Active Assessment**, and then select the **Reports** link to the center of the **Assessment Window** in order select the reports you want to generate.
3. Select the **Create Reports** button and follow the prompts to generate the reports you selected.
4. At the end of the report generation process, the generated reports will be made available for you to open and review.

The **SQL Server Assessment** module can generate the following reports:

Standard Reports

Report Name	Description
Database Detail Report	This report details the settings and health of individual databases that reside on the scanned SQL Server. It lists the database properties, potentially missing indexes, locks, statistics, fragmentation, and existing indexes. Without this tool, it would be a daunting task to collect all this information. Because this report documents each database individually, it can be run ad-hoc when specific database performance problems arise. But best practice is not to wait and react to these problems but plan to run this report on a regular basis (quarterly or monthly, depending upon the how critical the application is). This report will help identify opportunities to improve performance and accumulate trending data that will help you anticipate problems before they occur. The report is also a great way to document your work for both internal and external

Report Name	Description
	uses.
Maintenance Plan Report	This report details all maintenance plans and their sub-plans. Maintenance plans perform routine tasks on your SQL Server. Not all maintenance plans are active and in-use, and you can use the report to document what's in place and if adequate automation of maintenance and backups are being performed.
Routine Health Report	This report assesses the health of the SQL Server using three major categories. These include settings, file, and resources. Setting health looks for configuration issues that may go against prescribed best practices. File health looks at how the database interacts with the file system, looking for adequate space and compares the current configuration versus best practices. Resource health looks to ensure adequate resources are available to operate the SQL Server optimally and looks for indicators pointing to performance issues. Resource health comprises of three sub-categories – wait health, task health, and memory health. Wait health deals with issues with database processing waits and delays. Task health validates that scheduled tasks and jobs are working optimally. Memory health looks to ensure adequate memory is available to run the SQL Server properly.
SQL Server Agent Jobs Report	This report details all jobs (active and inactive) for the SQL Server agent. Some jobs may be maintenance plans and can be seen in detail in the Maintenance Plan Detail report (see above). Look in the Job History section of this report for entries in RED or that do not say "success" and see what jobs are causing errors and why. This report is so simple to generate, even non-DBA tech can use it to check for errors in jobs. And since some Remote Monitoring and Management (RMM) tools do not delve into the actual database level, it makes sense to run this report monthly to supplement your RMM tool, and also to keep it "honest."
SQL Server Assessment PowerPoint	A PowerPoint version of the SQL Server Assessment, including key assessment details.
SQL Server Detail Report	This report details the settings and health of the SQL Server as a whole. It looks at settings, configuration, performance, and backup. Information

Report Name	Description
	and detailed breakdown of databases can be found in the Database Detail report.
SQL Server Health Report	The SQL Server Report details the overall risk to the assessment environment. The Health Score represents the number of issues detected. An ideal environment would have a Health Score of 0 (indicating no risks found). The higher the score, the more likely a security, availability, or performance related incident will occur. Unresolved issues are detailed item by item and are organized by risk score.

Change Reports

Report Name	Description
Baseline SQL Server Health Report	The Health Report details the overall risk to the assessment environment. It compares the results of the current assessment with the previous.

SQL Server Assessment Reports

The **SQL Server Assessment** allows you to generate the following reports:

Standard Reports

Report Name	Description
Database Detail Report	This report details the settings and health of individual databases that reside on the scanned SQL Server. It lists the database properties, potentially missing indexes, locks, statistics, fragmentation, and existing indexes. Without this tool, it would be a daunting task to collect all this information. Because this report documents each database individually, it can be run ad-hoc when specific database performance problems arise. But best practice is not to wait and react to these problems but plan to run this report on a regular basis (quarterly or monthly, depending upon the how critical the application is). This report will help

Report Name	Description
	identify opportunities to improve performance and accumulate trending data that will help you anticipate problems before they occur. The report is also a great way to document your work for both internal and external uses.
Maintenance Plan Report	This report details all maintenance plans and their sub-plans. Maintenance plans perform routine tasks on your SQL Server. Not all maintenance plans are active and in-use, and you can use the report to document what's in place and if adequate automation of maintenance and backups are being performed.
Routine Health Report	This report assesses the health of the SQL Server using three major categories. These include settings, file, and resources. Setting health looks for configuration issues that may go against prescribed best practices. File health looks at how the database interacts with the file system, looking for adequate space and compares the current configuration versus best practices. Resource health looks to ensure adequate resources are available to operate the SQL Server optimally and looks for indicators pointing to performance issues. Resource health comprises of three sub-categories – wait health, task health, and memory health. Wait health deals with issues with database processing waits and delays. Task health validates that scheduled tasks and jobs are working optimally. Memory health looks to ensure adequate memory is available to run the SQL Server properly.
SQL Server Agent Jobs Report	This report details all jobs (active and inactive) for the SQL Server agent. Some jobs may be maintenance plans and can be seen in detail in the Maintenance Plan Detail report (see above). Look in the Job History section of this report for entries in RED or that do not say "success" and see what jobs are causing errors and why. This report is so simple to generate, even non-DBA tech can use it to check for errors in jobs. And since some Remote Monitoring and Management (RMM) tools do not delve into the actual database level, it makes sense to run this report monthly to supplement your RMM tool, and also to keep it "honest."
SQL Server Assessment PowerPoint	A PowerPoint version of the SQL Server Assessment, including key assessment details.
SQL Server Detail Report	This report details the settings and health of the SQL Server as a whole. It looks at settings, configuration, performance, and backup. Information

Report Name	Description
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Change Reports

Report Name	Description
Baseline SQL Server Health Report	The Health Report details the overall risk to the assessment environment. It compares the results of the current assessment with the previous.

Performing a Combined Network and Security Assessment

This quick start guide covers how use the **Network** and **Security** Assessment Modules to perform both assessments at the same time. You will save time and effort by collecting scan data to complete two checklists simultaneously. At the end, you will be able to generate both Network Assessment and Security Assessment reports.

Network Assessment Overview

The Network Assessment Module gives you the broadest insights of any IT assessment module. The Network Assessment Module has many every day uses for your MSP, including:

- Conducting full, 'deep-dive' network assessments
- Documenting your customers' networks as part of regular "Technology Reviews"
- Generating change management reports for clients
- Conducting IT SWOT Analyses to help your clients make better and more informed business decisions

Security Assessment Overview

The Security Assessment Module allows you to deliver IT security assessment services to your client – even if you aren't an IT security expert. The Security Assessment Module has many uses for your MSP, including:

- Generate executive-level reports that include a proprietary Security Risk Score and Data Breach Liability Report along with summary charts, graphs and an explanation of the risks found in the security scans.
- Identify network "share" permissions by user and computer. Provide comprehensive lists of all network shares, detailing which users and groups have access to which devices and files, and what level of access they have.
- Catalog external vulnerabilities including security holes, warnings, and informational items that can help you make better network security decisions. This is an essential item for many standard security compliance reports.
- Methodically analyze login history from the security event logs. The report uses mathematical modeling and proprietary pattern recognition to highlight potential

unauthorized users who log into machines they normally do not access and at times they normally do not log in.

What You Will Need

Security Assessment Component	Description
Network Detective Pro	The Network Detective Pro Application and Reporting Tool guides you through the assessment process from beginning to end. You use it to create sites and assessment projects, configure and use appliances, import scan data, and generate reports. The Network Detective Pro Application is installed on your workstations/laptops; it is not intended to be installed on your client or prospect sites.
Network/Security Data Collector	The Network Detective Network/Security Data Collector is a windows application that performs the data collections for both the Network and Security Assessment Module.
Push Deploy Tool	The Network Detective Push-Deploy Tool pushes the local data collector to machines in a specified range and saves the scan files to a specified directory (which can also be a network share). The benefit of the tool is that a local scan can be run simultaneously on each computer from a centralized location.

Network Prerequisites for Network Detective Pro Scans

For a successful network scan:

1. **ENSURE ALL NETWORK ENDPOINTS ARE TURNED ON THROUGHOUT THE DURATION OF THE SCAN.** This includes PCs and servers. The scan can last several hours.
2. **CONFIGURE THE TARGET NETWORK TO ALLOW FOR SUCCESSFUL SCANS ON ALL NETWORK ENDPOINTS.** See Pre-Scan Network Configuration Checklist for configuration guidance for both Windows Active Directory and Workgroup environments.
3. **GATHER THE INFORMATION BELOW TO CONFIGURE YOUR SCANS FOR THE CLIENT SITE.** Work with the project Technician and/or your IT admin on site to collect the following:
   - **Admin network credentials** that have rights to use WMI, ADMIN$, and File and Printer Sharing on the target network.
   - **Internal IP range** information to be used when performing internal scans.

     > **Note:** Network Detective will automatically suggest an IP range to scan on the network. However, you may wish to override this or exclude certain IP addresses.

   - **External IP addresses** for the organisation to be used when setting up External Vulnerability Scans.
   - **Network Detective User Credentials**
   - For Windows Active Directory environments, you will need admin credentials to connect to the Domain Controller, as well as the name/IP address of the domain controller.
   - For Windows Workgroup network environments, a list of the Computers to be included in the Assessment and the Local Admin Credentials for each computer.

Follow these steps to perform a combined Network and Security Assessment.

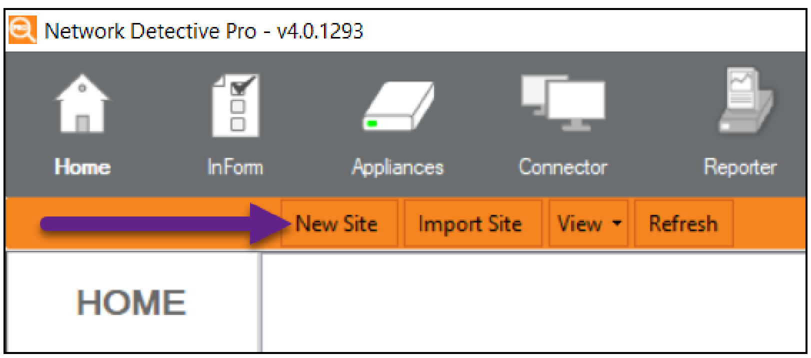
Step 1 — Download and Install the Network Detective Pro Application

Go to https://www.rapidfiretools.com/ndpro-downloads/ to download and install the Network Detective Pro application on a PC on the MSP network. Then run Network Detective Pro and log in with your credentials.

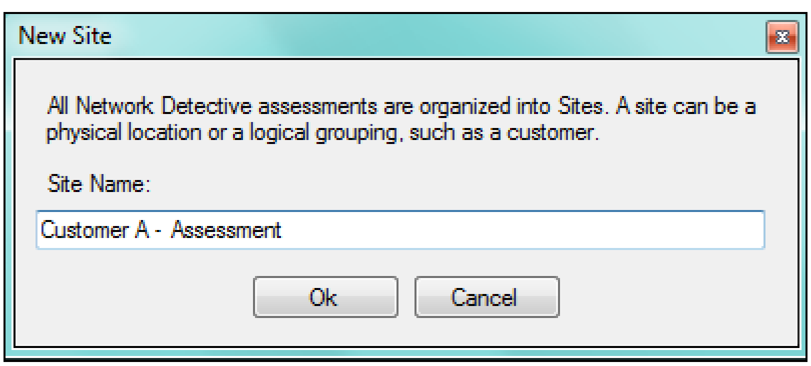
Step 2 — Create a New Site

To create a new site:

1. Open the Network Detective Pro Application and log in with your credentials.
2. Click **New Site** to create a new Site for your assessment project.



3. Enter a **Site Name** and click **OK**.

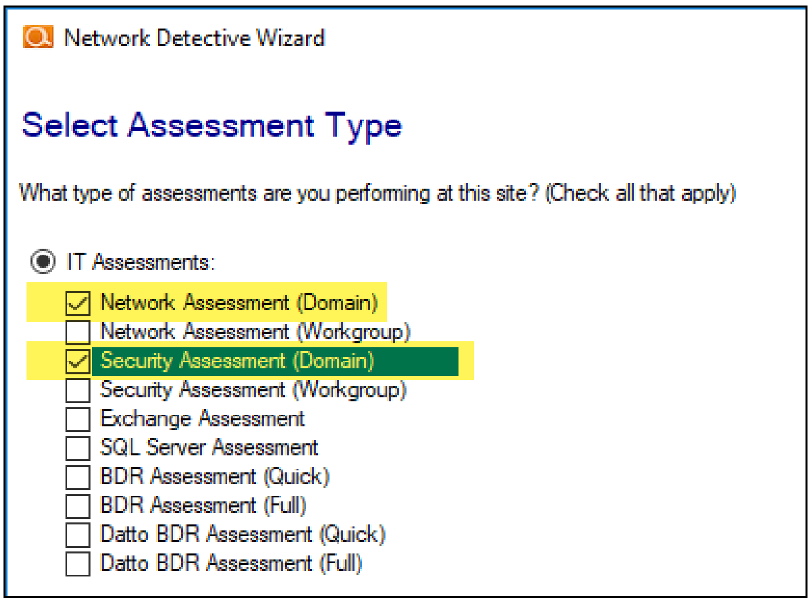


Step 3 — Start a Network and Security Assessment

1. From within the **Site Window**, select the **Start** button that is located on the far right side of the window to start the **Assessment**.

   Next, select both the **Network Assessment** and **Security Assessment** options presented.

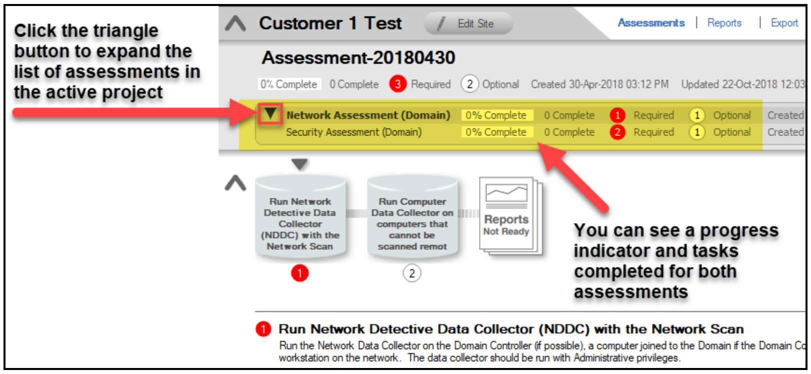
   

   Then follow the prompts presented in the **Network Detective Wizard** to start the new **Assessments**.

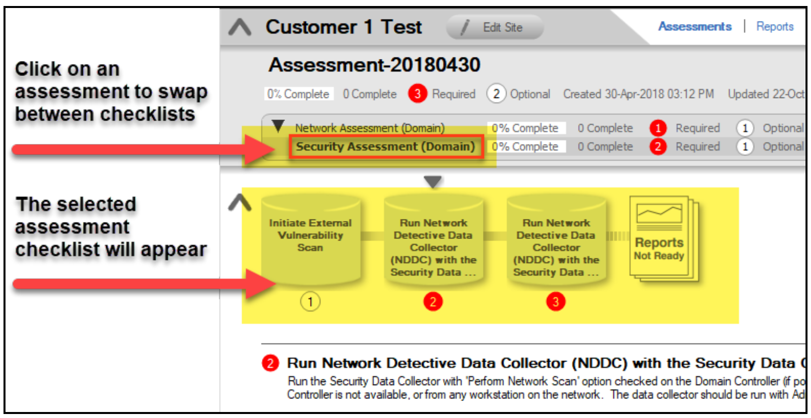
2. Once the new assessments are started, a “**Checklist**” is displayed in the **Assessment Window** presenting the “**Required”** and “**Optional”** steps that are to be performed during the assessment process. Below is the **Checklist** for a **Network Assessment**.

3. You can switch between the Network and Security Assessment, as in the images below:

See Active Assessments and Completion Status

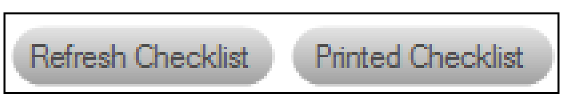


Switch Between Active Assessment Checklists



4. Complete the required **Checklist Items** and use the **Refresh Checklist** feature to guide you through the assessment process at each step until completion.

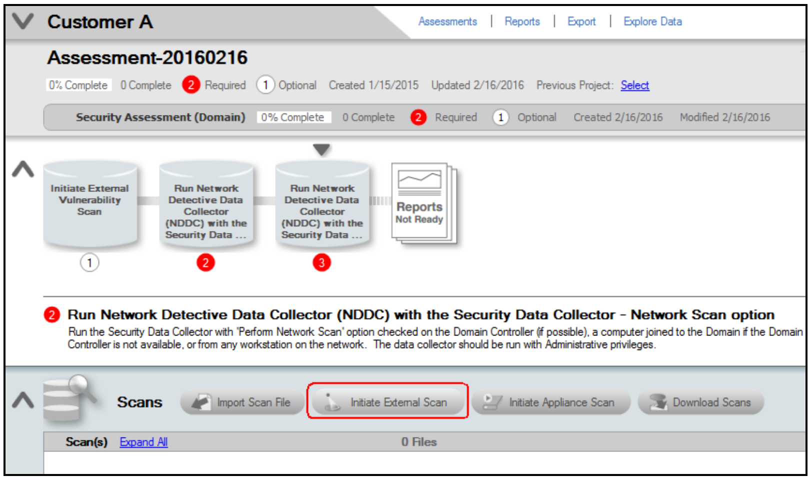
   You may also print a copy of the **Checklist** for reference purposes by using the **Printed Checklist** feature.



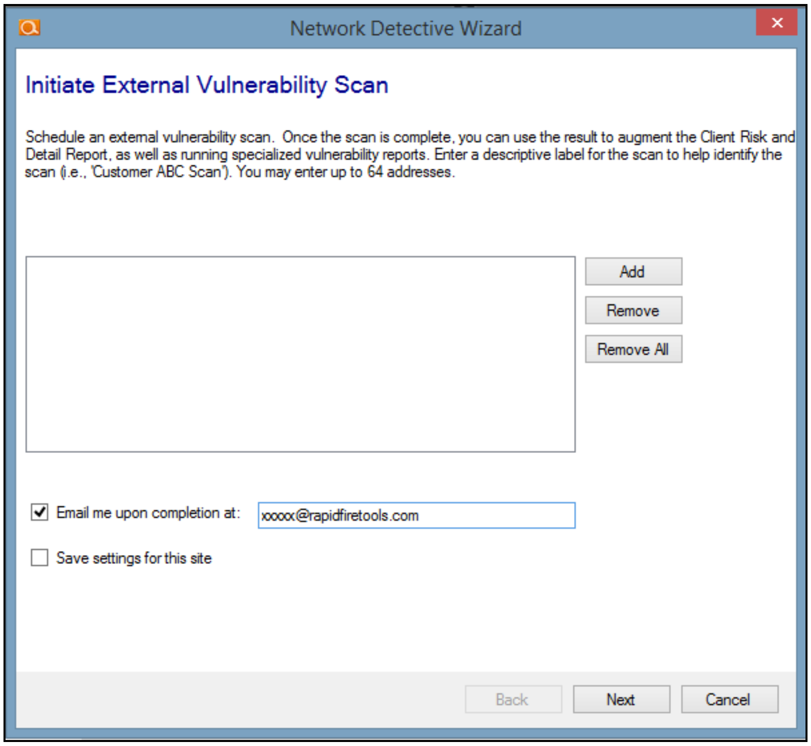
Step 4 — Initiate External Vulnerability Scan

Important: You must ensure that no other Network Detective or Compliance Manager products are being used to perform an External Vulnerability Scan on the same external IP Address range at the same time. Allow at least several hours between repeat external vulnerability scans. Scheduling external scans at the same time will result in reports with missing or incomplete data.

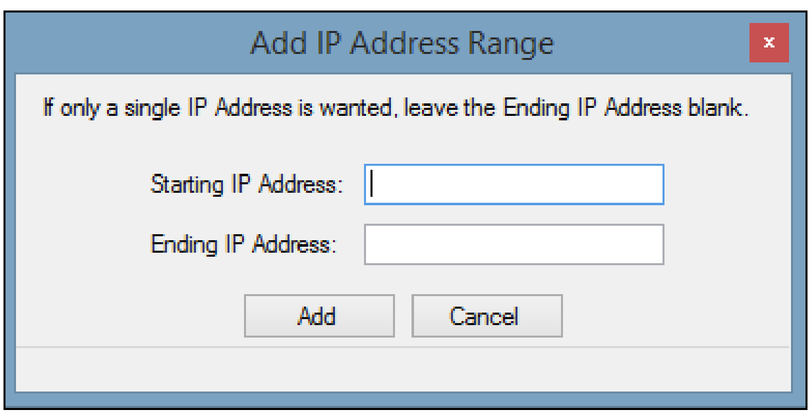
Select **Initiate External Scan** button to start an **External Vulnerability Scan**.



Enter the range of IP addresses you would like to scan. **You may enter up to 64 external addresses.**

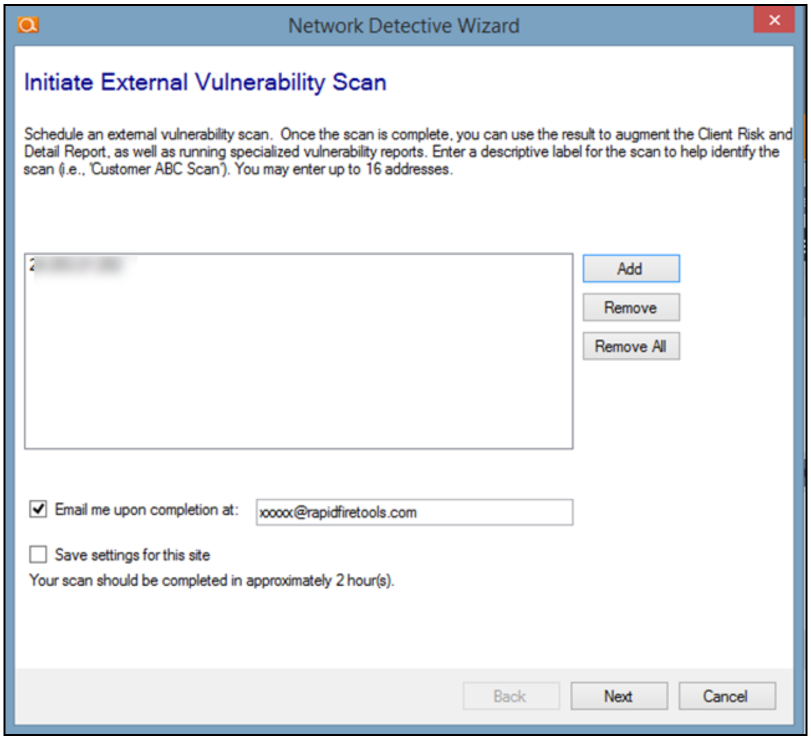


Select **Add** to add a range of external IP addresses to the scan. If you do not know the external range, you can use websites such as whatismyip.com to determine the external IP address of a customer.



Enter the IP range for the scan. For just one address, enter the same value for the **Starting** and **Ending IP Address**.

You can initiate the External Vulnerability Scan before visiting the client's site to perform the data collection. This way, the External Scan data should be available when you are ready to generate the client's reports.

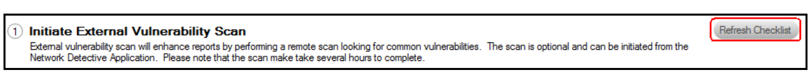


In the **Initiate External Vulnerability Scan** window, enter an email address to be notified when the scan is completed.

Click **Next** to send the request to the servers that will perform the scan.

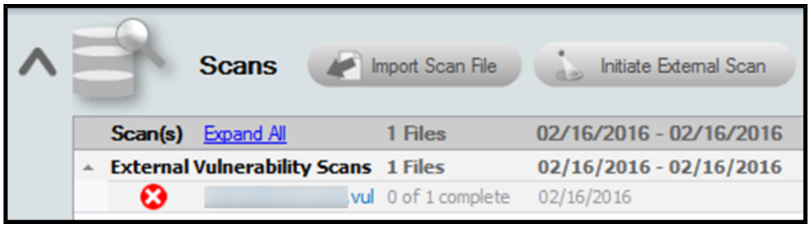
Scans can take several hours to complete. You will receive an e-mail when the External Vulnerability Scan is complete.

Next, select the **Refresh Checklist** option to update the status of the **External Vulnerability Scan** that is listed under the **Scans** bar.



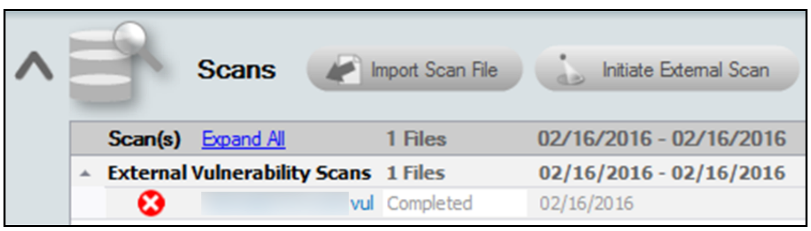
The **Assessment Window** and associated **Scans** listed under the **Scans** bar at the bottom of the **Assessment Window** will be updated to reflect the External Vulnerability Scan has been initiated and its completion is pending.

Refer to the **Scans** list within the **Assessment Window** detailed in the figure below.



The scan's **pending** status of **"0 of 1 complete"** will be updated to **"Completed"** once the scan is completed. An email message stating that "the scan is complete" will also be sent to the person's email address that was specified when the scan was set up to be performed.

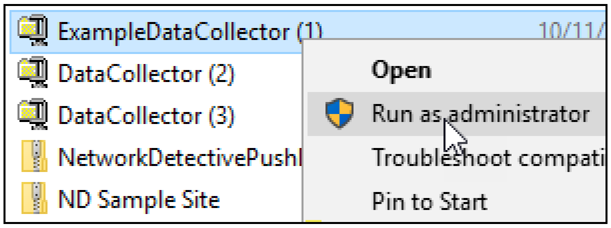
Upon the scan's completion, note that the **External Vulnerability Scan** with its **"Completed"** status will be listed as an imported scan under the **Scans** bar at the bottom of the **Assessment Window** as presented below.



Step 5 — Collect Data using Data Collector

Download and run the Network Detective Pro Data Collector on a PC on the target network. Use the Data Collector to scan the target network.

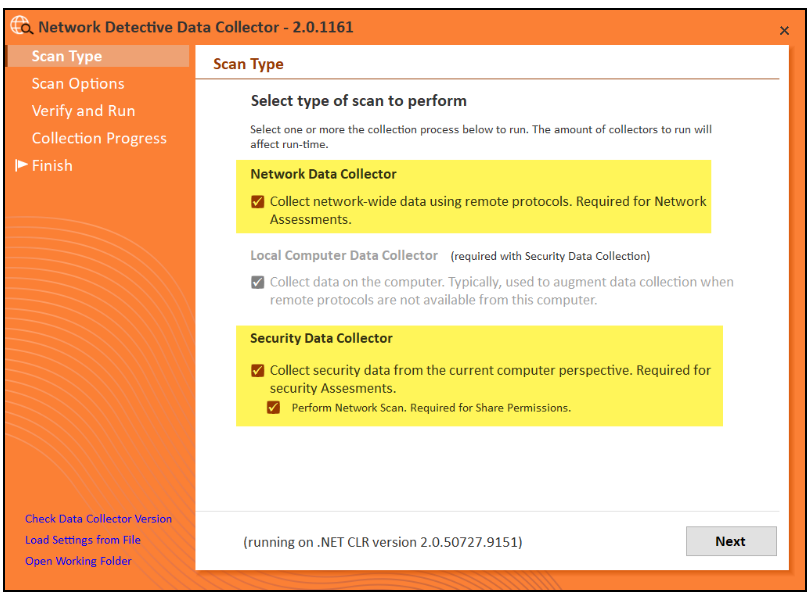
1. Visit the RapidFire Tools software download website at https://www.rapidfiretools.com/ndpro-downloads/ and download the Network Detective Data Collector.
2. Run the **Network Detective Data Collector** executable program as an Administrator (**right click>Run as administrator**).



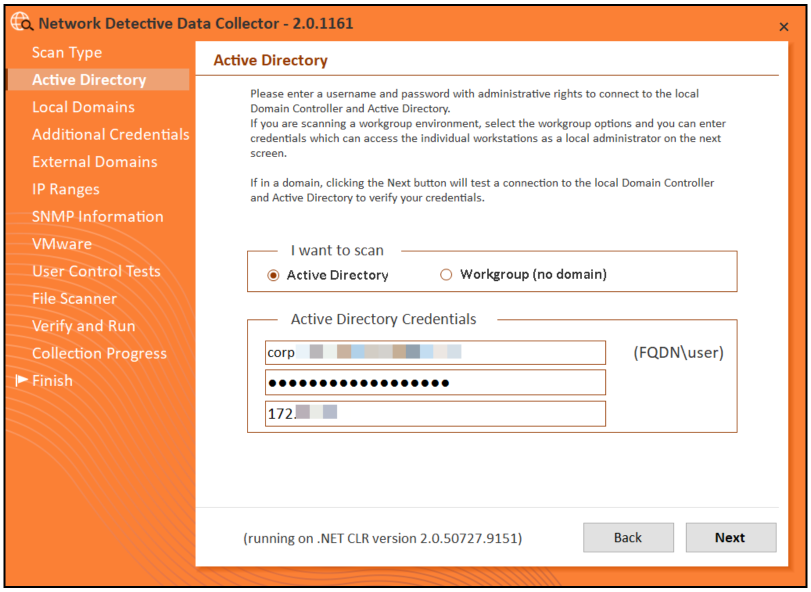
Important: For the most comprehensive scan, you MUST run the data collector as an ADMINISTRATOR.

3. **Unzip** the files into a temporary location. The Network Detective Data Collector's self-extracting ZIP file does not install itself on the client computer.
4. The Network Detective Data Collector Scan Type window will appear.

   Select the **Network Data Collector** and **Security Data Collector** options. Click **Next**.



5. The **Active Directory** window will appear. Select the type of network you are scanning (*Active Directory domain* or *Workgroup*).

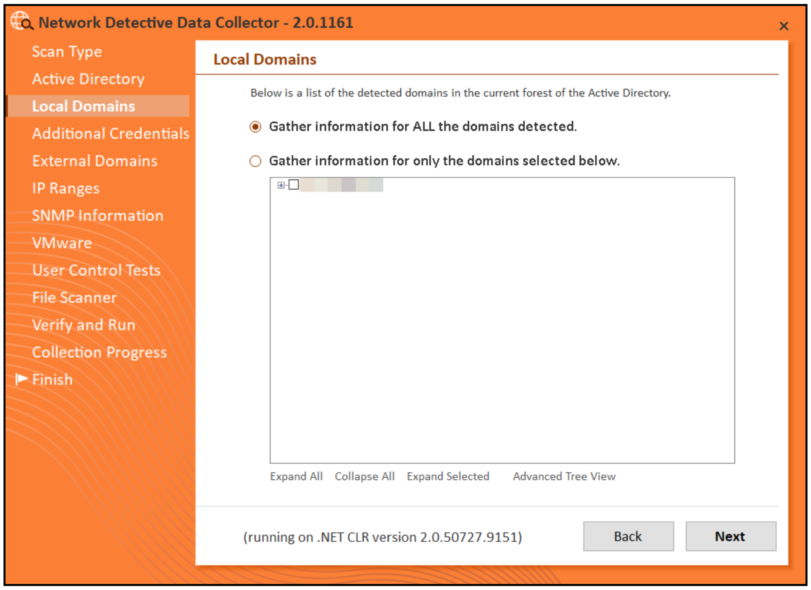


Next enter the required administrative credentials to access the network during the scan.

- If in a domain, enter a username and password with administrative rights to connect to the local Domain Controller and Active Directory. Click **Next** to test a connection to the local Domain Controller and Active Directory to verify your credentials.
- If you are scanning a Workgroup environment, select Workgroup, click **OK**, and skip to #7.

6. The **Local Domains** window will appear. Select the Domains to scan. Choose whether to scan all domains or only specific domains and OUs. Click **Next**.

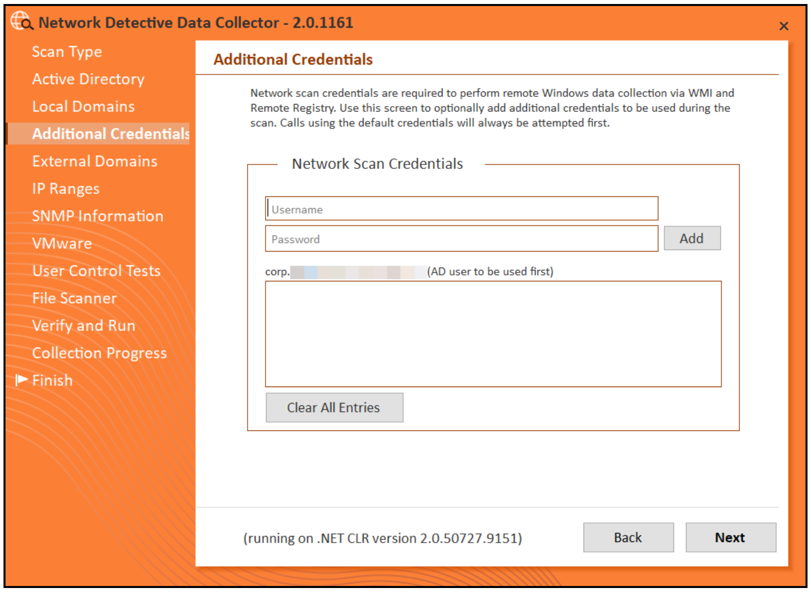
> **Note:** If you select to scan a Workgroup, the Network Detective Data Collector will skip this step.



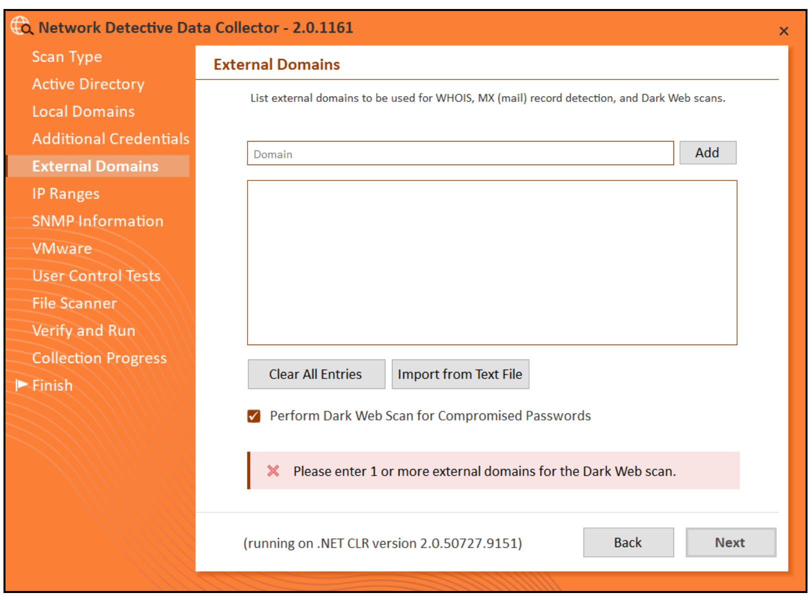
Confirm your selections if you opt to scan only specific Domains and OUs. Click **OK**.

7. The **Additional Credentials** screen will appear. Enter any additional credentials to be used during the scan. Click **Next**.

> **Note:** If you selected Workgroup on the Active Directory window, enter credentials which can access the individual workstations as a local administrator.

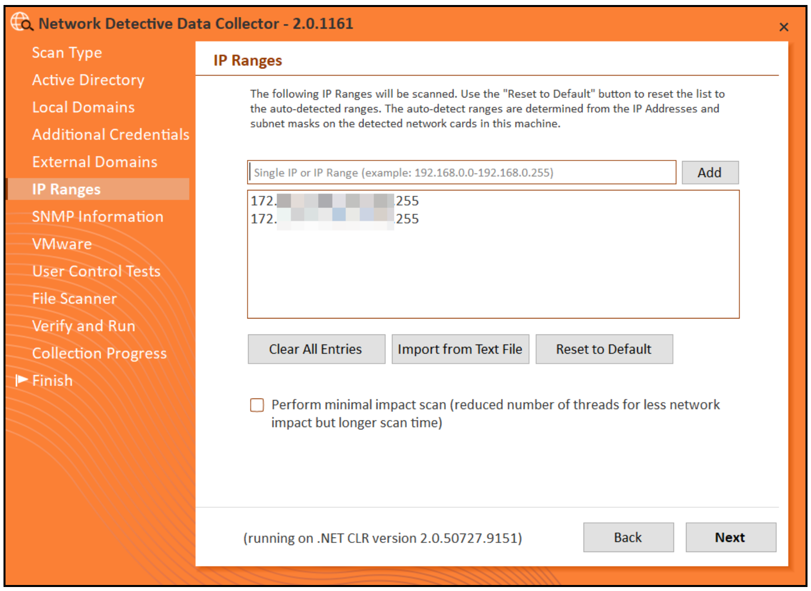


8. Input the **External Domains** here to include them as part of the data collection. **External Domain** names allow others to visit the target site and facilitate services, such as email. Examples of **External Domains** include:
   - example.com
   - mycompany.biz



> **Note: Perform Dark Web Scan for Compromised Passwords**: Select this option to check the domains you enter for compromised usernames/passwords on the dark web. If any compromised credentials exist for these domains, they will appear in your assessment reports. This service will return the first 5 compromised passwords for each domain specified.

9. The **IP Ranges** screen will then appear. The Network Detective Data Collector will automatically suggest an IP Range for the scan. If you do not wish to scan the default IP Range, select it and click **Clear All Entries**. Use this screen to enter additional IP Addresses or IP Ranges and click **Add**.

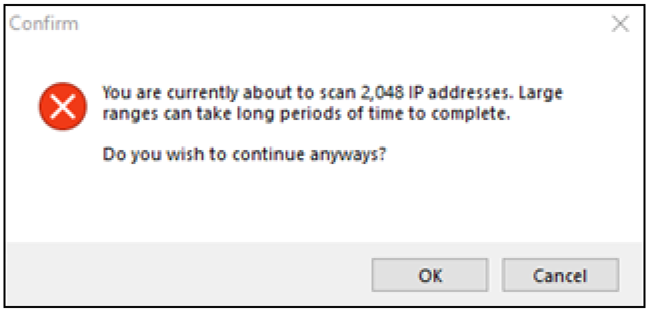


From this screen you can also:

- Click **Reset to Default** to reset to the automatically suggested IP Range.
- Click **Import from Text File** to import a predefined list or range of IP addresses.

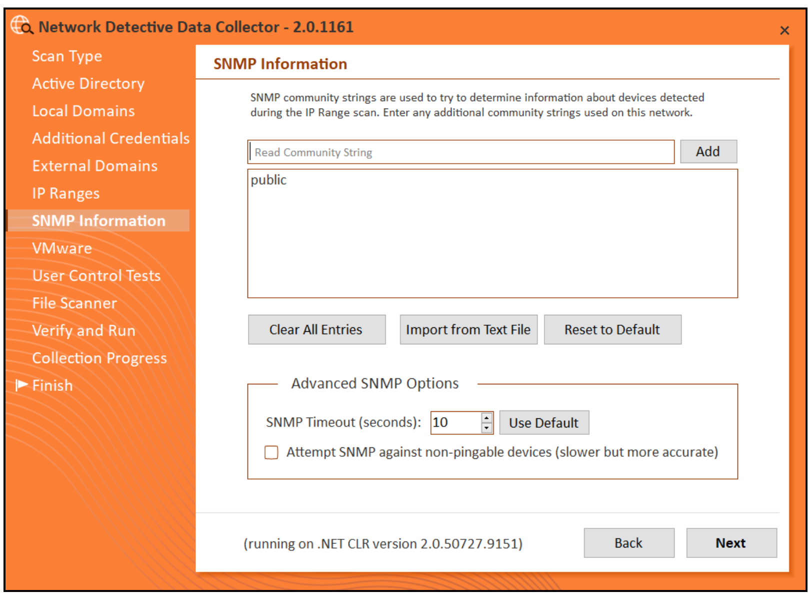
> **Important:** Scans may affect network performance. Select **Perform minimal impact scan** if this is an issue.

When you have entered all IP Ranges to scan, click **Next**.



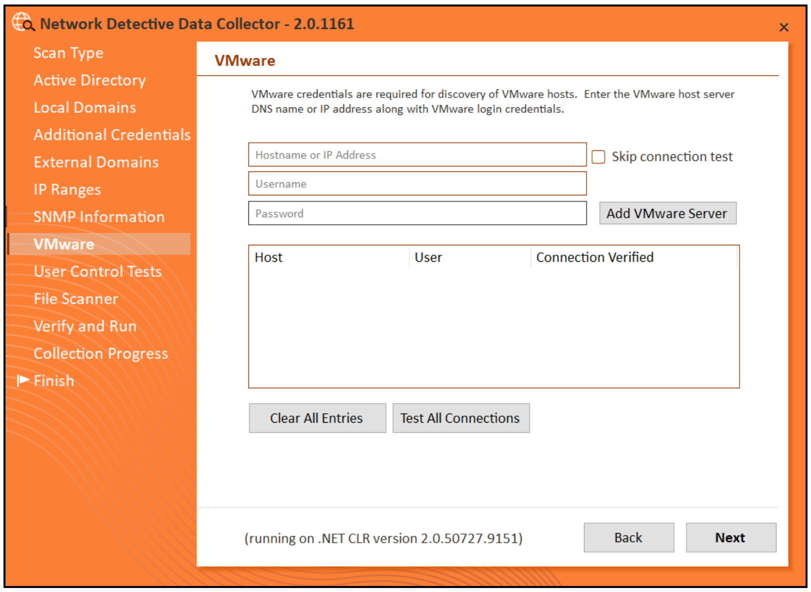
Important: If you are scanning a large number of IP addresses, confirm that you wish to continue.

10. The **SNMP Information** screen will appear. By default, the software will retrieve data from devices with the community string "public." If desired, define an additional community string (such as "private") and enter it here.

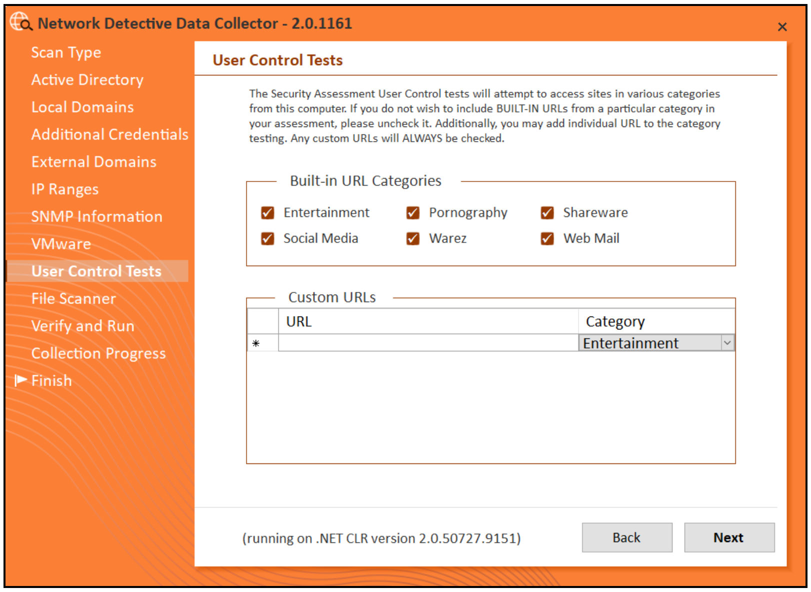


Important: As of 9/28/2018, the Microsoft Base Security Analyzer (MBSA) has been removed from the Data Collector. MBSA is in the process of being deprecated by Microsoft. Microsoft no longer supports MBSA in newer versions of Windows (i.e. v10 and Windows Server 2016). MSBA is only useful for earlier versions of Windows (Windows 7, Windows 8, 8.1, and Windows Server 2008, Windows Server 2008 R2, Windows 2012, and Windows 2012 R2). Follow the steps in this guide and **use the Push Deploy Tool as instructed**. This will collect information such as Patch Analysis for all Windows operating systems.

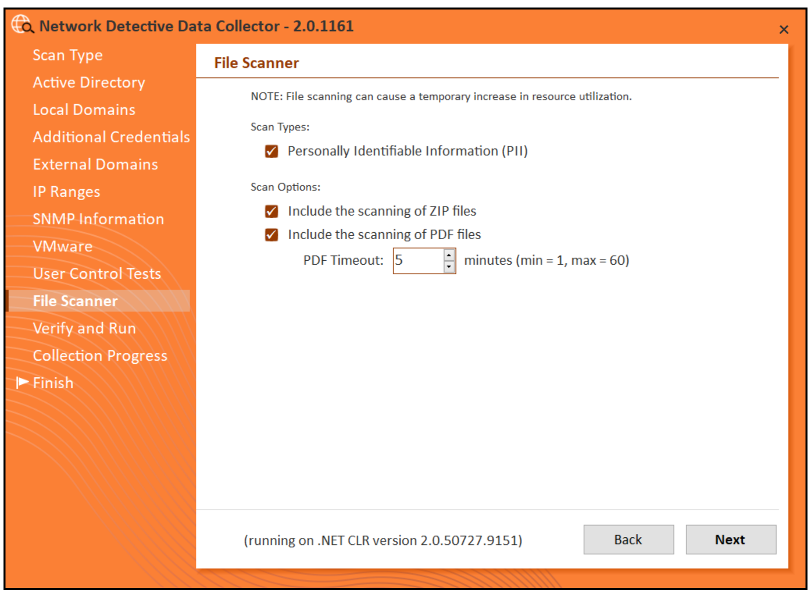
11. Input the **Hostname** or **IP Address** and **Credentials** of the VMware Servers that you would like to include in the scanning process.



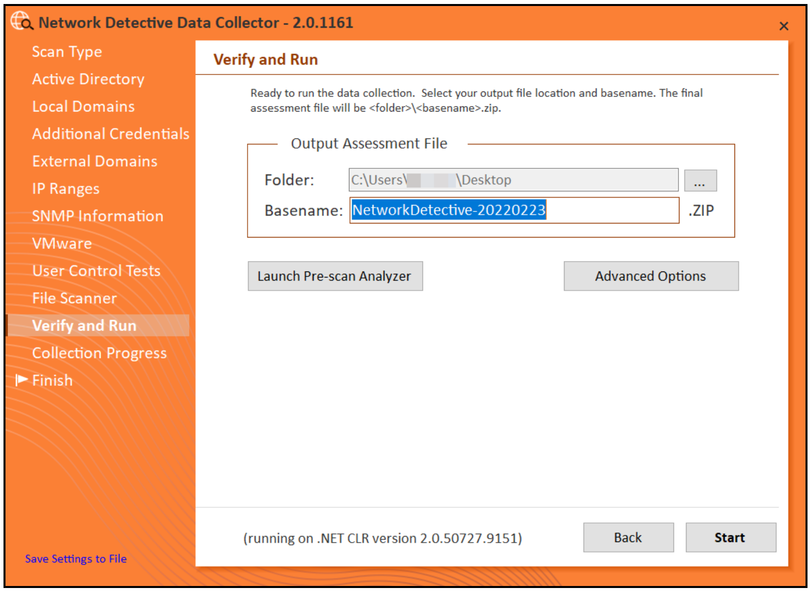
12. The **User Control Tests** screen will appear. These tests will attempt to access sites in various categories from this computer. This can help determine how much access a user has to potentially risky websites. You can choose to opt out of the tests by deselecting categories. You can also enter your own custom URLs and categories to test. Then click **Next**.



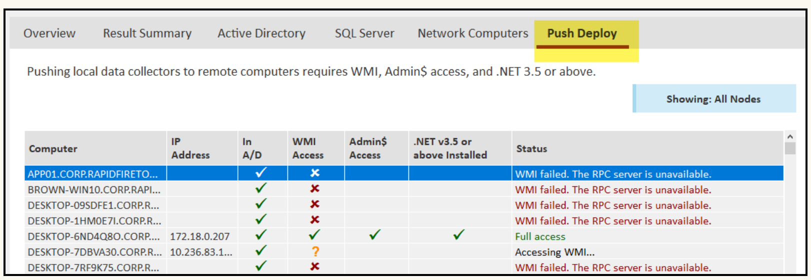
13. The **File Scanner** screen will appear. Choose whether to scan for PII (Personally Identifiable Information) and click **Next**.



14. The **Verify and Run** window will appear. Select the folder that you want to store the scan data file in after the scan is completed. You may also change the scan's **Output Assessment File Folder** location and **Basename** for the scan data. The file will be output as a **.PCI** file.

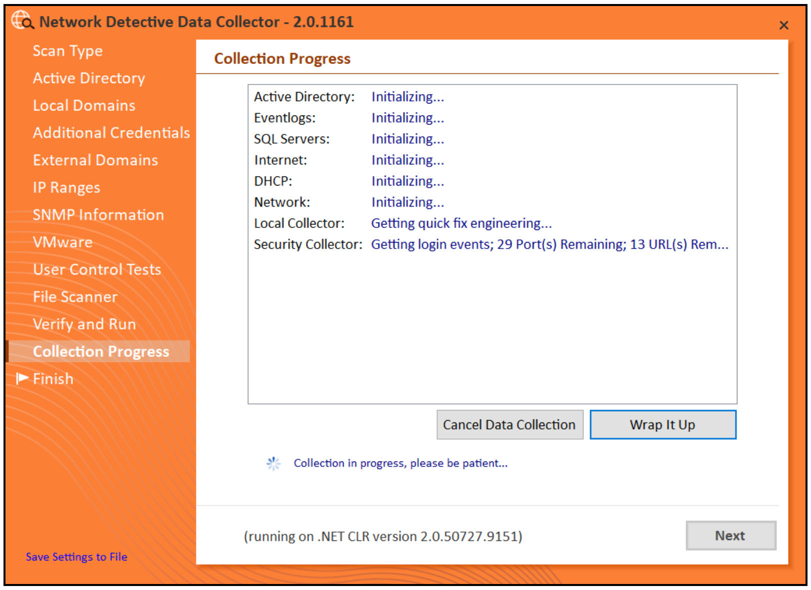


Tip: Use the **Pre-scan Analyzer** to identify and correct any configuration issues prior to running the Network Scan. The **Push Deploy** tab will indicate which assets are fully accessible for scanning to ensure a more thorough scan. Pre-scan results and recommendations are provided at the completion of the pre-scan.



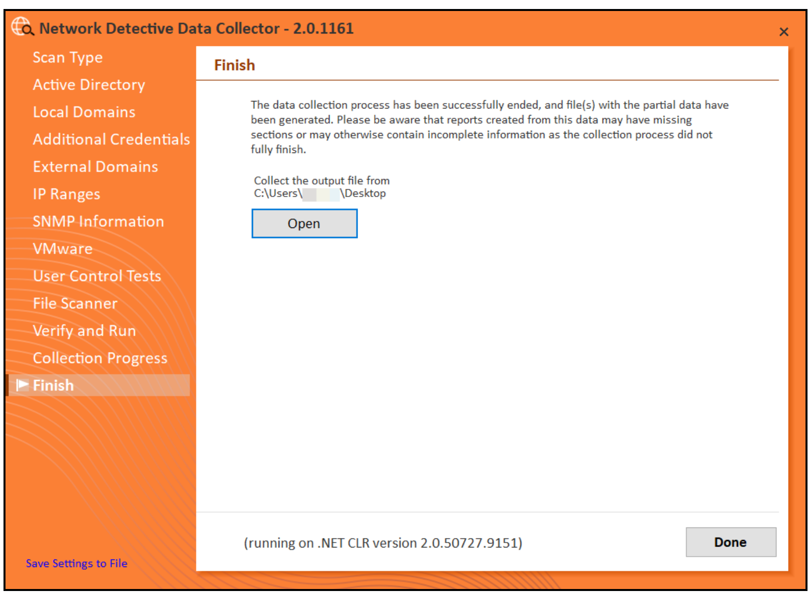
Enter any **Comments** and then click **Start**.

15. The **Collection Progress** window will appear. The **Network Scan's** status is detailed in the **Collection Progress** window. The **Collection Progress** window presents the progress status of a number of scanning processes that are undertaken.



At any time you can **Cancel Data Collection** which will not save any data. By selecting **Wrap It Up** you can terminate the scan and generate reports using the incomplete data collected.

Upon the completion of the scan, the **Finish** window will appear. The **Finish** window indicates that the scan is complete and enables you to review the scan output file's location and the scan's **Results Summary**.

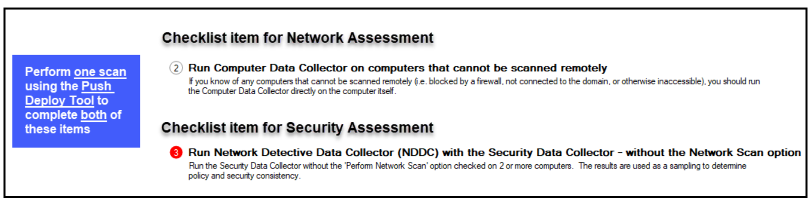


Click **Done** to close the **Network Detective Data Collector** window. Note the location where the scan's output file is stored.

Step 6 — Use the Push Deploy Tool to Collect Remaining Data

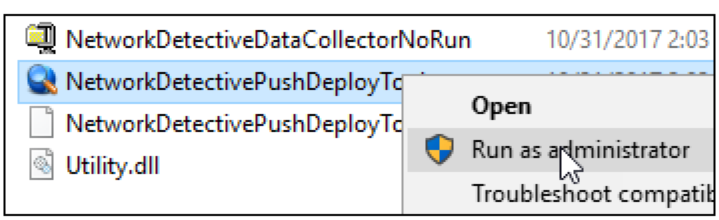
Tip: The **Push Deploy Tool** performs a localized scan on each workstation on the target network. **Perform this required step** to gather maximum data for the most detailed reports.

We recommend using the Push Deploy Tool to complete your remaining assessment tasks for both the Network and Security Assessments. These tasks appear in the guided checklist and are pictured below:



Download and run the Push Deploy Tool on a PC on the target network. It can quickly perform local data scans on all computers without the need to run the Data Collector on each computer separately. To do this:

1. Visit the RapidFire Tools software download website at https://www.rapidfiretools.com/ndpro-downloads/ and download the Push Deploy Tool.
2. **Unzip** the files onto a USB drive or directly onto any machine on the target network.
3. From within the unzipped folder, run the **NetworkDetectivePushDeployTool.exe** executable program as an Administrator (**right click>Run as administrator**).



Important: For the most comprehensive scan, you MUST run the Push Deploy Tool as an ADMINISTRATOR.

The Push Deploy Tool Settings and Configuration window will appear.

4. Set the **Storage Folder location** and select the **Security Scan** option.

Tip: For your convenience, create a shared network folder to centralize and store all scan results data files created by the **Push Deploy Tool**. Then reference this folder in the **Storage Folder** field to enable the local computer scan data files to be stored in this central location.

If additional credentials are required, type in the administrator level **Username** and **Password** necessary to access the local computers on the network to be scanned. Then click **Add**.

Important: For the **Push Deploy Tool** to push local scans to computers throughout the network, ensure that the following prerequisites are met:

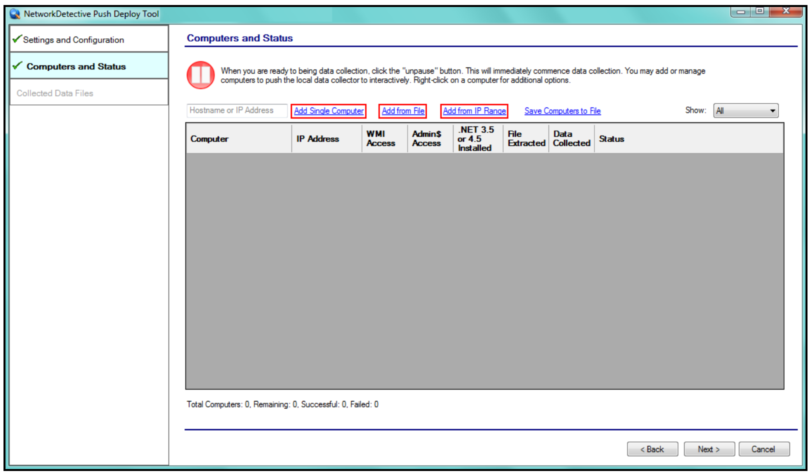
• **Ensure that the Windows Management Instrumentation (WMI) service is running** and able to be managed remotely on the computers that you wish to scan. Sometimes Windows Firewall blocks Remote Management of WMI, so this service may need to be allowed to operate through the Firewall.

• **Admin$ must be present on the computers you wish to scan**, and be accessible with the login credentials you provide for the scan. Push/Deploy relies on using the Admin$ share to copy and run the data collector locally.

• **File and printer sharing must be enabled** on the computers you wish to scan.

• **For Workgroup based networks, the Administrator credentials for all workstations and servers that are to be scanned are recommended to be the same**. In cases where a Workgroup-based network does not have a one set of Administrator credentials for all machines to be scanned, use the Add option to add all of the Administrator credentials for the Workgroup. Multiple sets of Administrator credentials will be listed in the Credentials box.

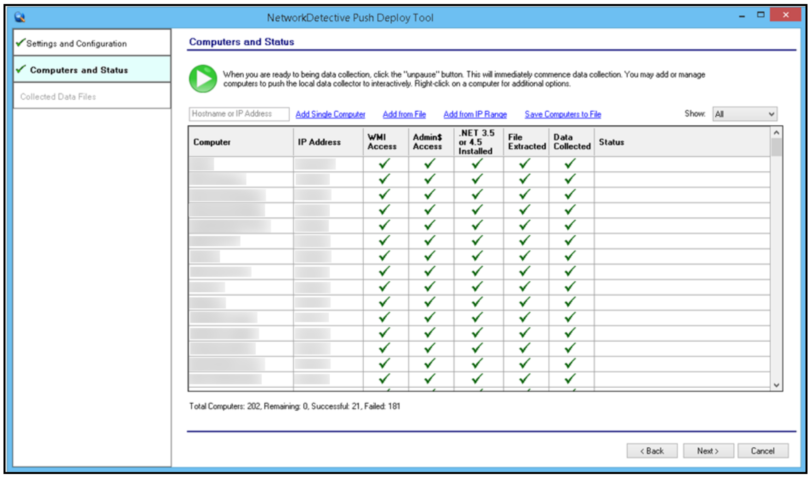
5. Click **Next** after you have configured the Push Deploy Tool.
6. The **Computers and Status** window will appear. From here you can:
    - **Add a Single Computer** to be scanned
    - **Add** (computers) **from File** that are to be scanned
    - **Add** (computers) **from IP Range** that are to be scanned
    - Or **Save Computers to File** in order to export a list of computers to be scanned again in future assessments



7. When you have input the IP address range into the **IP Range** window, select the **OK** button.

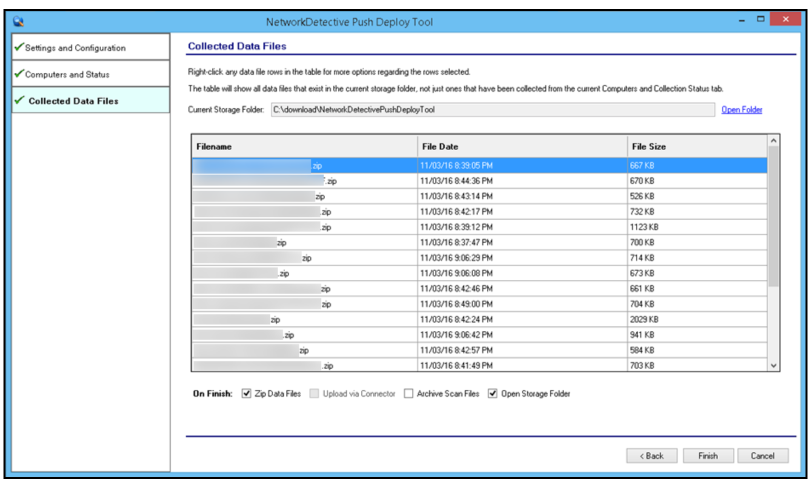
    After one or more of the above-mentioned methods have been used to define the computer IP addresses to be scanned, the computer names and IP addresses will be listed in the **Computers and Status** window.

8. Start the scan either by selecting the “**unpause**” button in the **Computer and Status** window, or, by selecting the **Next** button in the **Computer and Status** window and the scan will be initiated. The status of each computer’s scan activity will be highlighted within the **Computers and Status** window as presented below.



Upon the completion of all of the scheduled scans, the scan data collected is stored within the **Storage Location** folder presented in the **Collected Data Files** window of **the Push Deploy Tool**.

9. To verify the inclusion of the scan data produced by the **Push Deploy Tool** within your assessment, select the **Next** button within the **Push Deploy Tool**. The **Collected Data Files** window will be displayed.



10. To review or access the files produced by the **Push Deploy Tool's** scans, select the **On Finish: Open Storage Folder** option in the **Collected Data Files** window. Then click **Finish**.

MORE INFO:

The Push Deploy Tool pushes the local data collector to machines in a specified range and saves the scan files to a specified directory (which can also be a network share). The benefit of the tool is that a local scan can be run simultaneously on each computer from a centralized location.

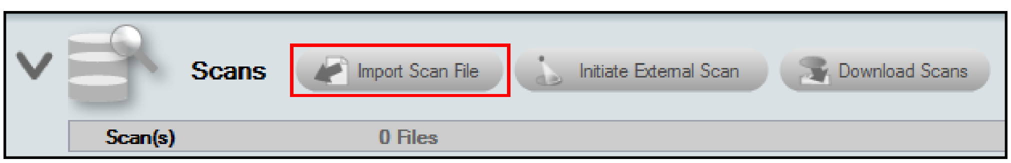
The output files (.ZIP, files) from the local scans can be stored on a USB drive and taken off site to be imported into the active assessment within Network Detective.

After all of the **Security Scans** are complete, the next phase in the process is to import the scan data files produced by the **Security Scan** into the current assessment.

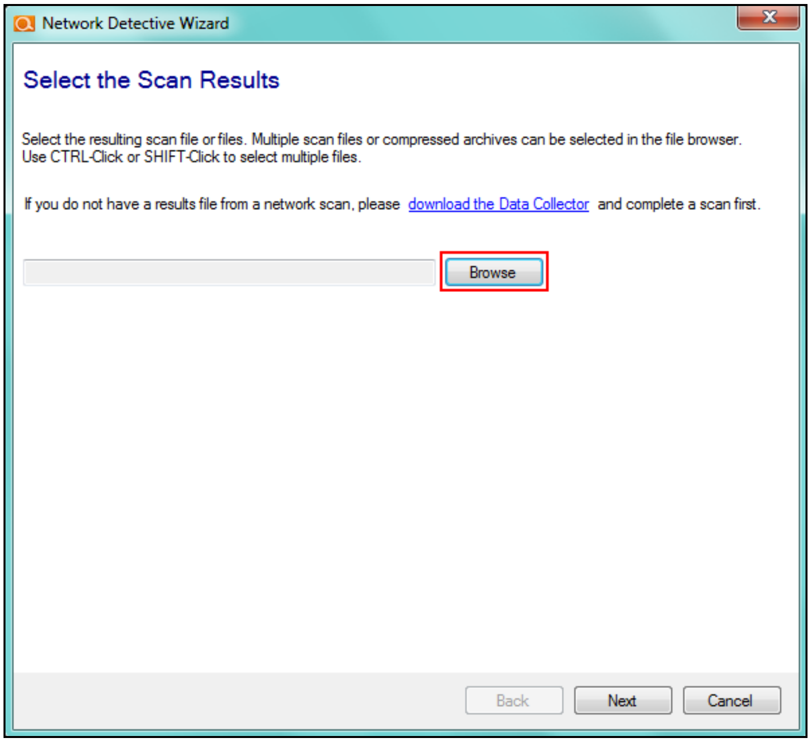
Step 7 — Import Scans into Network Detective Pro App

Make sure you can access all of the scan data files from the PC on the MSP network where you have Network Detective Pro installed. Then, import the data collected by the Data Collector into the assessment.

1. Click **Import Scan File** on the **Scans** bar in the Network Detective **Assessment** window.



The **Select the Scan Results** window will be displayed.



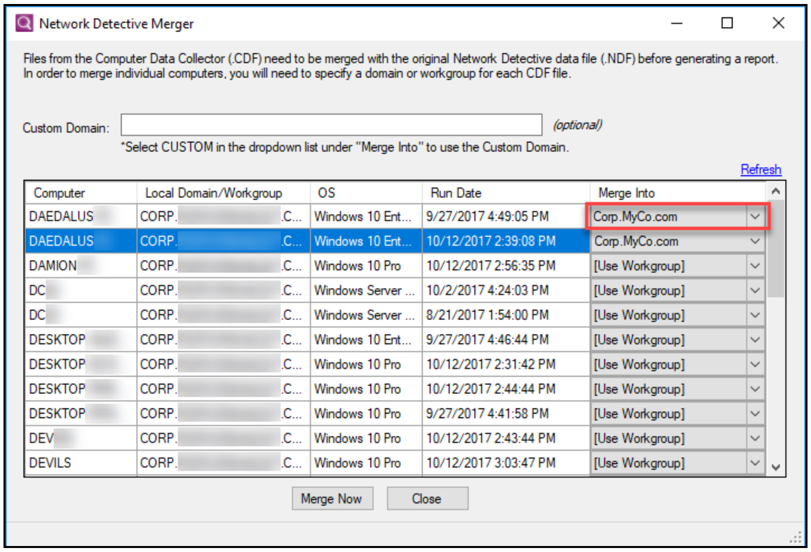
2. Click **Browse** in the **Scan Results** window and select all data file(s) that you wish to import.

   Tip: You do not need to unzip the files. You can also upload multiple files at once!

3. Click **Open** button to import the scan data. Then click **Next**.
4. An archived copy of the scan will be created in the Network data directory. You can access this at **%APPDATA%\NetworkDetective** on your PC. Click **Finish**.

   i. *If prompted*, use the **Network Detective Pro Merger** to merge the data file(s) into the assessment. Select the Domain into which the file will be merged.

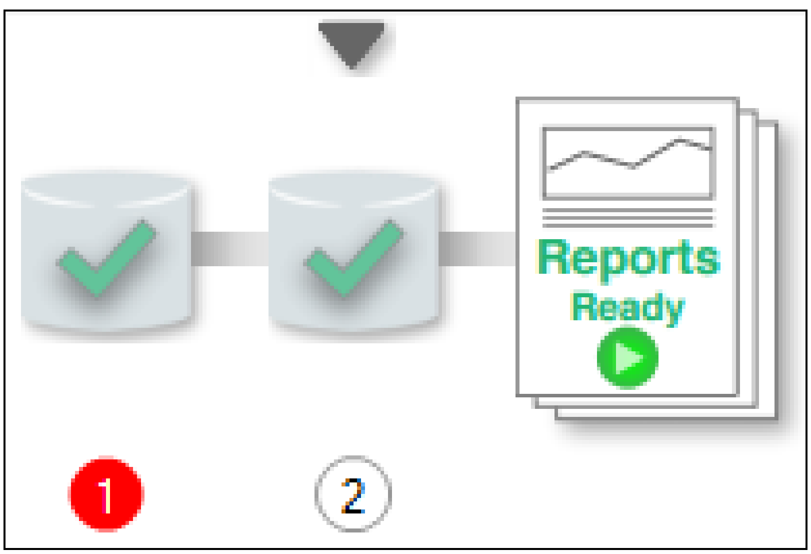
Click **Merge Now**.



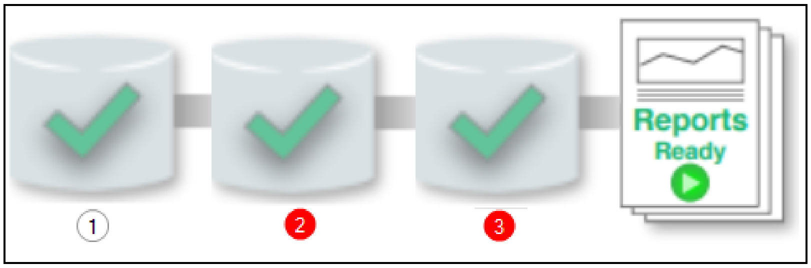
The **Scans** bar will be updated with the imported scan files.

Once all of the scan data is imported into the **Assessment**, the assessment's **Checklist** will indicate that the **Reports** are ready to be generated.

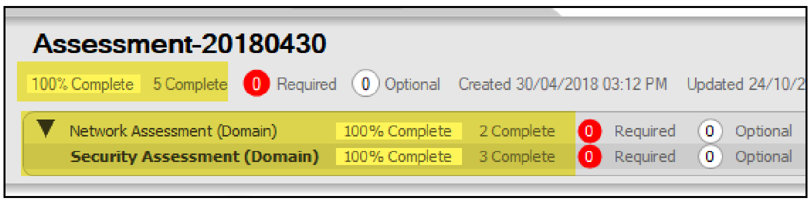
Completed Checklist for Network Assessment



Completed Checklist for Security Assessment



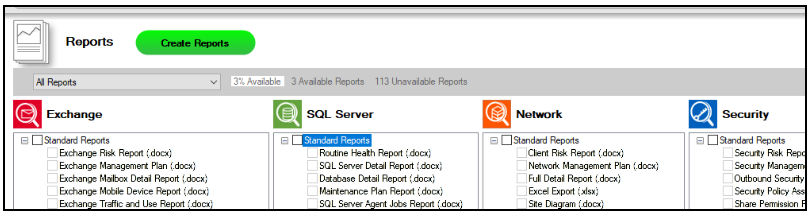
The status for both assessments will also appear as 100 percent complete:



Step 8 — Generate Assessment Reports

Note: This step is NOT performed at the client site or network. Network Detective Pro should be installed on your workstations or laptop. Install Network Detective Pro from https://www.rapidfiretools.com/ndpro-downloads/ if you have not already done so. To generate the reports for your Security Assessment, follow the steps below:

1. Run Network Detective and log in with your credentials.
2. Then select the **Site**, go to the **Active Assessment**, and then select the **Reports** link to the center of the **Assessment Window** in order select the reports you want to generate.



3. Select the **Create Reports** button and follow the prompts to generate the reports you selected.
4. At the end of the report generation process, the generated reports will be made available for you to open and review.

Appendices

Pre-Scan Network Configuration Checklist

RapidFire Tools products can gather a great deal of information from the target network with little advance preparation – and with very little footprint! However, if you are having trouble with scans, or you have the ability to configure the target network in advance, we recommend the settings below.

These checklists detail the recommended network configurations for both Windows **Domain** and **Workgroup** environments.

> **Note:** You must have the .NET 3.5 framework installed on machines in order to use all data collector and server/appliance tools.

Checklist for Domain Environments

Share this checklist with your IT Administrator and ask them to configure your network's Domain Controller as follows:

Complete	Domain Configuration
	GPO Configuration for Windows Firewall (Inbound Rules)
☐	Allow *Windows Management Instrumentation (WMI)* service to operate through Windows Firewall This includes the following rules: • Windows Management Instrumentation (ASync-In) • Windows Management Instrumentation (WMI-In) • Windows Management Instrumentation (DCOM-In)
☐	Allow *File and printer sharing* to operate through Windows Firewall This includes the following rules: • File and Printer Sharing (NB-Name-In) • File and Printer Sharing (SMB-In)

Complete	Domain Configuration
	• File and Printer Sharing (NB-Session-In)
☐	Enable *Remote Registry* "read only" access on computers targeted for scanning. **Note:** Remote Registry access should be restricted for use by the user access account credentials to be used during network and local computer scan.
☐	Enable the *Internet Control Message Protocol (ICMP)* to allow authorized ICMP echo request messages and ICMP echo reply messages to be sent and received by Windows computers and network devices. Windows firewall rules on Windows computers may need to be created/enabled to allow a computer: • operating a Kaseya-RapidFire Tools product network data collector to issue ICMP echo request messages to be sent to Windows computers and network devices • to send ICMP echo reply messages in response to an ICMP echo request **Note:** ICMP requests are used to detect active Windows computers and network devices to scan.
	GPO Configuration for Windows Services
☐	*Windows Management Instrumentation (WMI)* • Startup Type: Automatic
☐	*Windows Update Service* • Startup Type: Automatic
☐	*Remote Registry* • Startup Type: Automatic
☐	*Remote Procedure Call* • Startup Type: Automatic

Complete	Domain Configuration
	Network Shares
☐	• *Admin$* must be present and accessible using supplied credentials (usually a local admin or user in the local Computer's Administrative Security group)
	3rd Party Firewalls
☐	• Ensure that 3rd party Firewalls are configured similarly to Windows Firewall rules described within this checklist. **Note:** This is a requirment for both Active Directory and Workgroup Networks.

Checklist for Workgroup Environments

Before you perform a workgroup assessment, run the following PowerShell commands on the target network and the machine that will perform the scan. These three configurations should help you avoid most issues in a workgroup environment. Each command is followed by an explanation and link to Microsoft documentation.

1. ```
   reg add
   HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\syst
   em /v LocalAccountTokenFilterPolicy /t REG_DWORD /d 1 /f
   ```

   By default, UAC only allows remote administration tasks to be performed by the Built-in Administrator account. To work around this, this command sets the LocalAccountTokenFilterPolicy registry key to 1. This allows any local admin to perform remote administrative tasks (i.e. access to system shares C$, Admin$, etc.).

   https://support.microsoft.com/en-us/help/951016/description-of-user-account-control-and-remote-restrictions-in-windows

2. ```
   netsh advfirewall firewall set rule group="windows
   management instrumentation (wmi)" new enable=yes
   ```

   This command creates an Inbound firewall rule to allow access to the WMI service and namespaces.

https://docs.microsoft.com/en-us/windows/win32/wmisdk/connecting-to-wmi-remotely-starting-with-vista

3. `netsh advfirewall firewall set rule group="File and Printer Sharing" new enable=Yes`

   This command creates an Inbound firewall rule which enables File and Printer Sharing on the machine. File and printer sharing is required in order to access the Admin$ share on remote machines.

   https://answers.microsoft.com/en-us/windows/forum/all/turning-on-file-and-printer-sharing-windows-10/bb3066eb-f589-4021-8f71-617e70854354

You can also share this checklist with your IT Administrator and ask them to configure each computer in your workgroup as follows:

Complete?	Workgroup Configuration
	Network Settings
☐	• *Admin$* must be present on the computers you wish to scan, and be accessible with the login credentials you provide for the scan
☐	• *File and printer sharing* must be enabled on the computers you wish to scan
☐	• *Ensure the Windows Services below are running and allowed to communicate through Windows Firewall*: • Windows Management Instrumentation (WMI) • Windows Update Service • Remote Registry • Remote Desktop • Remote Procedure Call
☐	• Workgroup computer administrator user account credentials. **Note:** Before configuring scan settings for workgroups, prepare a list of the workgroup computer(s) adminstrator user account credentials for entry into the scan settings wizard.

Complete?	Workgroup Configuration
☐	Enable the *Internet Control Message Protocol (ICMP)* to allow authorized ICMP echo request messages and ICMP echo reply messages to be sent and received by Windows computers and network devices. Windows firewall rules on Windows computers may need to be created/enabled to allow a computer: • operating a Kaseya-RapidFire Tools product network data collector to issue ICMP echo request messages to be sent to Windows computers and network devices • to send ICMP echo reply messages in response to an ICMP echo request **Note:** ICMP requests are used to detect active Windows computers and network devices to scan.

Enable Discovery Agents for Local Data Collection (Network Detective Pro)

The Discovery Agent for is a lightweight, streamlined option for collecting local data from specific network endpoints. Discovery Agents generate local scan files that are passed to your site via a secure connection. You can install any number of Discovery Agents for an organization, where they will perform local scans on the days of the week you designate.

By assigning labels to your Agents, you can filter the scan data that you import into your assessment projects. Finally, you can combine Discovery Agents with other data collectors to customize your IT assessment for your exact purpose.

Follow the steps below to enable Discovery Agents for your site and use them to perform local scans:

Discovery Agent Firewall Requirements

IT admins and end customers using RapidFire Tools products should configure the firewall rules on their networks to enable access to the following RapidFire Tools URLs.

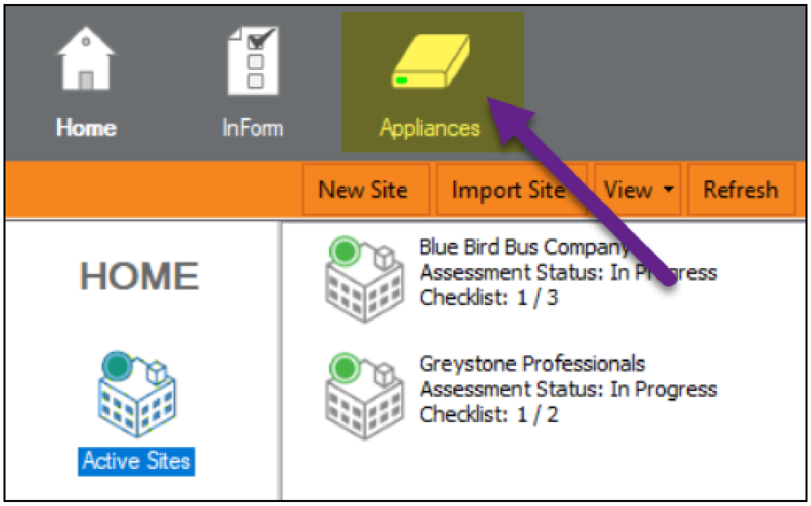
- gatekeeper.rapidfiretools.com
- go.rapidfiretools.com
- au.rapidfiretools.com
- go-eu.rapidfiretools.com
- go-au.rapidfiretools.com
- wcflb.rapidfiretools.com
- wcflb-eu.rapidfiretools.com
- wcflb-au.rapidfiretools.com
- api.ndglue.com
- networkdetective.s3.amazonaws.com
- download.rapidfiretools.com

The RapidFire Tools Server and Discovery Agent requires access to **port 443**.

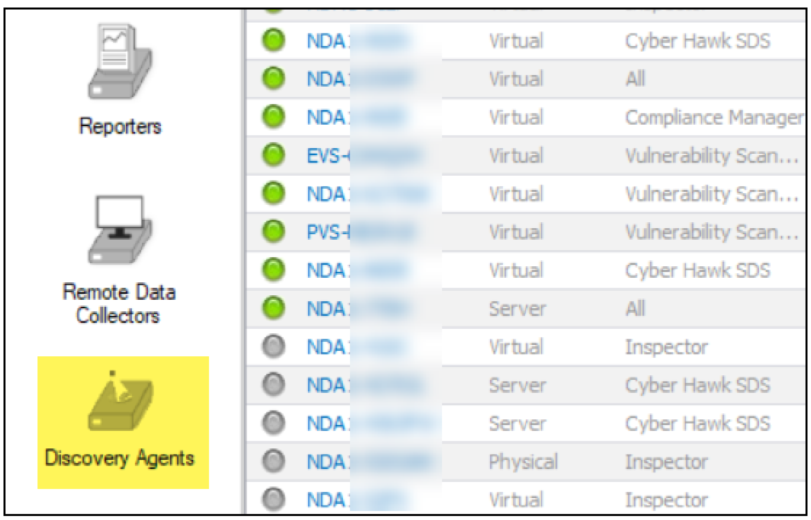
Step 1 — Enable Discovery Agents via RapidFire Tools Portal

In the first step, enable Discovery Agents at the organization level using the RapidFire Tools Portal.

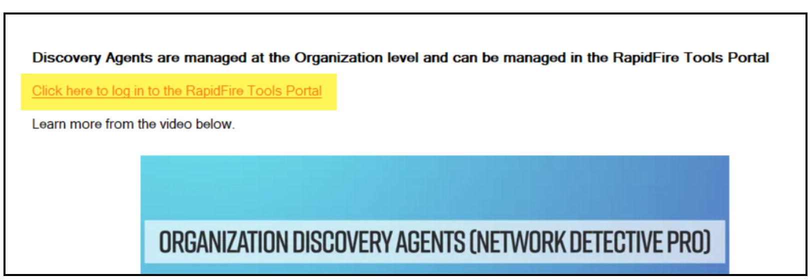
1. From the Network Detective Pro app, click **Appliances** from the top menu.



2. Click **Discovery Agents** from the left menu.

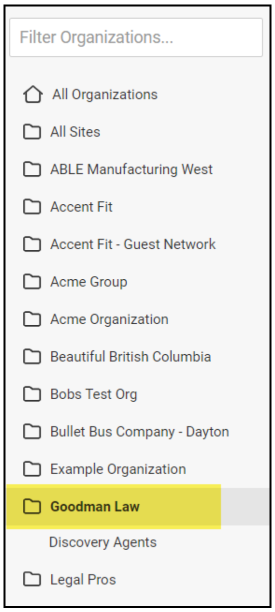


3. Open the "**Click here to log in to the RapidFire Tools Portal**" link.

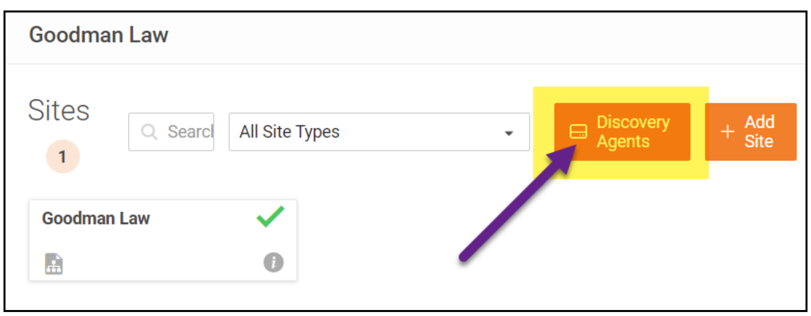


4. Sites that you create in Network Detective Pro are also created in the RapidFire Tools Portal. The sites will appear in an organization with the same name as your site.
5. From the left menu, find the organization with the same name as your site. **Click on the org**.

> **Note:** You can later rename orgs or move sites between orgs whenever you choose.

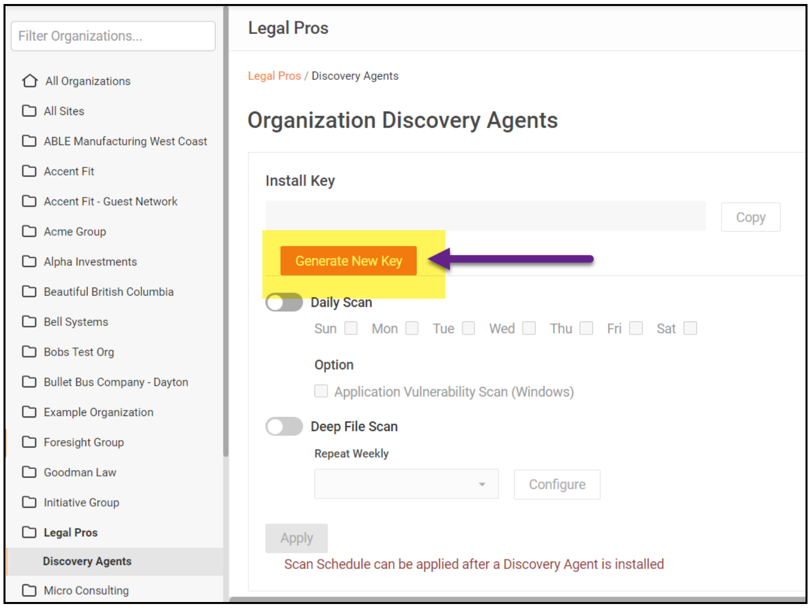


6. Click **Discovery Agents** from the right page.



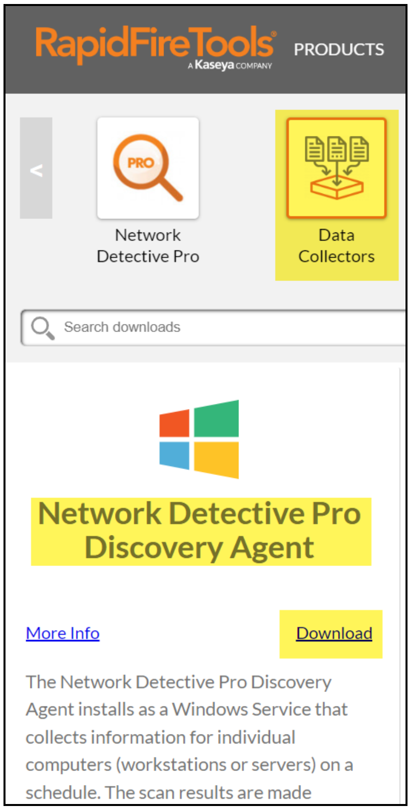
> **Note:** The organization must contain at least one site for you to access to Discovery Agents.

7. From the Organization Discovery Agents page, click **Generate New Key**. Copy the **Install Key** to your clipboard. You will use this to install Discovery Agents for this organization.

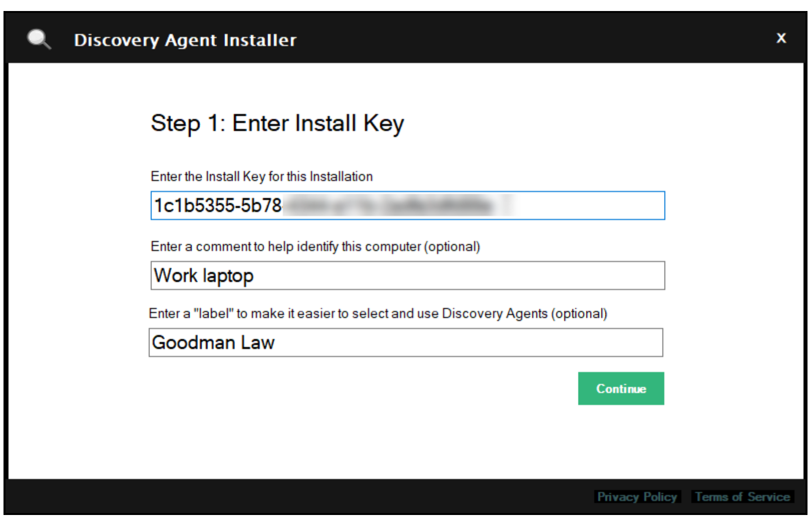


Step 2 — Install Discovery Agent(s)

1. Download the Discovery Agent from https://www.rapidfiretools.com/ndpro-downloads/. You can download the Agent installer from **Data Collectors** > **Network Detective Pro Discovery Agent**.

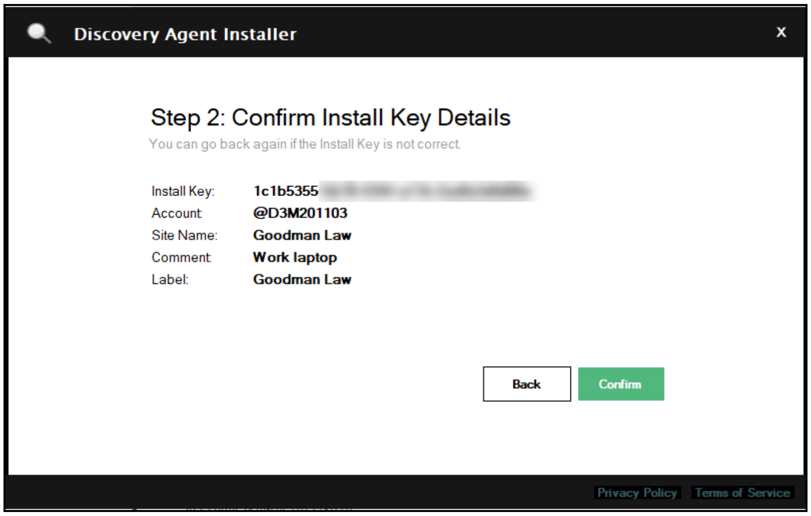


2. Open the app, proceed through the setup prompts, and click **Install**.
3. Confirm that you want to allow the Discovery Agent to make changes to your device. Once you finish the wizard, the Discovery Agents Installer will open.
4. **Enter the install key** that you generated in the previous step. Also **enter a "label"** to help you identify the endpoint on which the agent is installed. You will later use the label to import the correct scan data into your assessment projects.

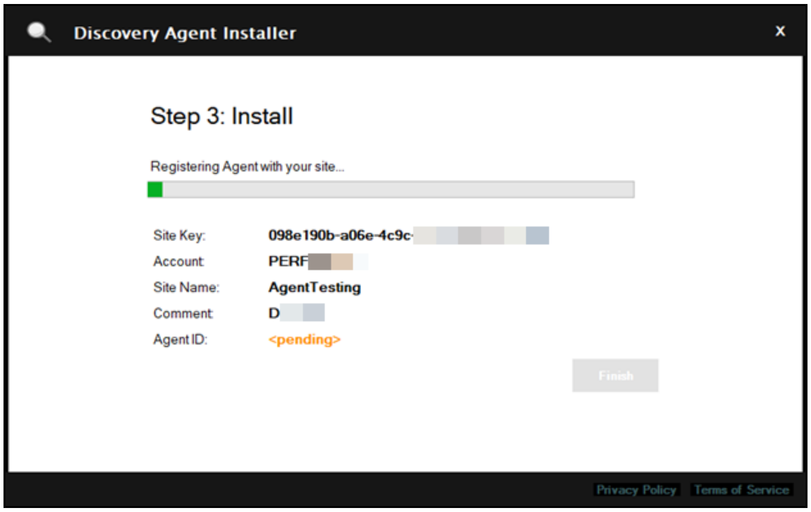


Finally, **enter an optional comment** to help identify the PC hosting the Agent.

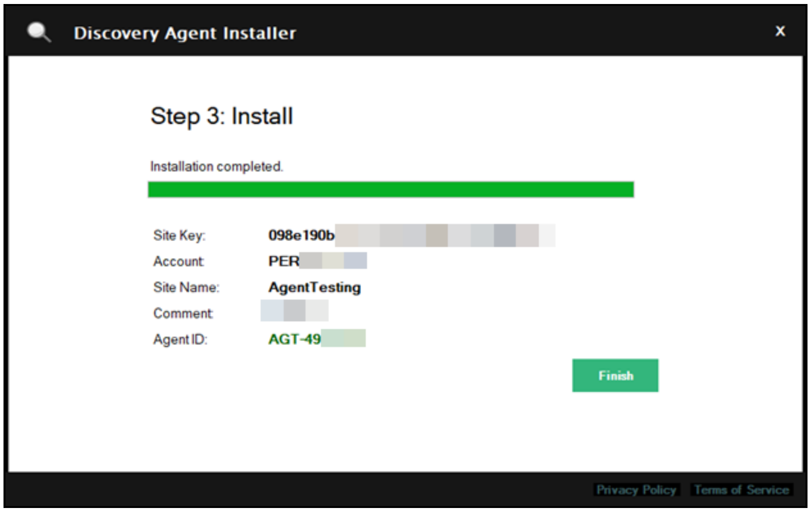
5. Next, **Confirm** the site and key details for the Discovery Agent.



6. The installer will begin registering the Agent for your organization.

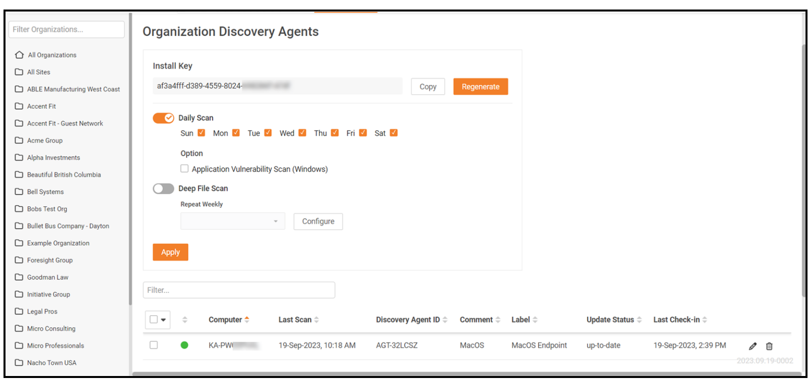


7. Click **Finish** when complete.



Step 3 — Confirm Discovery Agent install for your Organization

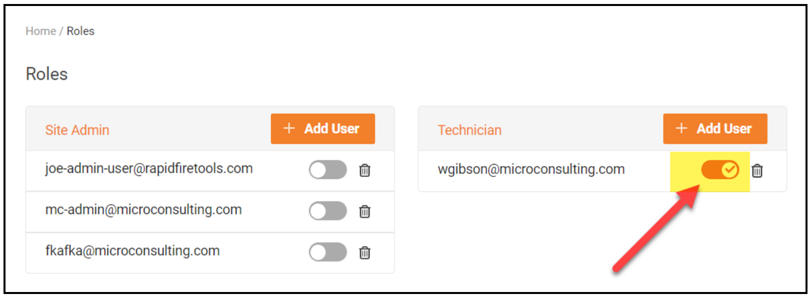
1. Once you've installed the Agent(s) on the target network, return to the portal and navigate to **[Your Organization]** > **Discovery Agents**.
2. Under installed Discovery Agents, you will see the new Agent.
3. The appliance status will appear as green once the Agent checks in with the RapidFire Tools Portal.



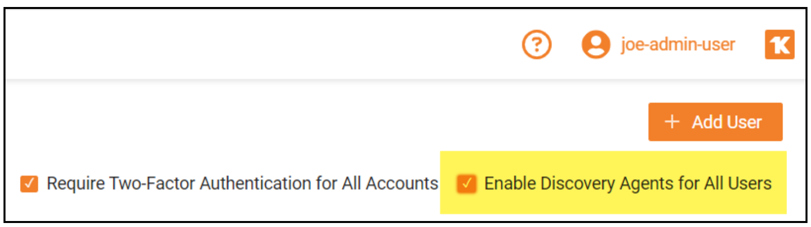
Step 4 — (Optional) Enable Access for Site Admin and Technician Users

Next, you can optionally enable your Site Admin and Technician portal users to manage the Discovery Agents that you deploy. You can do this in two ways:

1. From your site, access **Roles**. Next to your Site Admin and/or Technician users, **turn on the slider**. These users can then access and manage Discovery Agents for the organization that contains the site.



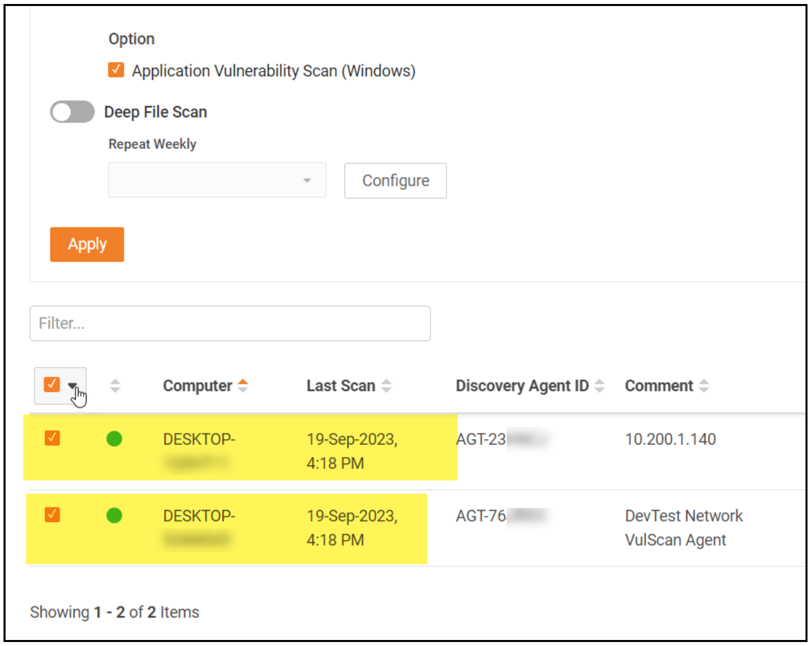
2. Alternatively, if you want to enable access to Discovery Agents for all Site Admin and/or Technician Users in the portal, navigate to **Global Settings** > **Users**. From the top-right page, select **Enable Discovery Agents for All Users**. All site-restricted Site Admin and Technician users can then manage Discovery Agents for their assigned organizations and sites.



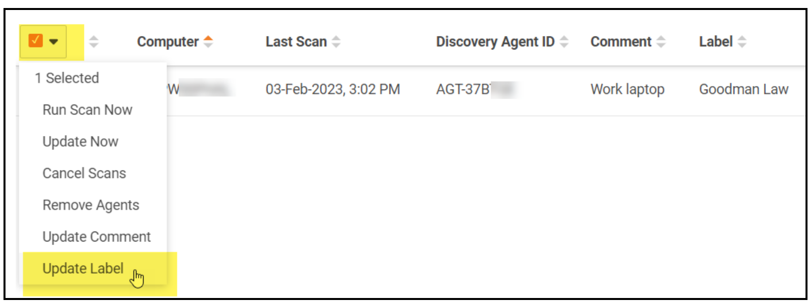
Step 5 — Assign Labels to Agents

If you didn't assign a label to your agent(s), be sure to do so now. To assign labels to agents:

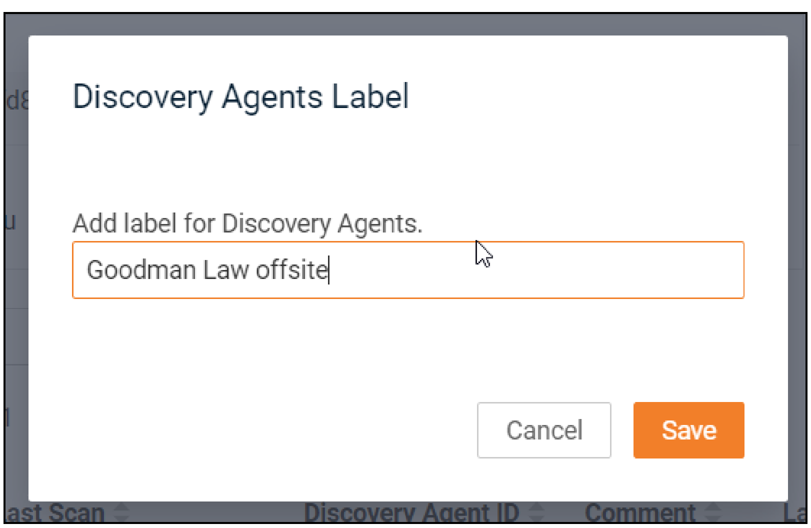
1. Navigate to **[Your Organization]** > **Discovery Agents**.
2. **Select the agents** where you want to add or edit labels.



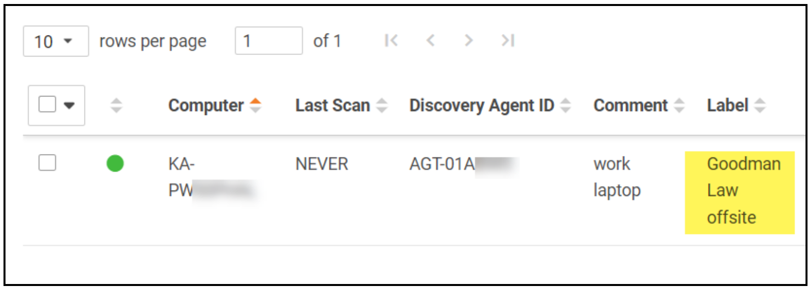
3. Click the **Select All** button, and then click **Update Label**.



4. **Enter your label** and click **Save**.



5. The label will be updated for the select agent(s).

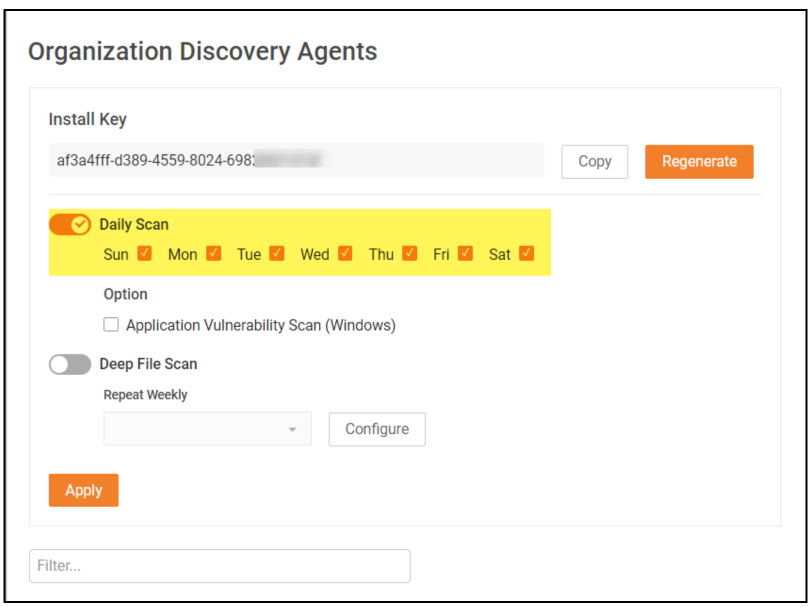


Step 6 — Schedule scans for Discovery Agent

1. From the **RapidFire Tools Portal**, navigate to **[Your Org]** > **Discovery Agents**.
2. From **Scan Schedule**, select one or more days of the week for the agent(s) to perform scans. Then click **Apply**.

> **Note:** The **Deep File Scan** is only used with Compliance Manager GRC.

> **Note:** The **Application Vulnerability Scan** is only used with VulScan.

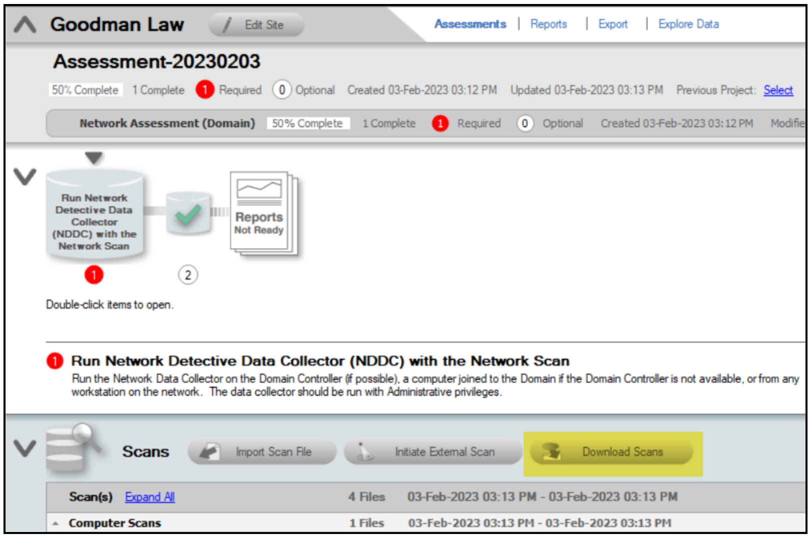


> **Note:** To avoid disruption during normal business hours, Agent scans begin at 2:00am on the selected days.

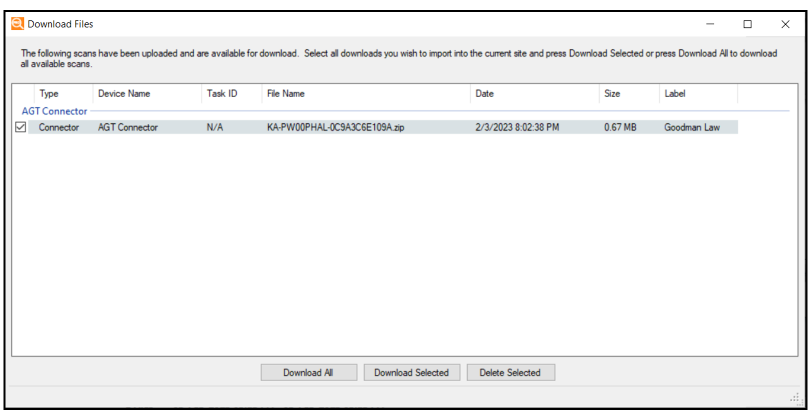
Step 7 — Download scan into assessment

To import Agent scans into your active assessment project:

1. Open your Network Detective Pro site. This site should be in the same organization where you installed discovery agents.
2. From your active assessment project, click **Download Scans** from the Scans bar.



3. Agent scans are organized under the **Agent Connector (AGT)** header.
4. Sort scans using the **Label** field. Using labels, you can select which scans to import into your assessment.

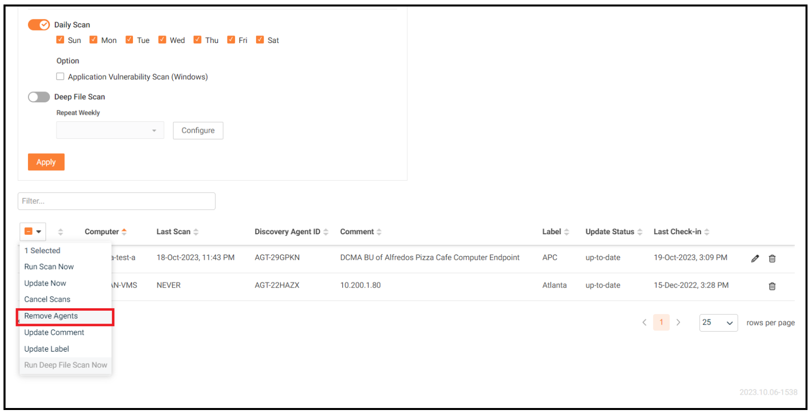


5. Select the scan files you wish to import, and then click **Download Selected**.
6. The local computer data files (.cdf) will be merged into your assessment.

Remove Discovery Agents

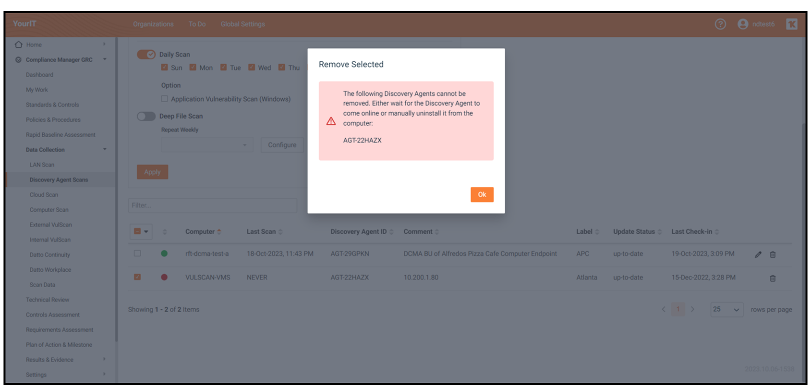
To remove Discovery Agents:

1. Access the Organization Discovery Agent page and ensure that the Discovery Agent to be removed is online. You cannot remove an Organization Discovery Agent that is offline.
2. **Select the checkbox** on the left of the Discovery Agent Appliance ID that is to be removed.
3. Select the **Remove Agents** menu option.



4. The Discovery Agent will be removed from the Organization Discovery Agent Page.
5. Finally, uninstall the Discovery Agent app from the computer endpoint.

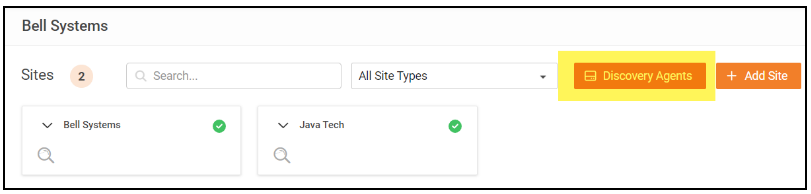
You cannot remove an Organization Discovery Agent that is offline. You will receive the error message pictured below.



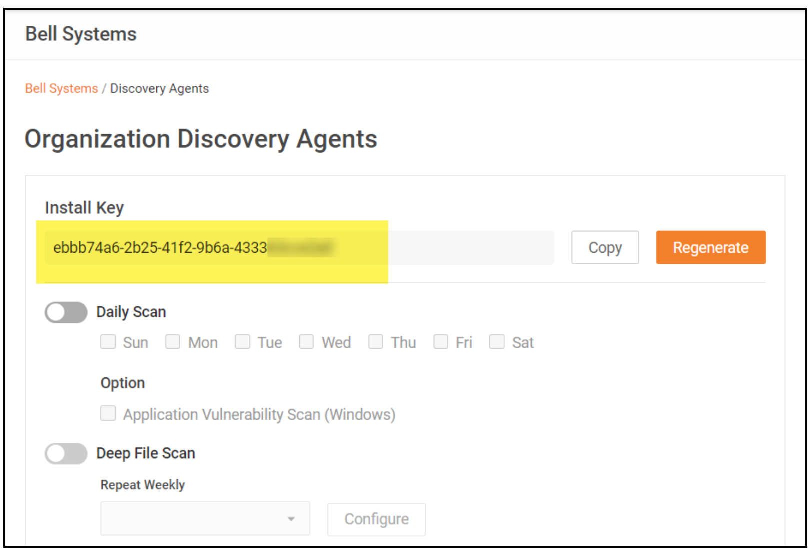
Silent Install for Discovery Agent

Use the commands below in a batch file, Powershell Script, or similar, to perform a silent install for the Discovery Agent. You can combine these commands with others you may use for your agent deployments.

1. First, find and copy the **Install Key**. From the Organization where you wish to deploy the agent, click **Discovery Agents**.



2. **Generate** and **copy** the Install Key.



3. Next, download the agent on the target endpoint. You can use this URL: https://download.rapidfiretools.com/download/DiscoveryAgent.msi
4. Save the agent installer in the same location where you will run the batch file.
5. Next, use the following two commands. Replace `<your key>` with the value for the Install Key that you copied earlier.

   To install the agent:

   ```
   msiexec /qn /i DiscoveryAgent.msi /L*V install-silent.log
   ```

   To bind the agent to your site:

"C:\Program Files (x86)\DiscoveryAgent\Agent\bin\register-device.exe" -installkey <your key> (without the < >)

You can also append a **label** and **comment** to the command above. Example:

"C:\Program Files (x86)\DiscoveryAgent\Agent\bin\register-device.exe" -installkey <your key> -label "Your Label" -comment "Your Comment" (without the < >)

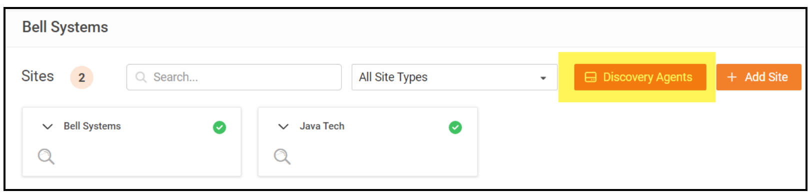
Install Linux and OSX Discovery Agents

The help topic below demonstrates how to use scripts to deploy the Discovery Agent in Linux and OSX environments. The first section provides the default installation scripts. The second section provides a more detailed walkthrough for scripting the Linux and OSX installation.

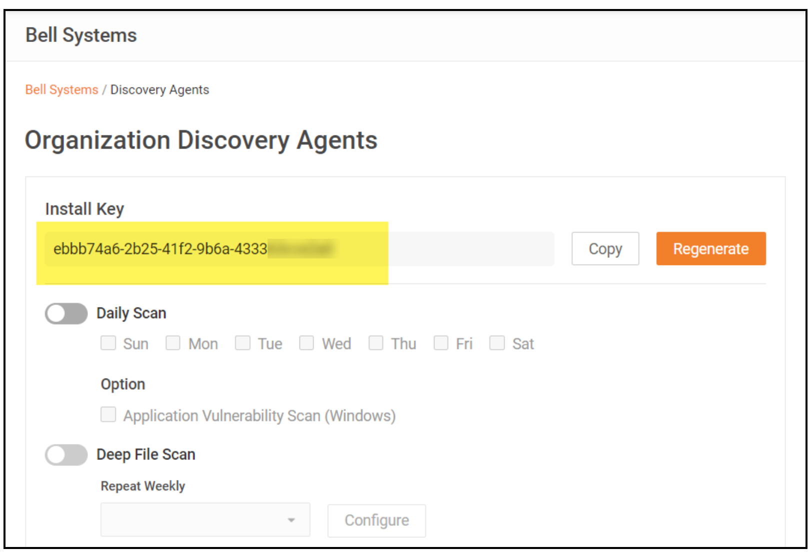
Find and Copy Install Key for Discovery Agents

In order to deploy the Agent with the scripts below, you will need the **Install Key** for the Discovery Agent.

1. First, find and copy the **Install Key**. From the Organization where you wish to deploy the agent, click **Discovery Agents**.



2. **Generate** and **copy** the Install Key. The exact Install Key should be inserted in place of the <install_key> tag in the scripts below.



Default Scripted Linux Install

> **Note:** Commands must be executed by a user with super user privileges (i.e., root) or using the 'sudo' command.

```
curl -O
https://download.rapidfiretools.com/download/discoveryagent-install-linux.tar.gz

tar zxf discoveryagent-install-linux.tar.gz

./discoveryagent-install-linux --install

/opt/discoveryagent/discoveryagent -register -installkey
<install_key> -comment "my comment" -label "my label"
```

> **Note:** Do not use the **<** and **>** characters when you enter the install key. For the optional comment and label, only use quotation marks if your entry is two or more words.

System Requirements	
Hardware	Less than 20 MB disk space
Software	● Linux Operating System that employs Systemd (system daemon) for service management. (Note that most modern Linux distributions employ this method by default.) ● **YUM**, **APT**, or **ZIPPY** installed for package management. ● .NET 6.0 Runtime The following software packages. (The app will install these packages if they are not already present.) o curl o unzip
Other prereqs	**Install Key** for Discovery Agent.

Default Scripted OSX Install

Note: Commands must be executed by a user with super user privileges (i.e., root) or using the 'sudo' command.

```
curl -O
https://download.rapidfiretools.com/download/discoveryagent-
install-osx.tar.gz

tar zxf discoveryagent-install-osx.tar.gz

./discoveryagent-install-osx --install

/opt/discoveryagent/discoveryagent -register -installkey
<install_key> -comment "my comment" -label "my label"
```

Note: Do not use the **<** and **>** characters when you enter the install key. For the optional comment and label, only use quotation marks if your entry is two or more words.

System Requirements	
Hardware	Less than 20 MB disk space
Software	● macOS 10.15 "Catalina" or higher ● .NET 6.0 Runtime The following software packages. (The app will install these packages if they are not already present.) o curl o unzip
Other prereqs	**Install Key** for Discovery Agent.

Install Script Options

Note: Replace `discoveryagent-install-linux` with `discoveryagent-install-osx` on OSX.

```
./discoveryagent-install-linux --help
```

Syntax: `discoveryagent-install-linux` [command] [options]

commands:

`--version|-v`

`--help|-h`

`--check-prereqs|-c`

`--install-missing-pkgs`

Note: --install will do this automatically. Only use this option to install the pkgs without doing the full install.

`--download-bundle`

`--url [url]`

Overrides the URL used for downloading the install bundle.

`--install`

`--install-dir [install dir]`

Defaults to /opt/discoveryagent

`--url [url]`

Overrides the URL used for downloading the install bundle.

`--bundle [install bundle zip file]`

Use an install bundle already on the local machine.

`--verify-install`

`--uninstall`

Options:

`--force`

Non-interactive mode. Does not prompt for confirmation.

Scripts for Linux and OSX Manual Data Collection

> **Note:** With the default run, the resulting CDF data file will be called <computer name>-<mac address>.cdf.

Linux X64 Collection

```
curl -O
https://download.rapidfiretools.com/download/computerscanner-
linux-x64.tar.gz

tar zxf computerscanner-linux-x64.tar.gz

./computerscanner
```

OSX ARM64 Collection

```
curl -O
https://download.rapidfiretools.com/download/computerscanner-osx-
arm64.tar.gz

tar zxf computerscanner-osx-arm64.tar.gz

./computerscanner
```

System Requirements	
Hardware	20 MB disk space
Software	● macOS 10.15 "Catalina" or higher ● .NET 6.0 Runtime The following software packages. o curl o unzip

OSX X64 Collection

```
curl -O
https://download.rapidfiretools.com/download/computerscanner-osx-
x64.tar.gz

tar zxf computerscanner-osx-x64.tar.gz
```

```
./computerscanner
```

System Requirements	
Hardware	20 MB disk space
Software	● macOS 10.15 "Catalina" or higher ● .NET 6.0 Runtime The following software packages. o curl o unzip

Optional Flags

- Switch: `-outbase <basename>`
  - Details: The basename of the outfile.
  - Default: `<COMPUTERNAME>-<MAC ADDRESS>`
- Switch: `-outdir <directory>`
  - Details: The directory to produce the outfile. Defaults to the current directory.

End-user Initiated Computer Scans

With the RapidFire Tools Portal, you can enlist end-users in scanning their own devices. With a couple of clicks, end-users download and run the computer scanner. The scan files will then be uploaded to your Network Detective Pro assessment project, where you can download them. Here's how to get started:

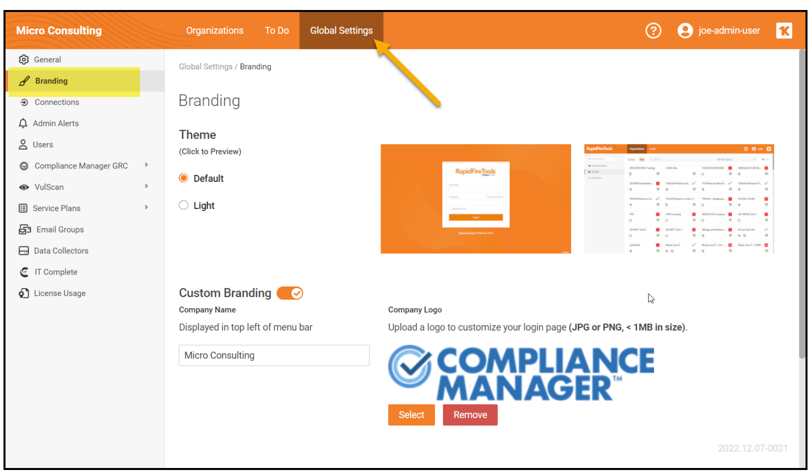
Step 1 — Create a New Network Detective Pro Portal Site

You can enable end-user scans for both **new** and **existing** Network Detective Pro sites.

- **New sites**: Create a new Network Detective Pro site in the RapidFire Tools Portal. Then proceed to "Step 2 — Customize Portal Branding" below.
- **Existing Sites**: You can enable end-user scans for existing Network Detective Pro sites in the Portal. These sites must have a corresponding site in the Network Detective Pro desktop app that is publishing data to the RapidFire Tools Portal via Reporter. See "InDoc and the RapidFire Tools" Portal in the Reporter User Guide.

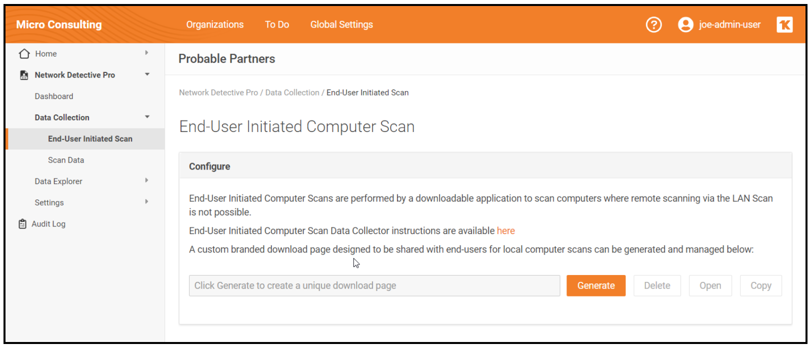
Step 2 — Customize Portal Branding

Next, customize the branding for the end-user download page. The download page is where end-users will access the computer scanner. It can be customized with your own company logo, for example. From the RapidFire Tools Portal, navigate to **Global Settings** > **Branding** and make your changes.

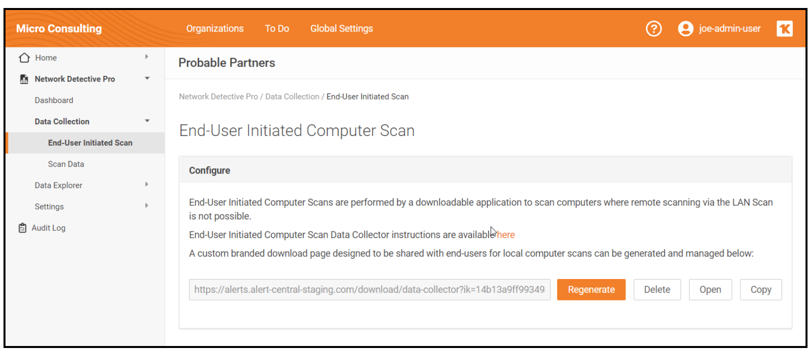


Step 3 — Enable End-users Scans from RFT Portal

1. From your Network Detective Pro site, navigate to **Data Collection** > **End-user Initiated Scan**.



2. Click **Generate** to create a URL for end-users to download and run the computer scanner. Copy the URL to your clipboard.

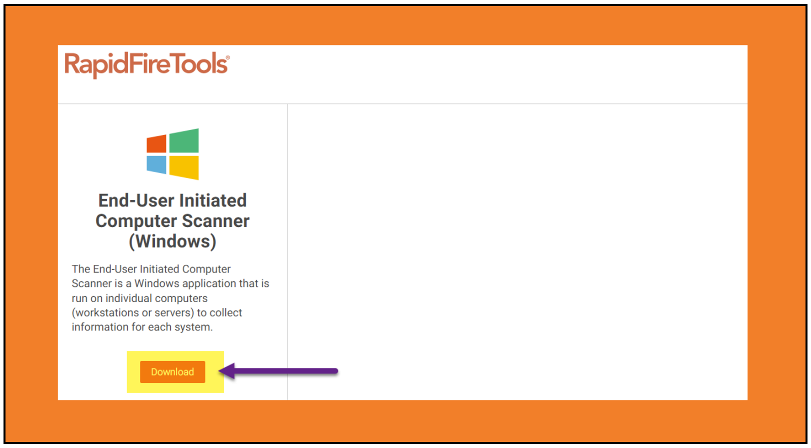


Step 3 — Send URL to End-users

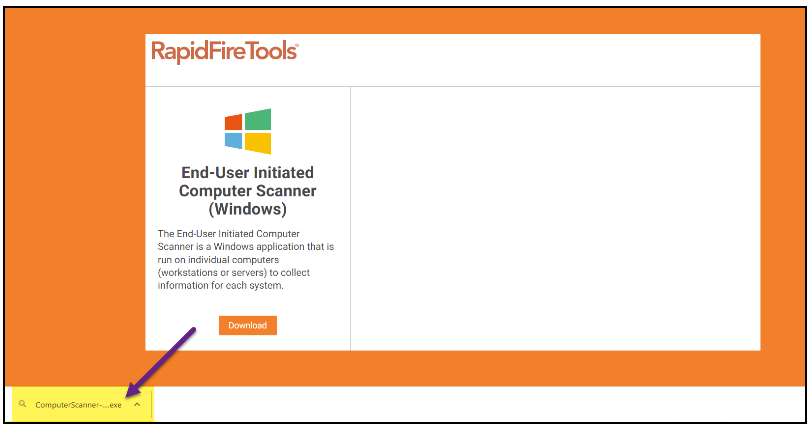
Once you generate the URL, send it to your end-users. You can do this with a simple email — or whatever method you choose.

Step 4 — End-user Runs Computer Scanner from URL

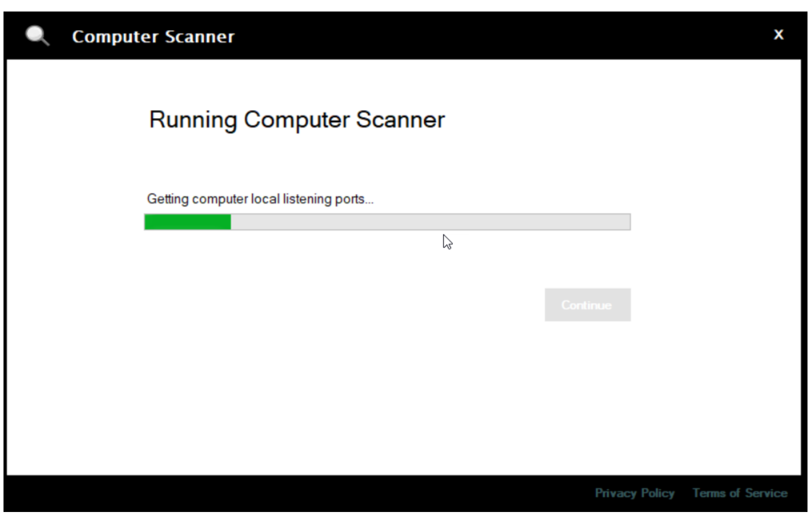
1. With the URL, the end-user opens the download page for the computer scanner and clicks **Download**.



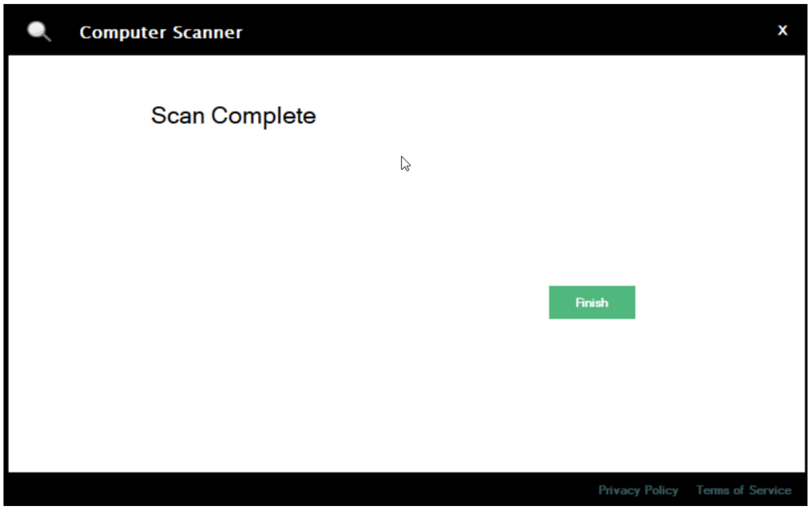
2. The end-user next opens and runs the computer scanner.



3. The computer scanner will immediately begin the scan. The user can continue using their device while the scan runs.



4. When the scan completes, the end-user clicks **Finish**.



Step 5 — Download Scan(s) from Network Detective

Once the end-user performs the scan, the scan file is uploaded and becomes available to download in Network Detective Pro.

For New Sites

If you created a new site in the RapidFire Tools Portal for end-user scans, follow these steps:

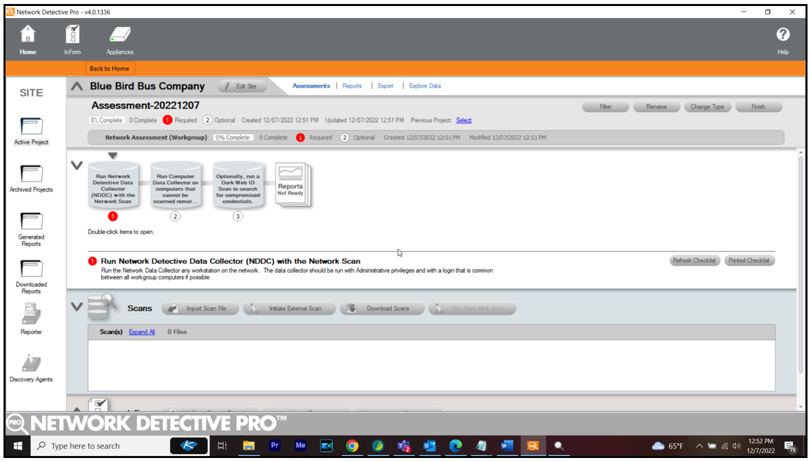
1. Open the Network Detective Pro app, and log in with the same account as your RapidFire Tools portal account. This should be the same account that contains your portal site.
2. From the Network Detective Pro app, click **New Site**.
3. For your **site name**, enter the exact site name of your corresponding Network Detective Pro site in the RapidFire Tools Portal. The names must match exactly. Then continue to "Download End-user Scans" on the next page.

Existing Sites

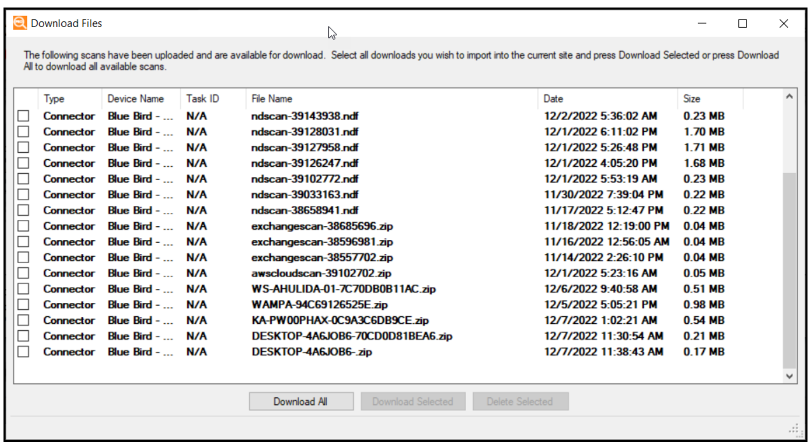
If you already have a site in the Network Detective Pro app that is publishing data to your portal site via Reporter, continue to "Download End-user Scans" on the next page.

Download End-user Scans

1. From your Network Detective Pro site, click **Download Scans** from the scans bar.



2. The end-user scans will appear by device name. Select them and click **Download**.



Step 6 — Generate Reports

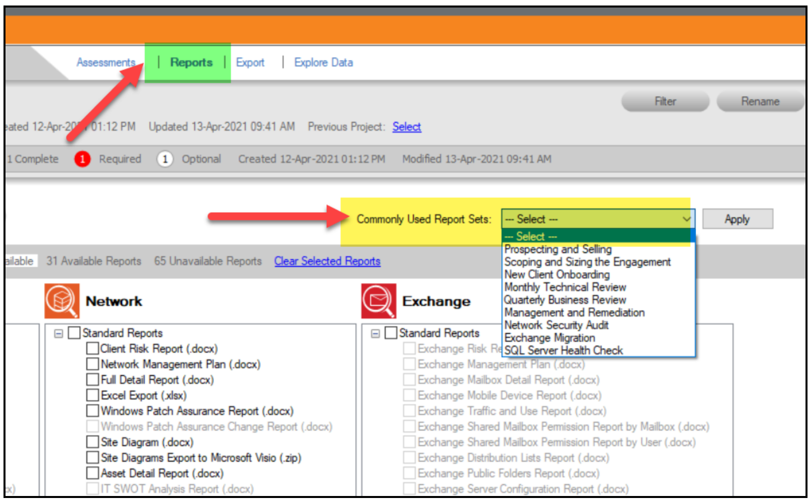
Once you download the scans, you can generate assessment reports.

Use the blank network data file (.ndf) to generate reports that would otherwise require a network scan. You can download the blank .ndf in the web version of this help topic here.

Generate Commonly Used Report Sets

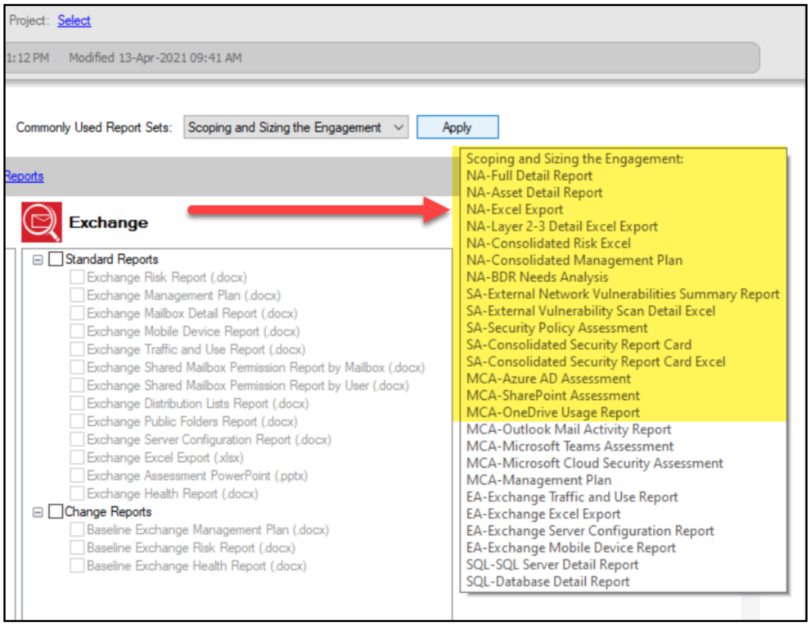
Network Detective Pro makes it easy for you to generate a set of reports to accomplish your chosen business purpose. For example, you can select a set of reports geared toward prospecting and selling, onboarding a new client, or performing a monthly technical review. To use this feature:

1. Once you have completed your assessment and are ready to generate reports, go to **Reports** from your assessment dashboard. Then open the **Commonly Used Report Sets** drop-down menu.

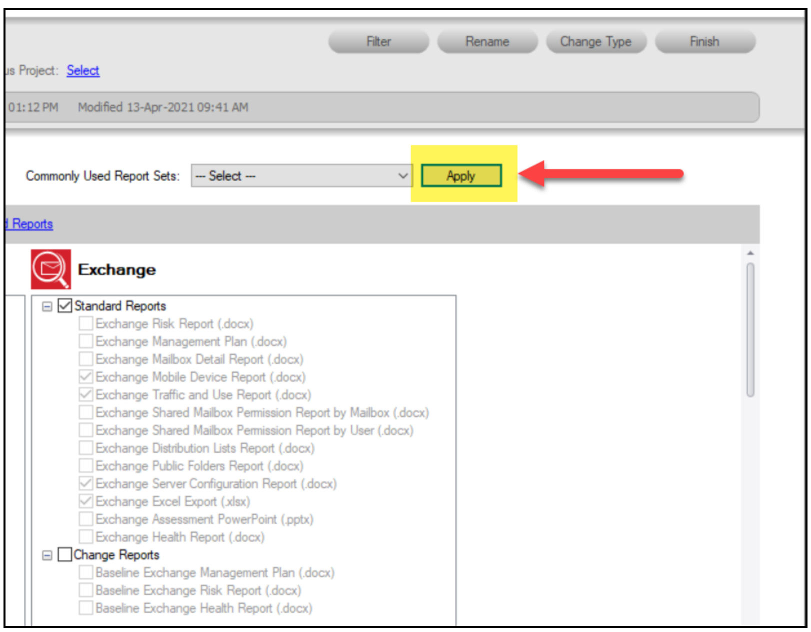


2. Select a report set from the drop-down menu. The report sets represent the various business functions for your IT assessments and can help convey the value of your managed service to both prospective and current clients.

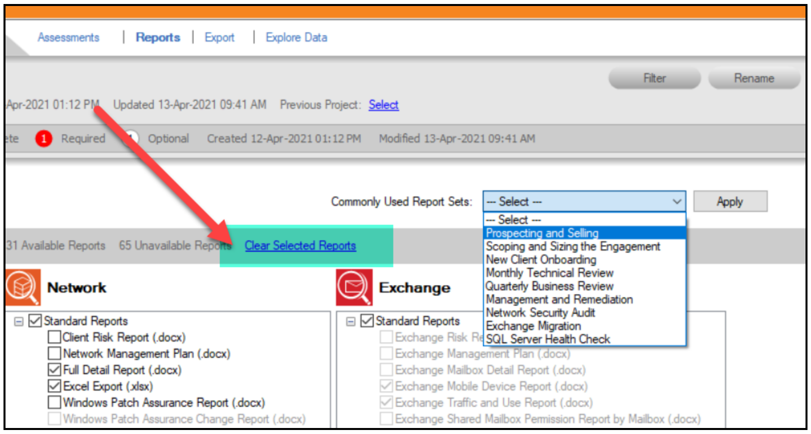
> **Note:** When you select a report set, you can hover your mouse over the Apply button to see a pop-up list of reports contained in each set.



3. Once you select a report set, click **Apply**. The associated reports will be selected in the Reports console. You can continue to select and apply common report sets as you wish.



Note: If you want to clear your report selections and start over, click **Clear Selected Reports**.



4. Once you select your reports, click **Create Reports** to generate your assessment documentation.

Document Exceptions with the Issue Exception Worksheet

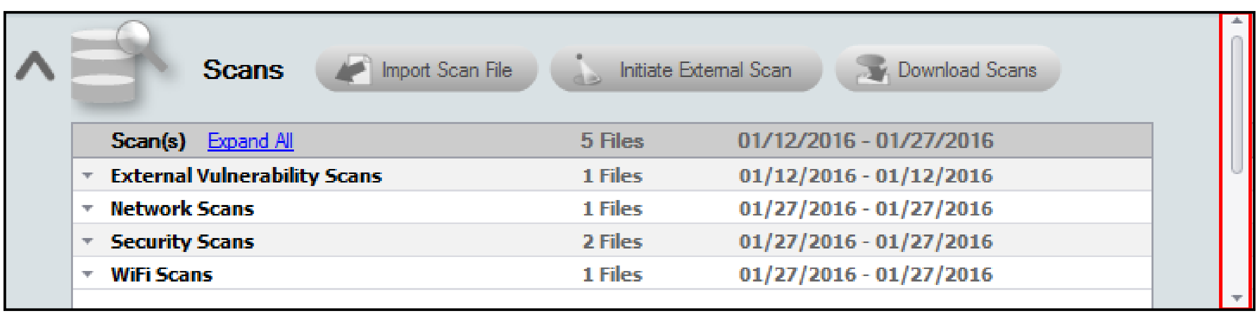
The **Issue Exception Worksheet** compiles the issues discovered during the assessment process. Depending on the assessment type, these can be technical issues identified during the scanning process, or issues that result from your answers to security worksheets and surveys.

The Issue Exception Worksheet allows you to document your response to each of these issues. For example, you can explain why the issue is false positive, or alternatively, you can outline the measures you’ve taken to mitigate the issue.

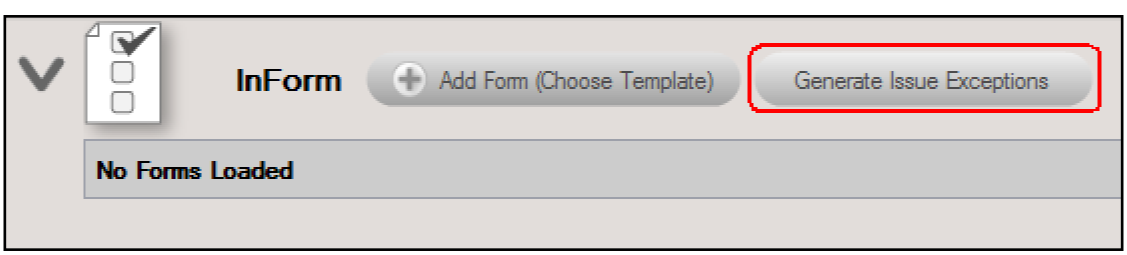
In this way, the Issue Exception Worksheet brings the human element back into the assessment and allows an auditor to document explanations for suspect items. Of course, the worksheet does not alleviate the need for safeguards, but it does but allows provide you with an alternative means of mitigating assessment issues.

Here's how you can employ the Issue Exception worksheet in your projects:

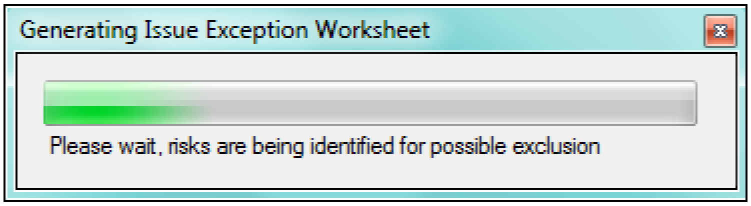
1. First, **open one of your Network Detective Pro sites**. Before you can generate the worksheet, you should first have completed your assessment checklist. This includes completing any required scans or responding to any worksheets or surveys that are part of the assessment.
2. Mouse over or scroll down to the InForm panel near the bottom of the Network Detective site interface.



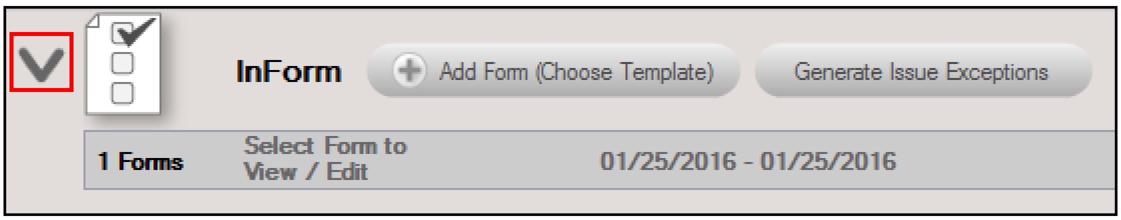
3. Next click **Generate Issue Exceptions**.



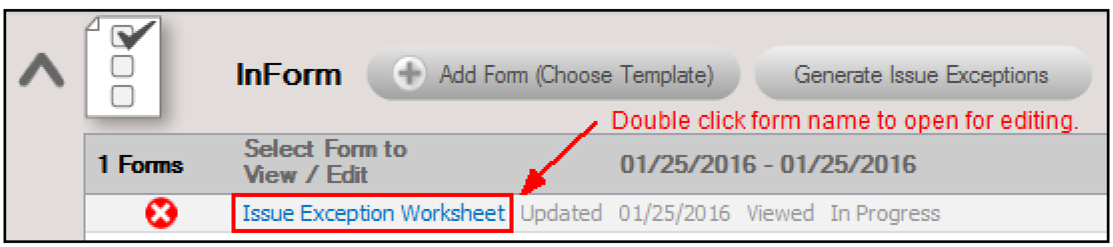
4. A status bar will appear while the worksheet is being created. Once it's finished, the Issue Exception Worksheet will become available for viewing and editing.



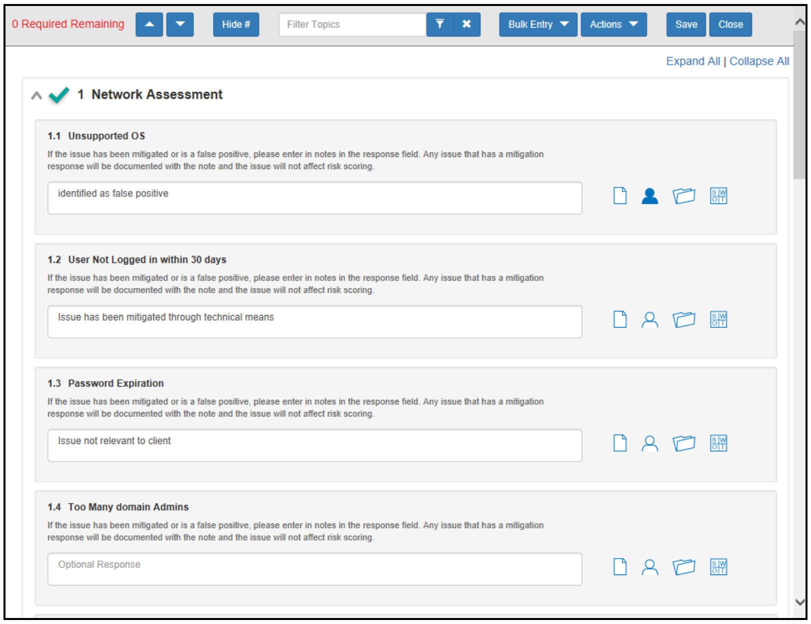
5. To view and edit the Issue Exception Worksheet, **select the down arrow located on the left side of the InForm Bar** to expand the list of forms/worksheets available for viewing below the InForm Bar.



6. Double click on the **Issue Exception Worksheet** text denoted in Blue text to open the worksheet for viewing and editing.



Issues and their Exceptions Responses are listed in the Worksheet window to enable you to document "Responses" outlining the actions used to mitigate the Issues identified during the Assessment. Follow these steps to review and document issue mitigation or clarification responses.



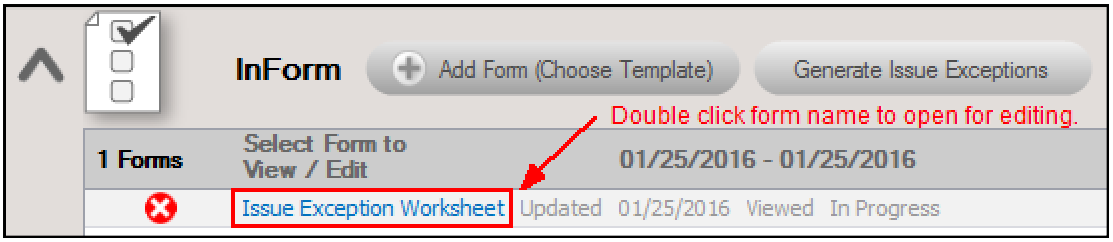
7. First review the **topic** for each issue.
8. Then review the **issue description**. Most descriptions contain additional detail that explains the issue and how you can resolve it. In some worksheets, Exceptions are grouped by a number of exception types that may include Firewall, Office Environment, Business Associate Agreements, and so on.
9. Next, **enter a response** for the issue. How you respond is up to you. As we alluded to earlier, there are a few categories for how you might respond to the issue:
   - You can explain how the issue is a false positive and does not affect the assessment environment
   - Or you can explain that while the issue detected is real, it does not pose a risk because you have measures in place to mitigate the issue
   - Further yet, you could explain that you wish to exclude the issue simply because it isn’t relevant to your client or service
10. Some worksheets might employ a drop down menu where you select from multiple responses. If this is the case, you can use the Notes icon to enter any “Notes” relevant to a particular exception.
11. Select the **Respondent** icon to enter the name of individual that provided information for the response. These can be the name of the auditor themselves or of an SME who explained the exception.

> **Note:** The Exception Worksheet does not require a response for each and every topic. Enter your Response if applicable, otherwise, leave the entry blank.

12. **Save your answers** periodically and Save when you are done. When you're finished, click Save and Close.

    Once the Issue Exception Worksheet is saved, it will be listed under the InForm Bar located in the Assessment Window.

    You can return to the Issue Exception Worksheet to make any modifications by Double clicking on the Issue Exception Worksheet text denoted in Blue text.

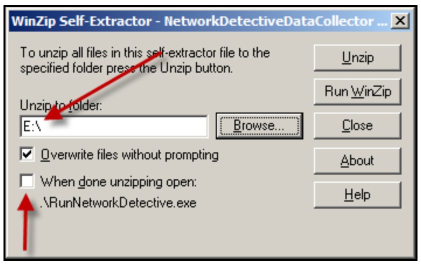


When you mark issues as exceptions, the overall risk score and other areas in your assessment documentation will change. Specifically, the documented exceptions will be removed from the risk score.

Using a USB drive

It is often handy to use a USB drive so that you are not downloading anything onto the client or prospect machine. And it is extremely useful when using the Local Data Collector.

To setup the USB drive, simply download and run NetworkDetectiveDataCollector.exe, and unzip it directly to the USB drive (uncheck "When done unzipping…").



To run a scan from the USB, run any of:

RunNetworkDetective.exe – runs the interactive Data Collector. This is the same as downloading and unzipping/running the Data Collector from the download site.

runLocal.bat – runs the Data Collector to perform a Local Data Collection, and will pop up a dialog with the folder containing the CDF file once complete. Note that the CDF file output is stored on the root of USB and in the "CDF" folder that will be created. This way all CDFs from multiple machines are in one folder.

runLocalSilent.bat – runs the Data Collector to perform a Local Data Collection, but does not pop open a dialog box. Note that the CDF file output is stored on the root of USB and in the "CDF" folder that will be created. This way all CDFs from multiple machines are in one folder.

Override Issues in Network Detective Pro Reports

Network Detective Pro gives you the option to ignore certain detected issues in your assessment reports. This can be helpful if you are having trouble with false positives, or if you wish to ignore certain issues that are not relevant to your assessment purpose or the client's needs. Further, you can override values for each issue, such as **Severity**, **Probability**, and **Score**.

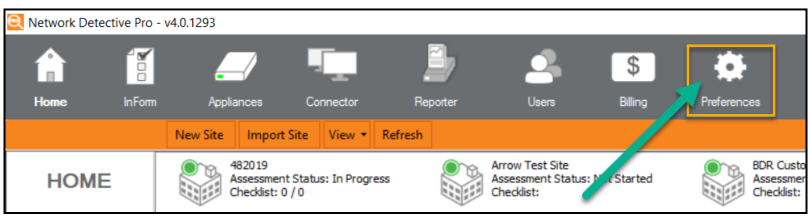
These customization options give you flexibility in how you choose to present issues to your stakeholders.

You can still view ignored issues in the **Issue Exception Worksheet**.

Override issues at the global level

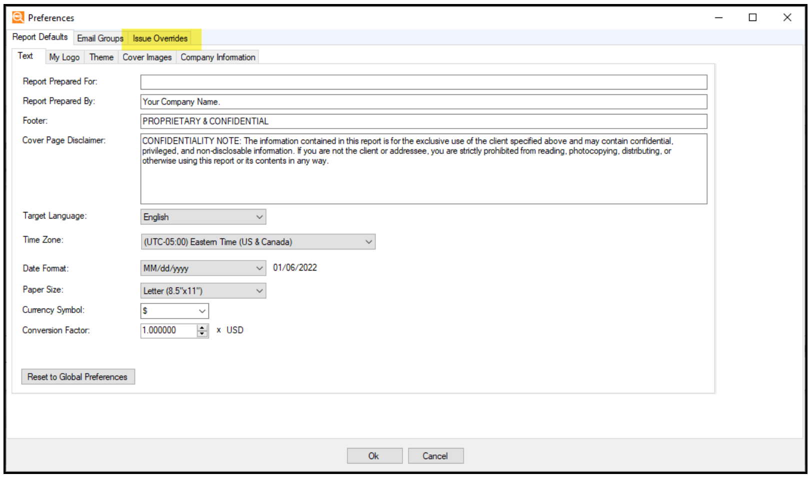
You can configure overrides at the global level to ignore certain issues in reporting for all of your Network Detective Pro sites. To do this:

1. Click **Preferences** from the **Network Detective** top-menu.

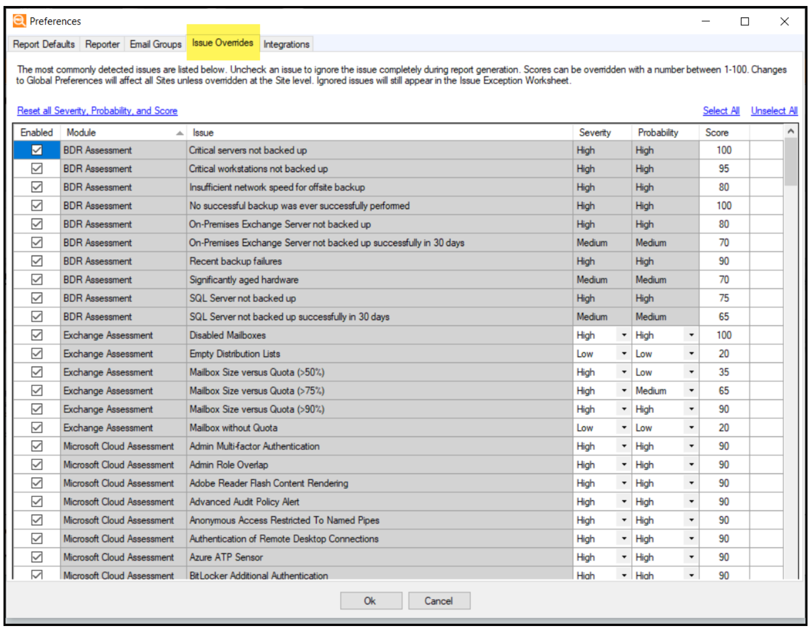


Note: Note that you must be an admin user in order to set preferences, including issue overrides, at the global level.

2. From Preferences, select the **Issue Overrides** tab.



3. A list of the most commonly detected issues will appear.

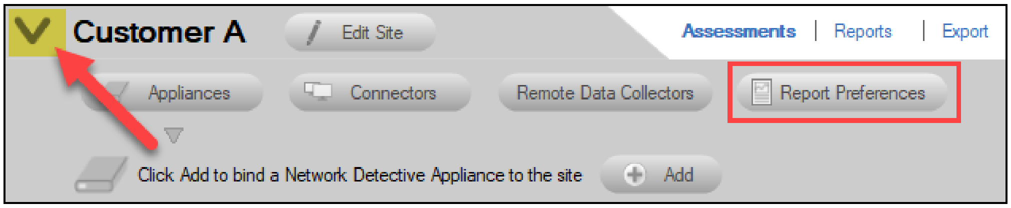


4. **Uncheck an issue to ignore the issue** completely during report generation. You can also override the issue **Severity**, **Probability**, and **Score** for issues that appear in reports that include this data. These settings will change how Network Assessment displays these issues in their associated reports.
5. When you are finished making changes, click **OK**. The issues will then be omitted for future reports for all sites.

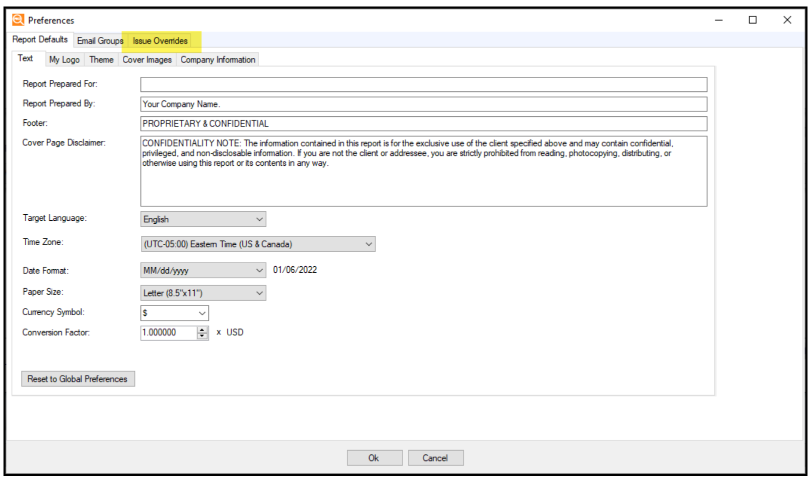
> **Note:** Note that if you have previously set issue overrides at the site level, these sites will be unaffected by subsequent changes to global issue overrides.

Override issues at the site level

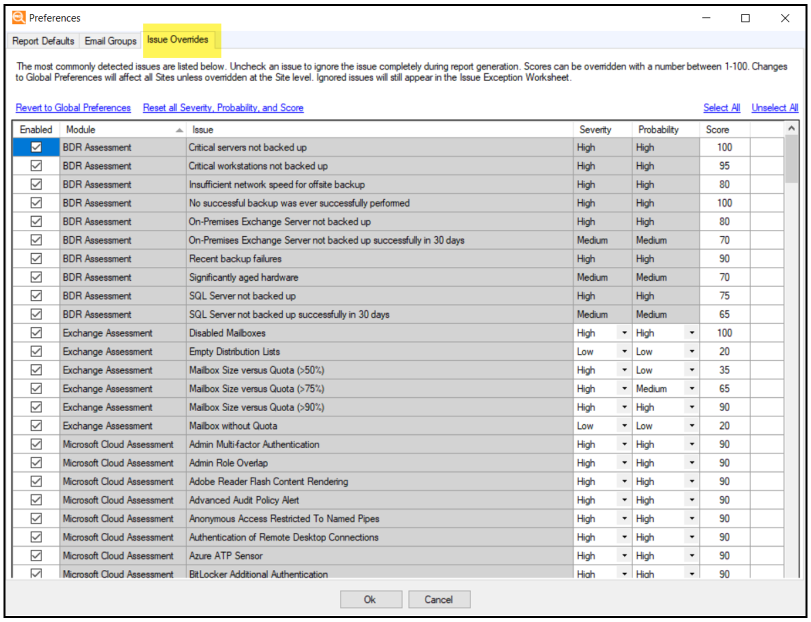
1. Open the Site Preferences from the top-left chevron button. Then click **Report Preferences**.



2. From Preferences, select the **Issue Overrides** tab.

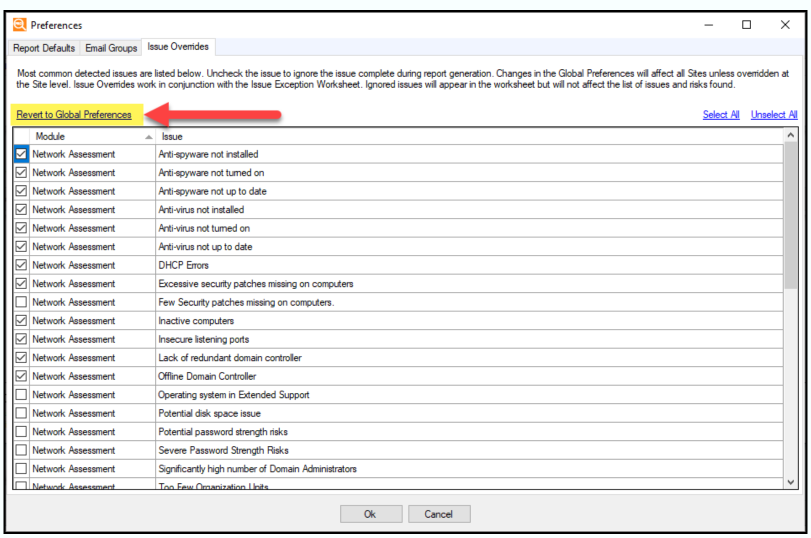


3. A list of the most commonly detected issues will appear.



4. **Uncheck an issue to ignore the issue** completely during report generation. You can also override the issue **Severity**, **Probability**, and **Score** for issues that appear in reports that include this data.
5. When you are finished making changes, click **OK**. The issues will then be omitted for future reports for this site only.

Note: Note that once you set issue overrides at the site level, these sites will be unaffected by subsequent changes to global issue overrides. To revert the site overrides to the global configuration, click **Revert to Global Preferences**.



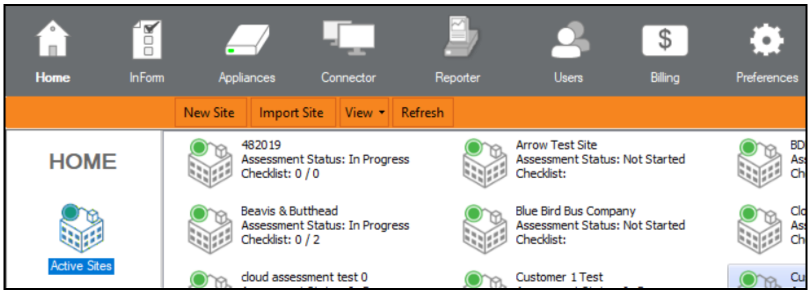
Affected Reports

Network Assessment	Security Assessment
Client Risk Report	Security Risk Report
Network Management Plan	Security Management Plan
Consolidated Risk Report	Consolidated Security Report Card
Consolidated Risk Excel	Consolidated Security Report Card Excel
Consolidated Management Plan	Security Health Report
Baseline Network Management Plan	Baseline Security Management Plan*
Baseline Client Risk Report	Baseline Security Risk Report*
Baseline Client Health Report	Baseline Security Health Report*
Asset Detail Report*	Security Assessment PowerPoint
Network Assessment PowerPoint	

Adding a Connector to a Site

As an alternative to importing Scans from a local source, Scans can be downloaded remotely via the Network Detective Pro Client Connector service.

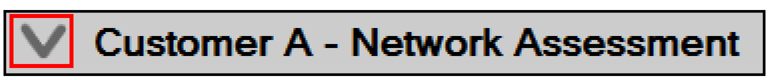
Preferences for Client Connectors are configured on a Site-by-Site basis and can be customized for each individual site.

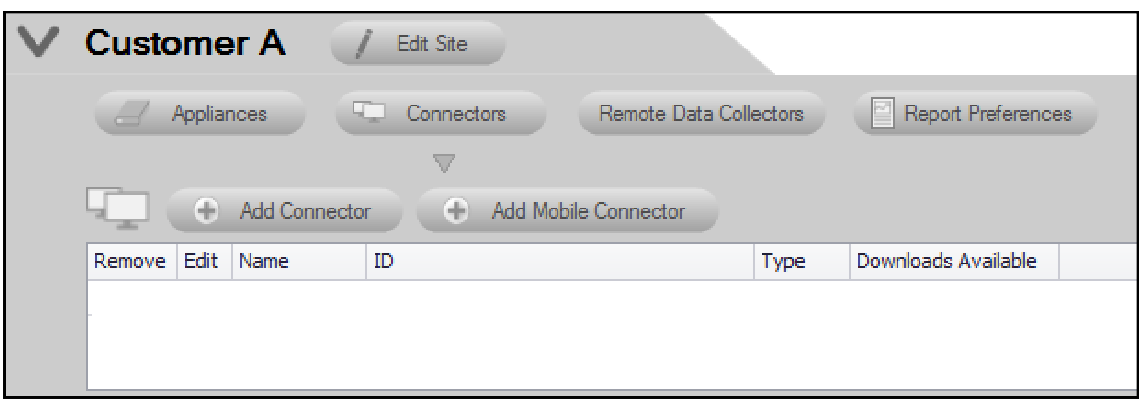


To add a Connector to a Site, first navigate to the desired Site from the Home screen by double-clicking on its icon.

This will open the Site's Dashboard.

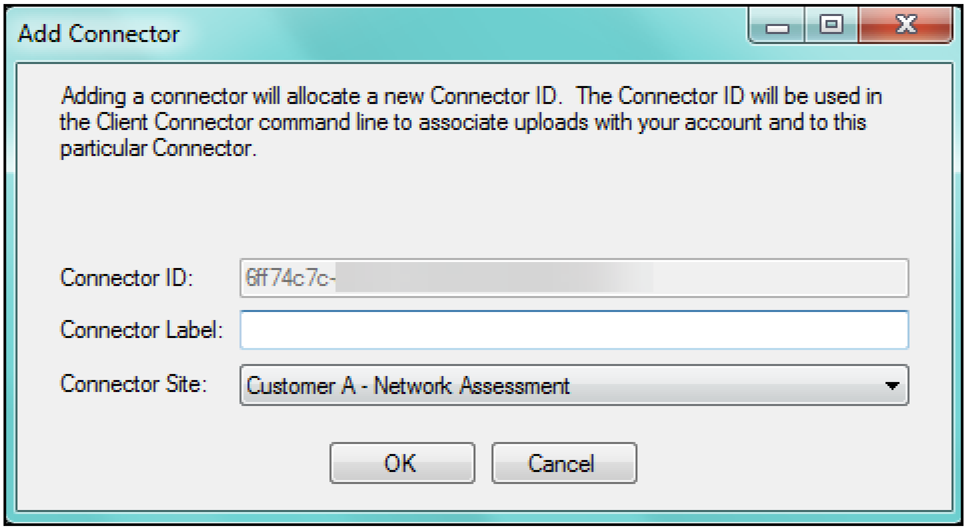
From the Site's Dashboard, select the  selector control to the left of the Assessment's name to access the **Connector** setup option.





By selecting the **Connectors** option, then the **Add Connector** button you will be prompted with a wizard to configure the Connector. Enter a unique label for the Connector. If you wish, the label can be identical to the **Site Name**.

> **Note:** Note that the Connector ID is randomly generated and will be used to configure the Connector.



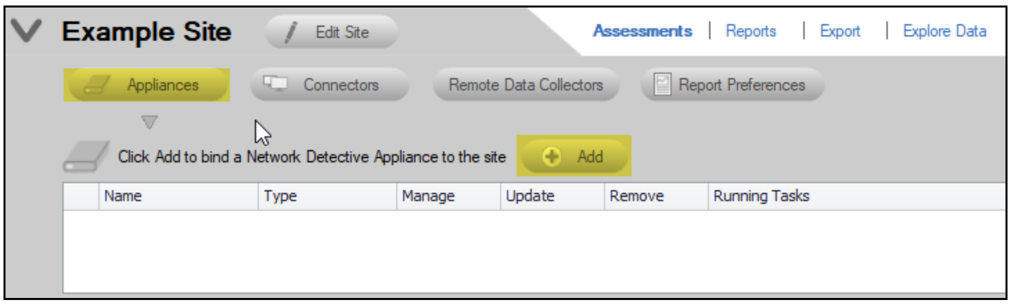
Next, configure your Connector.

You can now use your Connector to download Scans and associate them with your Assessments.

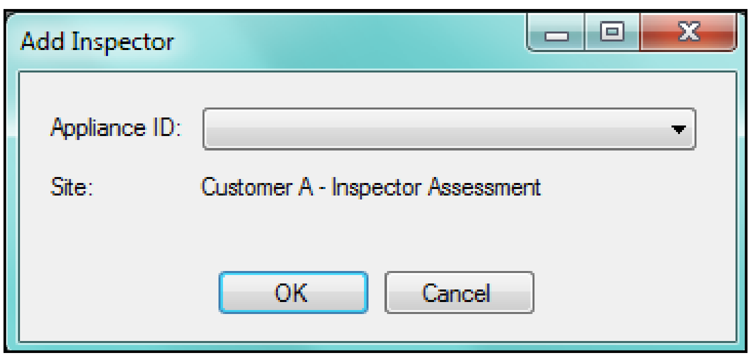
Adding an Inspector to a Site

After starting a new assessment, or within an existing assessment, in order to "Associate" and Inspector Appliance with the Assessment Project, you must first select the **V** symbol to expand the assessment properties view.

This action will expand the Assessment's properties for you to view and to add an Inspector to the Assessment.

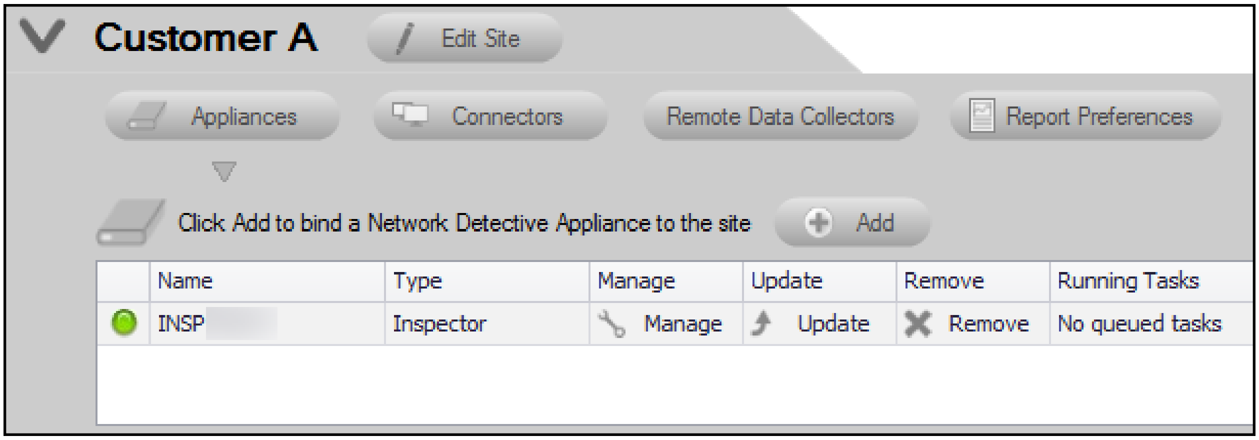


To add an Inspector to an Assessment, from the Assessment's dashboard select the **Inspector** button, then the **Inspector Add** button as noted above.

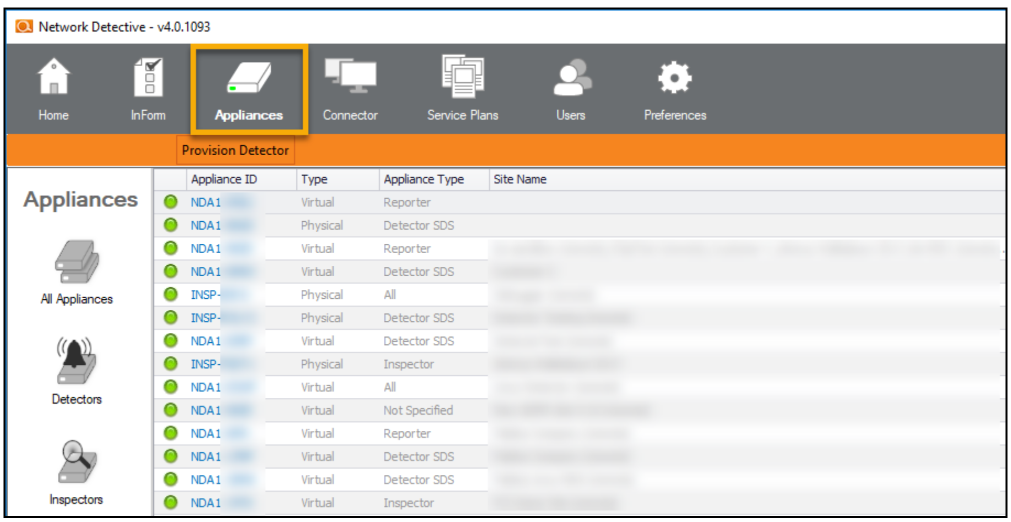


Select the **Inspector ID** of the Inspector from the drop down menu. Note that the Inspector ID can be found on a printed label on the Inspector Appliance.

After successfully adding an Inspector it will appear under the **Inspector** bar in the Assessment's dashboard.



To view a list of all Inspectors and their associated Sites, navigate to the **Appliances** tab from the top bar of the Network Detective Pro Home screen. This will show a summary of all Inspectors, their activity status, and other useful information.



To return to the **Site** that you are using to perform your assessment, click on Home above and select the Site that you are using to perform your assessment.

Dark Web Scan Summary for Security Assessment Module

We provide a **Dark Web Scan** for compromised passwords as part of the Security Assessment Module (SAM) and reports. This feature can quickly and dramatically convey to clients the security risks that exist on their network and why they need MSP security services.

How it Works

We offer a Dark Web scan that shows 5 returned results for each domain identified within the assessment. When you specify one or more domains, the scan searches the Dark Web for compromised login credentials (usernames and passwords). This feature is available in several SAM reports and deliverables, including:

- Security Risk Report
- Security Management Plan
- Consolidated Risk Report
- Consolidated Management Plan

Compromised passwords will appear as an issue in these reports as in the example below:

High Risk

Risk Score	Recommendation	Severity	Probability
100	Ensure the compromised passwords are no longer in use. We recommend having all users reset their password as the extent of the compromise is difficult to assess. ☐ elmatador@example.com password: 12345********** ☐ manutdace@example.com password: gepar********** ☐ nha@example.com password: 11052********** ☐ samco_619@example.com password: samet********** ☐ soasta_fight_3789@example.com password: soast********** ☐ mohenchao@gmail.com password: 86420********** ☐ moonislah786@gmail.com password: 51711********** ☐ moses12088@gmail.com password: shing********** ☐ mountain11060722@gmail.com password: sky12********** ☐ mppinvest@gmail.com password: wbgvc********** ☐ akumar@performanceit.com password: anish********** ☐ dwillis@performanceit.com password: sunny********** ☐ ftaslimi@performanceit.com password: aaron********** ☐ klino@performanceit.com password: myron********** ☐ kmorris@performanceit.com password: proit**********	H	H
77	Enable account lockout for all users.	H	H
72	Enable automatic screen lock on the specified computers. ☐ DC01	M	M

EXAMPLE:

Here is an example of how the results will appear in the *Baseline Security Risk Report*.

	Compromised Passwords found on the Dark Web (100 pts each)
1500	*Current Score:* 100 pts x 15 = 1500: 90.96%
	Previous Score: 100 pts x 15 = 1500: 90.96%
	Issue: A scan of the Dark Web revealed one or more compromised passwords from your domain. The most recent compromise occurred in 2018.
	Recommendation: Ensure the compromised passwords are no longer in use. We recommend having all users reset their password as the extent of the compromise is difficult to assess.

Issue: Compromised Passwords found on the Dark Web

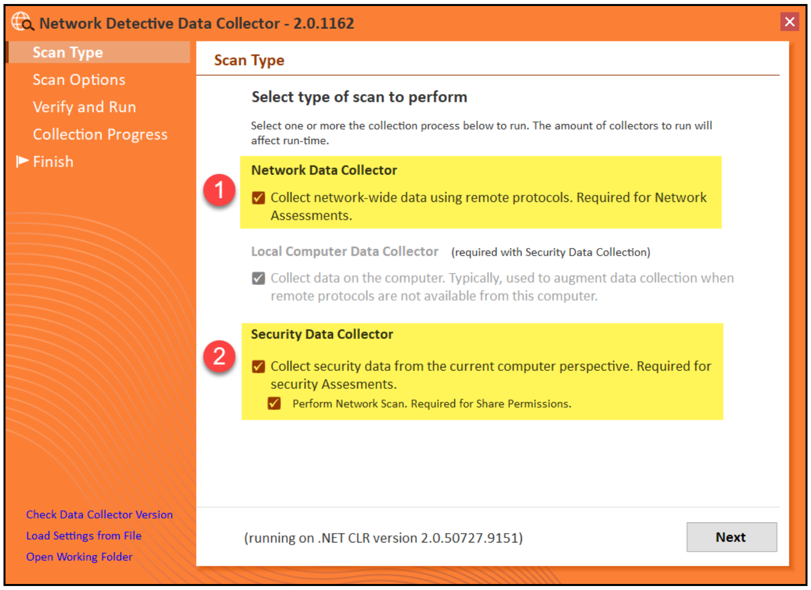
Description: A scan of the Dark Web revealed one or more compromised passwords from your domain. The most recent compromise occurred in 2018.

Recommendation: Ensure the compromised passwords are no longer in use. We recommend having all users reset their password as the extent of the compromise is difficult to assess.

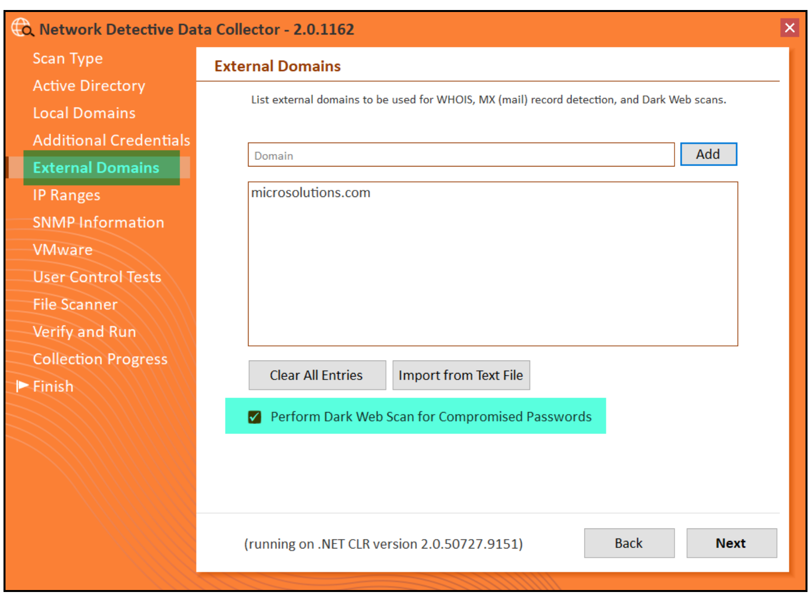
How to Perform Dark Web Scan as Part of Your Security Assessment

You can perform a **Dark Web Scan** for compromised passwords as part of a Security Assessment. You can opt into this feature when configuring your scan for the **Network Detective Data Collector**. Here's how it works:

1. First, run the **Network Detective Data Collector** and select both the **Network** and **Security Data Collector** options when first configuring the scan.



2. Continue through the wizard and enter the required network information and user credentials to configure the scan.
3. When you reach the **External Domains** screen, be sure that **Perform Dark Web Scan for Compromised Passwords** is selected.
4. Before you click **Next**, enter each external domain that you would like to scan for compromised passwords. Click **Add** to enter the domain in the list of domains to be scanned.



5. Complete all steps in the wizard and perform the scan. Then upload the results into your assessment in Network Detective Pro. See Performing a Security Assessment

for complete instructions.

Any compromised passwords will appear as security issues identified in your assessment reports and documentation.

Important: Note that the Dark Web Scan will only return the **first 5** compromised passwords identified for each domain you specify.

What to do if Compromised Passwords are Detected

The Dark Web Scan searches for compromised login credentials for each of the domains entered during the scan. It only returns the 5 most recently compromised logins for each domain.

If the scan reveals compromised logins, consider these actions:

- Force users to change their passwords or implement multi-factor authentication.
- Deliver reports on a regular basis to keep on top of possible new breaches.

Note: It is not always necessary to get the complete list of compromised credentials, as older entries may not lead to increased security due to password expiration.

Set Up Full Dark Web ID Integration

By default, the Dark Web Scan will only return the **first 5** compromised passwords identified for each domain you specify. However, **Dark Web ID** users (https://www.idagent.com/) can access full reporting for compromised passwords. To set this up:

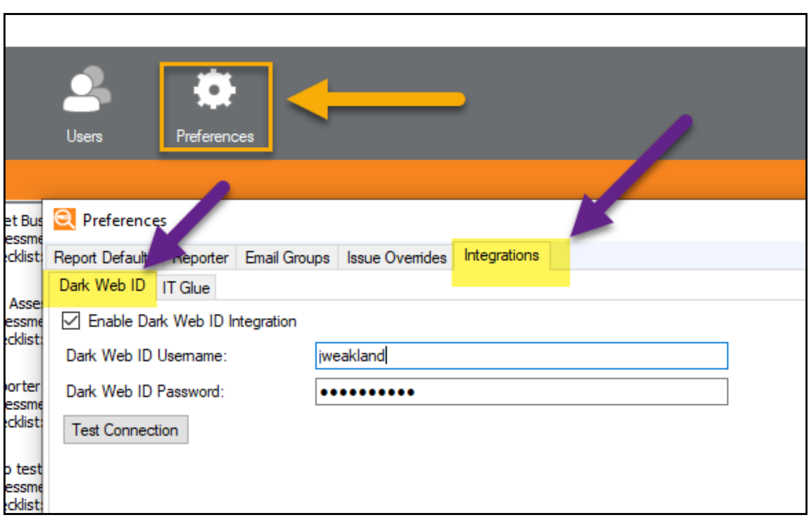
Step 1 — Contact Dark Web ID Support to Enable User API Access

To enable API Access, the Dark Web ID customer must open a ticket with Kaseya Support. The Dark Web ID team will grant the customer API access. Once the support ticket is closed, the user can successfully enter and test their credentials in Network Detective Pro. See also https://helpdesk.kaseya.com/hc/en-gb/articles/4407392147345-How-can-I-enable-API-access-for-ID-Agent-.

Step 2 — Set Up Dark Web ID Integration with Network Detective Pro

Once you enable Dark Web ID API access, you can set up the integration in Network Detective Pro. To do this:

1. In the Network Detective Pro app, click **Preferences** from the top menu.
2. Click the **Integrations** tab
3. From the **Dark Web ID** tab, **enable** the Dark Web ID Integration.
4. Then enter your Dark Web ID **Username** and **Password**.
5. Finally, click **Test Connection**. Once you verify the connection works, click **OK** to dismiss the Preferences menu.



Step 3 — Continue Assessment and Perform Scan

- Once you enable the Dark Web ID Integration, complete your assessment.
- See "How to Perform Dark Web Scan as Part of Your Security Assessment" on page 267.
- Your assessment documentation will feature complete data regarding compromised passwords.

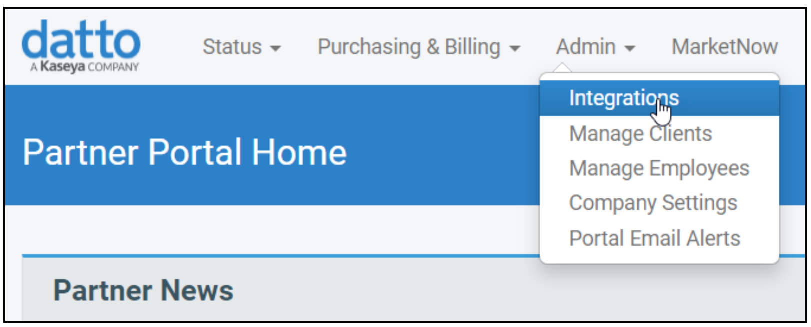
Perform Datto Unified Continuity Scan

During the Network Assessment, you can optionally perform a Datto Unified Continuity Scan. This will retrieve data from your Datto BCDR, Cloud Continuity for PCs, Datto Continuity for Microsoft Azure, and SaaS Protection accounts. This topic covers how to perform the Datto Unified Continuity Scan as you perform a Network Assessment.

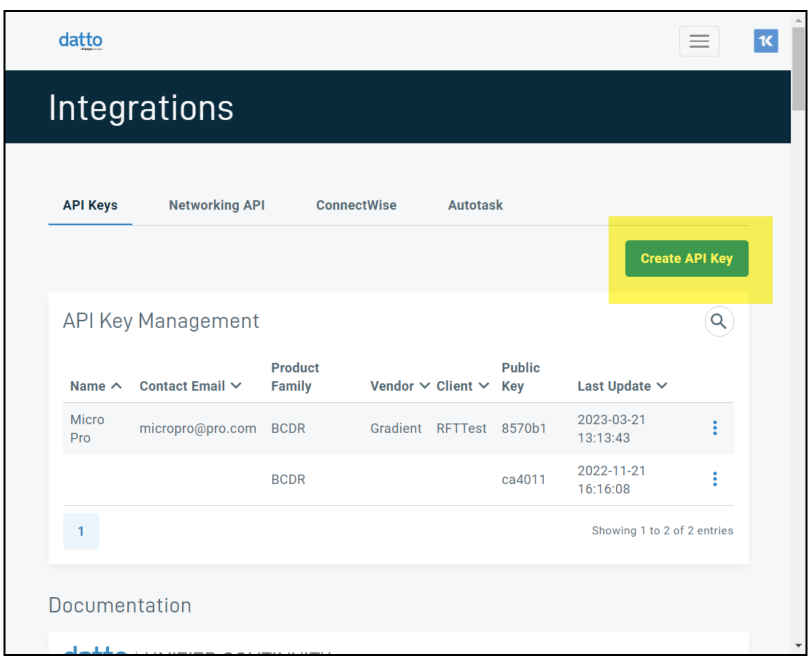
Step 1 — Enable API Access in Datto Partner Portal

First, you need to **generate Datto API credentials** for use with Network Detective Pro. To do this:

1. From the Datto Partner Portal, navigate to **Admin** > **Integrations**.

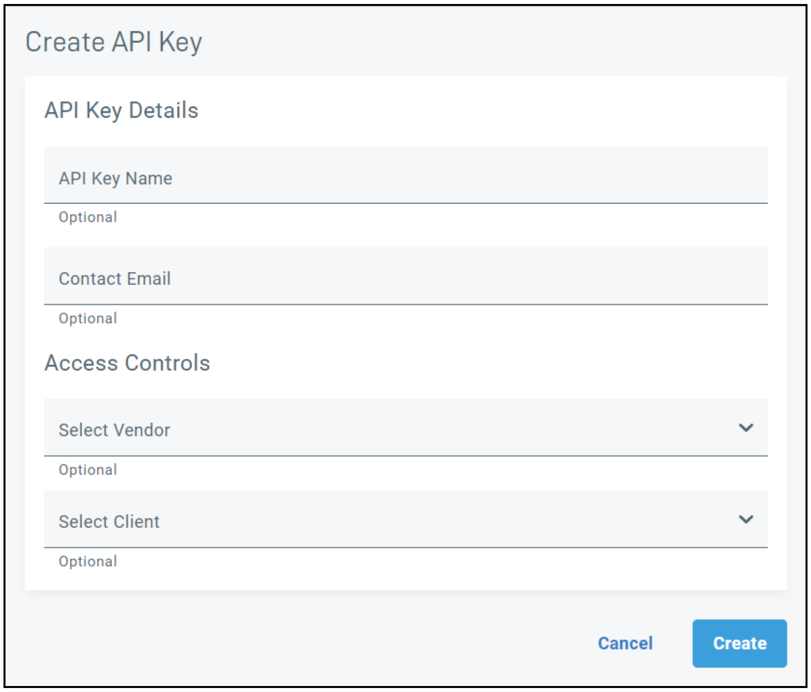


2. Click **Create API Key**.



3. Complete the fields for the API Key and click **Create**.

- Enter an optional **Name** and **Contact Email** for the API Key.
- Select the optional **Vendor** and **Client**. The vendor and/or client should match the Datto organization from where you want to collect data.

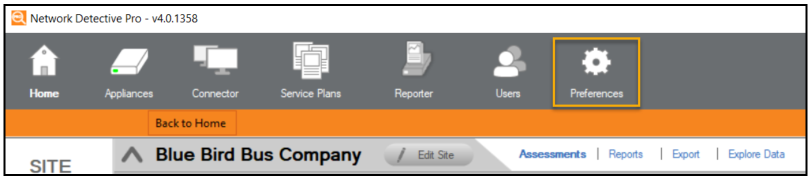


4. Copy the **Public Key** and **Private Key** for use later.

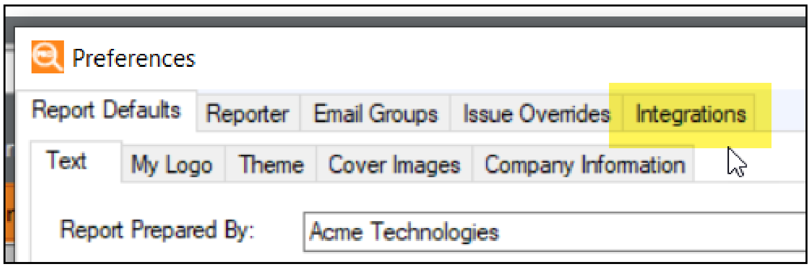
Step 2 — Enable Datto Unified Continuity Integration

Next enable the integration from Network Detective Pro:

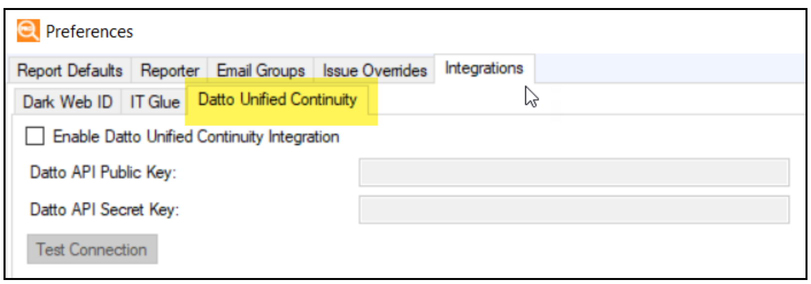
1. From the top menu, open **Preferences**.



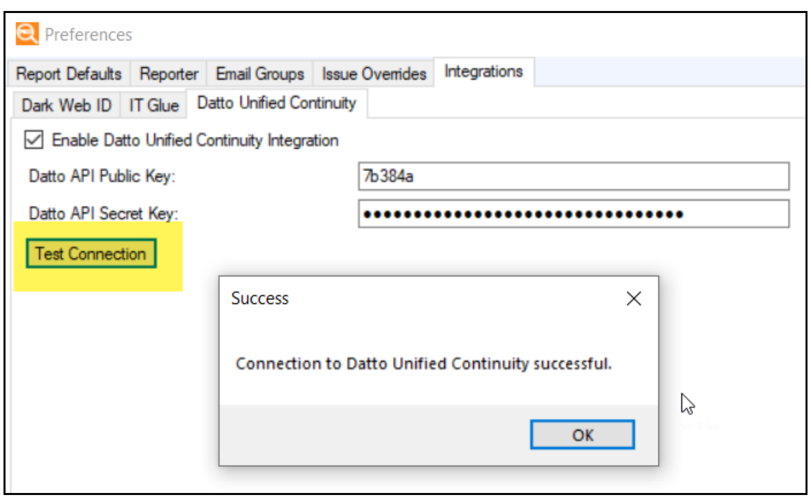
2. Open **Integrations**.



3. Open the **Datto Unified Continuity** tab.



4. Enter the API credentials are click **Test Connection**. A success notification will appear.

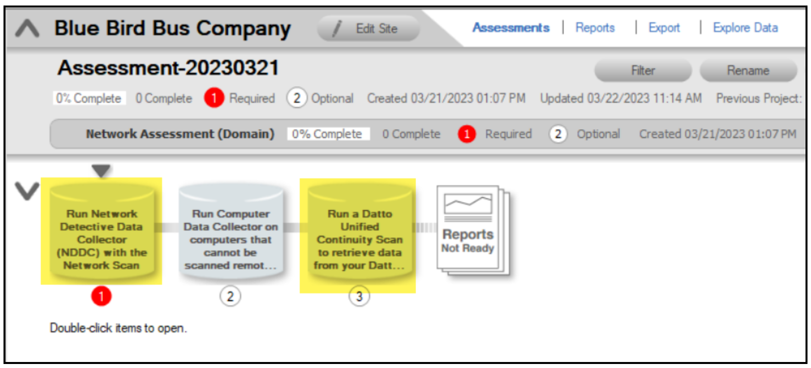


Step 3 — Perform Network Assessment Scan

Before you can perform a Datto Unified Continuity Scan, you must first:

1. **Create a Network Assessment project**.
2. **Perform a Network Scan**. Perform the Network Scan on the same environment where you want to collect Datto Continuity data.

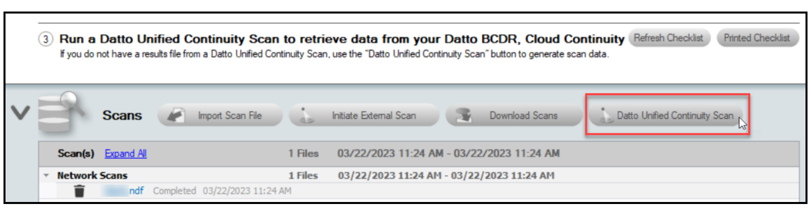
After you complete "Step 2 — Enable Datto Unified Continuity Integration" on page 273, the "Run a Datto Unified Continuity Scan" task will appear in your checklist.



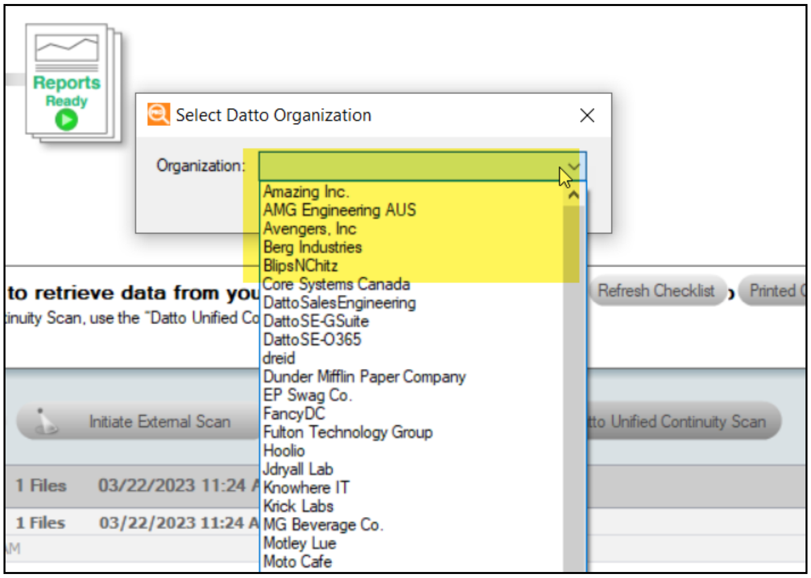
Step 4 — Perform Datto Unified Continuity Scan

Once you perform a network scan, you can then perform the Datto Unified Continuity Scan.

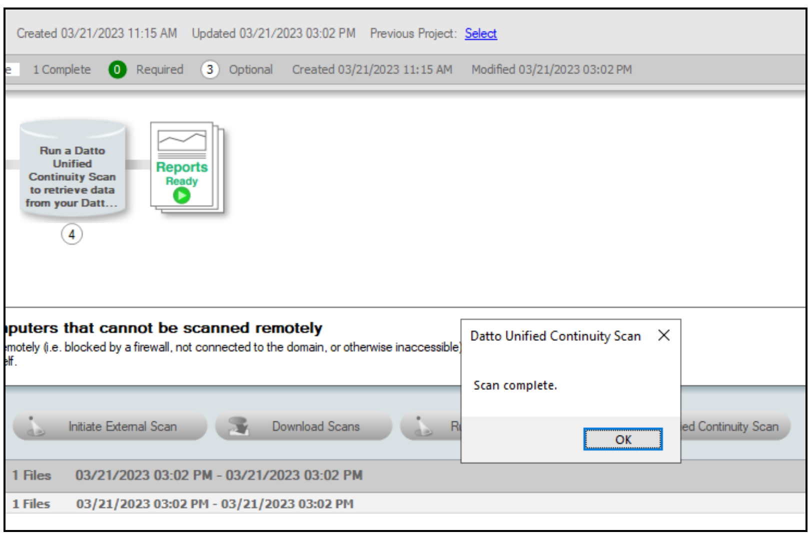
1. From the Scans bar, click **Datto Unified Continuity Scan**.



2. Choose the Datto **Organization** from the drop-down menu and click **Scan**.



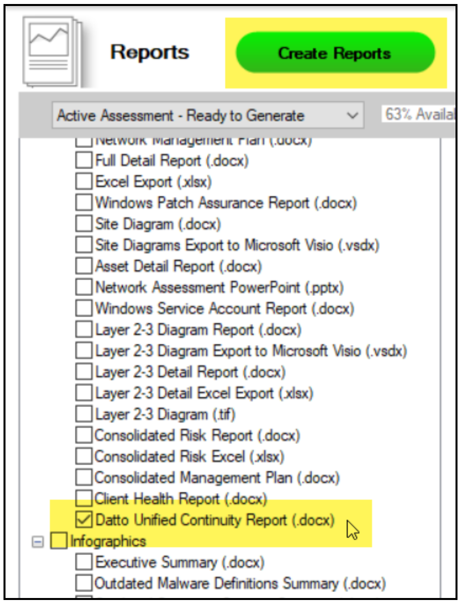
3. You will receive a success notification when the scan completes.



Step 5 — Generate Reports

Once you perform the Datto Unified Continuity Scan, you can generate the **Datto Unified Continuity Report**.

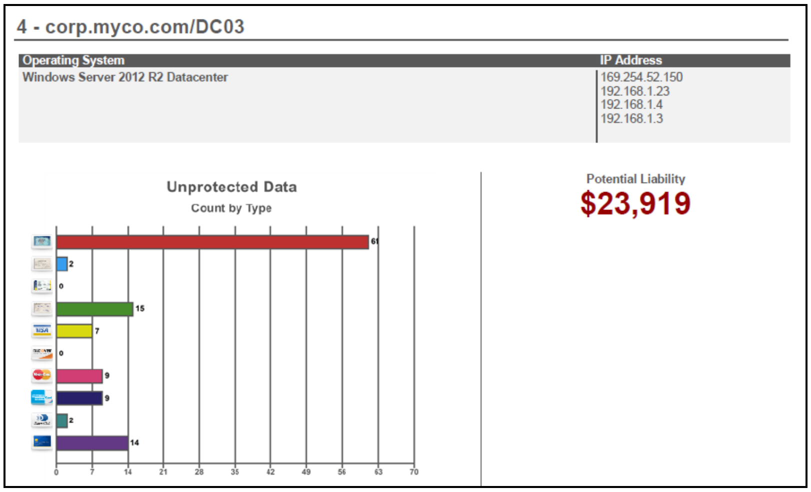
1. From your Network Detective Pro site, navigate to **Reports**.



2. From Network Assessment reports, **check the Datto Unified Continuity Report**.
3. Then click **Create Reports**. The Datto Unified Continuity Report will then be available for your review.

Data Breach Liability Scanning and Reporting

The **Data Breach Liability Report** helps you assess and manage your financial exposure to a cyber security incident. The report identifies specific and detailed instances of *personal identifiable information* (PII) throughout your computer network that could be the target of hackers and malicious insiders.



At the same time, the report calculates the potential monetary liability based upon industry published research.

RISK SUMMARY

Total Potential Liability

$149,142

	Computer	IP Address	Missing Critical Patches	Anti-virus/ Anti-spyware	Sensitive Data Count	Potential Liability ($)
	corp.myco.com/darkhorse	169.254.24.150 169.254.58.236 192.168.6.80	0	✓	623	$125,223
	corp.myco.com/DC03	169.254.52.150 192.168.1.23 192.168.1.4 192.168.1.3	0	✓	119	$23,919

The Data Beach Liability Report anomalously details specific types of detected PII, including:

- Visa card
- Mastercard
- Discover Card
- Diners Club United States & Canada
- Mastercard Diners Club Alliance

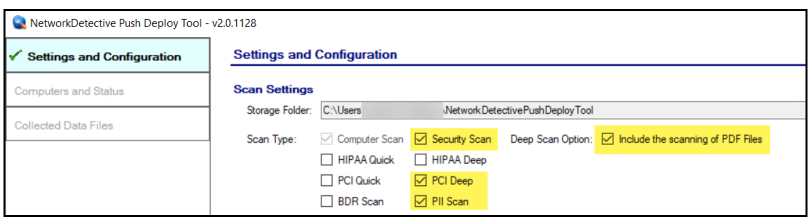
- American Express
- Date of Birth
- SSN
- Drivers License
- ACH (bank transfer information)

In order to collect this PII and generate the most detailed Data Breach Liability Report, you need to perform a couple of extra scans during your Security Assessment. This topic details the extra steps you should take to get the most out of your report.

Steps to Perform Scans to Identify PII and Generate the Data Breach Liability Report

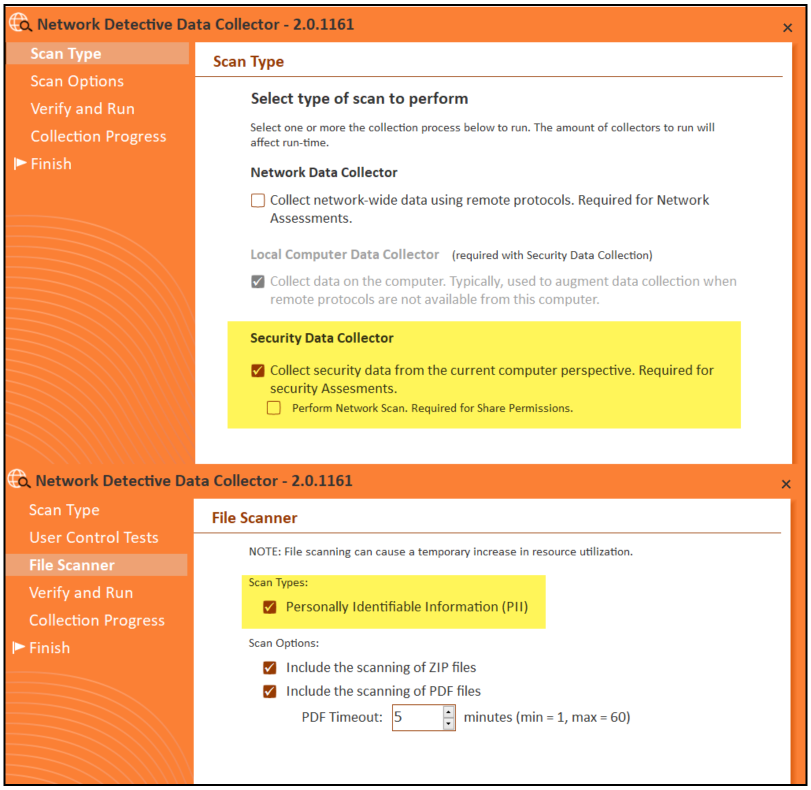
You can perform the extra scans needed for a complete Data Breach Liability Report as part of a normal Security Assessment. To do this:

1. Use the Network Detective Data Collector to perform a network scan.
2. Next, use the Push Deploy Tool to perform the **Push Deploy Scan**. When you configure the scan, select the following scans settings: **Computer Scan**, **Security Scan**, **PII Scan**, and **PCI scan**.

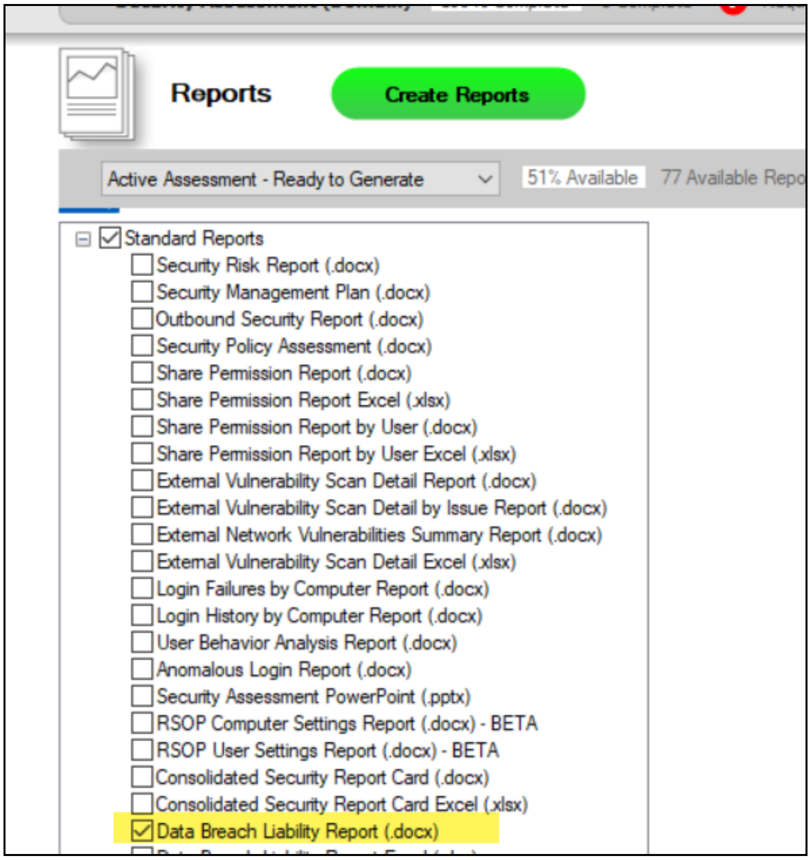


> **Note:** Also select whether you want to scan PDF files. Note that this may significantly increase total scan time.

3. For computers that cannot be scanned using the Push Deploy Tool, use the Network Detective Data Collector to perform a local Security Scan. Be sure to select to scan for PII on the File Scanner screen when configuring the data collection.



4. Then, import the scan data into your assessment. You can then generate the Data Breach Liability Report with complete PII scan details.


Reports
Create Reports
Active Assessment - Ready to Generate
51% Available
Standard Reports
Security Risk Report (.docx)
Security Management Plan (.docx)
Outbound Security Report (.docx)
Security Policy Assessment (.docx)
Share Permission Report (.docx)
Share Permission Report Excel (.xlsx)
Share Permission Report by User (.docx)
Share Permission Report by User Excel (.xlsx)
External Vulnerability Scan Detail Report (.docx)
External Vulnerability Scan Detail by Issue Report (.docx)
External Network Vulnerabilities Summary Report (.docx)
External Vulnerability Scan Detail Excel (.xlsx)
Login Failures by Computer Report (.docx)
Login History by Computer Report (.docx)
User Behavior Analysis Report (.docx)
Anomalous Login Report (.docx)
Security Assessment PowerPoint (.pptx)
RSOP Computer Settings Report (.docx) - BETA
RSOP User Settings Report (.docx) - BETA
Consolidated Security Report Card (.docx)
Consolidated Security Report Card Excel (.xlsx)
Data Breach Liability Report (.docx)

Completing Worksheets and Surveys

Throughout the assessment process, assessment data is gathered though the use of automated scans and by documenting information in a series of surveys and worksheets.

These surveys and worksheets are dynamically generated when the assessment is initially started and when data is collected throughout the assessment process.

Assessment response data is collected through:

- use of automated scans
- importing responses from Word documents
- typing the information directly into surveys and worksheets forms

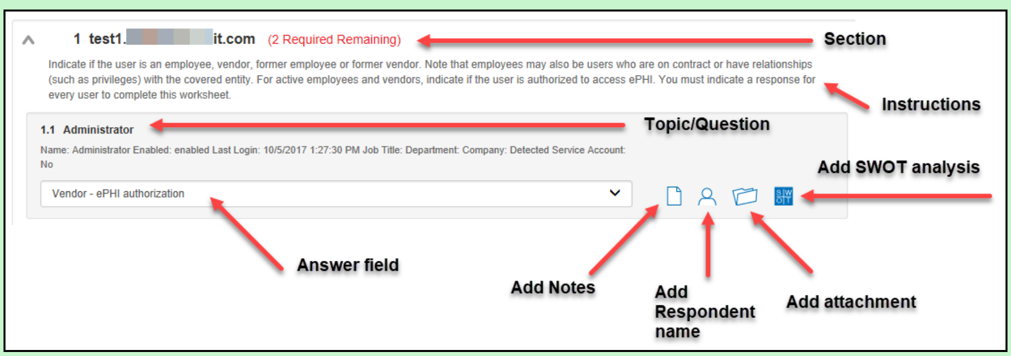
Entering Assessment Responses into Surveys and Worksheets

Throughout the assessment process a number of **Surveys** and **Worksheets** will be generated and require completion.

EXAMPLE:

To complete an InForm worksheet (or survey or questionnaire), follow these steps:

i. Review the *Topic* (i.e. the specific field or question within the form).



ii. Review the *Instructions*. The instructions appear immediately below the topic label. Instructions provide guidance and are not included in the reports.

iii. Enter the *Response*. There are three types of responses:

Response Type	Description	Example Use
Text Response	Free-form text response	"Describe the condition of the data center."
Multiple Choice	Multiple fixed responses	"Does the firewall have IPS?" (Yes/No)
Checklist Item	An item that is marked off if completed	"Check the security of the door locks."

Note: With few exceptions, you must respond to each form entry to complete the all of the surveys within the Network Assessment process.

iv. (Optional) Enter any *Notes* relevant to the topic's response.

v. (Optional) Enter the name of *Respondent* (i.e. the person who provided you with the information, if applicable).

vi. (Optional) Add any relevant *Attachments*. See "Add Image Attachments to Surveys and Worksheets" below for more details.

Note: Only image attachments (.png, .jpg) are supported at this time.

vii. (Optional) Add a *SWOT Analysis*, examining Strengths, Opportunities, Weaknesses, and Threats. See "Add SWOT Analysis to Surveys and Worksheets" on the facing page for more details.

viii. Save your answers periodically and **Save** and **Close** when you are done.

Add Image Attachments to Surveys and Worksheets

You can add images to worksheets and surveys. You might include pictures of key personnel or diagrams that explain certain security exceptions.

Attachments can be added to each item or question listed in a worksheet. To do this:

1. Open the InForm in your assessment in Network Detective Pro.
2. Underneath an InForm item, click on the folder icon.

3. Click **Add**.
4. Select the attachment from your computer and click **Open**.
5. Continue adding attachments until you are finished.

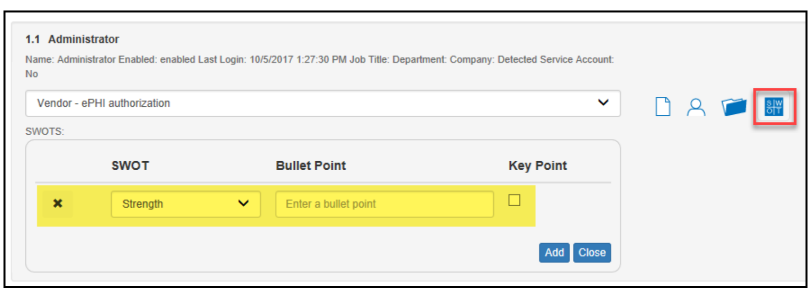
> **Note:** Once you complete your assessment and generate reports, your attached images will appear alongside the form item in the published report and/or supporting document.

Add SWOT Analysis to Surveys and Worksheets

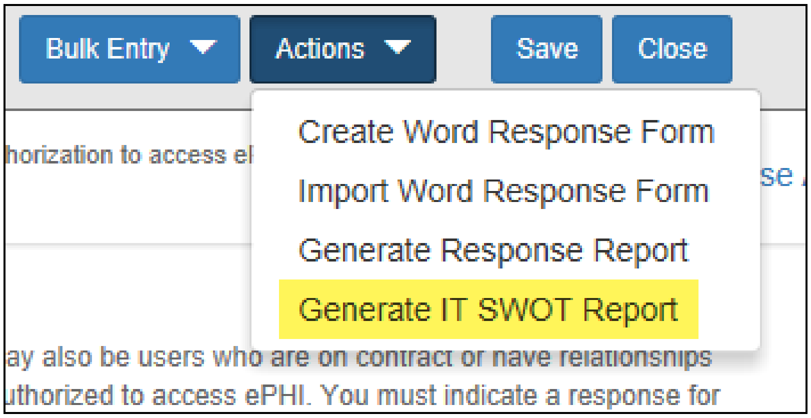
The IT SWOT analysis is a structured method used to evaluate the Strengths, Weaknesses, Opportunities, and Threats affecting an IT network. The analysis involves identifying internal and external issues that are favorable and unfavorable to increasing the overall network health and security of the environment.

To add SWOT to your inform items:

1. Open the InForm in your active assessment in Network Detective Pro.
2. Underneath an InForm item, click on the SWOT icon.



3. Fill in the required fields for each SWOT entry:
   - **Bullet Point**: Enter a short description of the issue here.
   - **Key Point**: Check this to make the entry appear in the SWOT table in the report. Otherwise, it will appear with the rest of the issues in the SWOT list in the report.
4. When you have finished entering all SWOT items for an InForm, click **Actions** and select **Generate IT SWOT Report**.

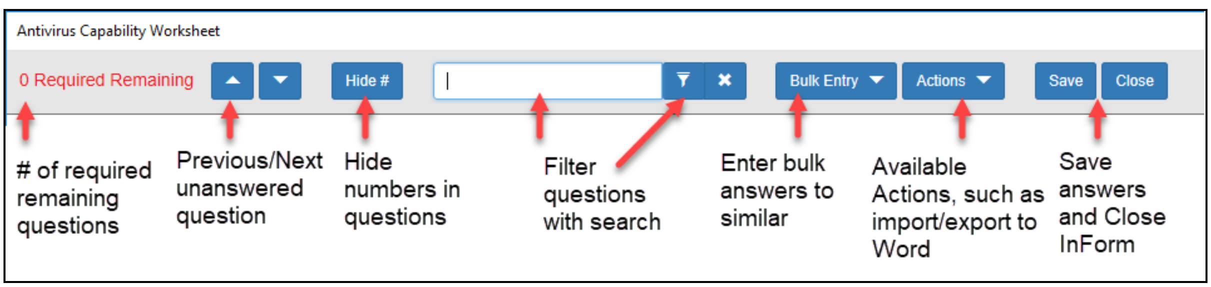


> **Note:** A folder will open with your generated IT SWOT Report. You must generate this report separately for each InForm in your assessment.

Time Savings Tip to Reduce Survey and Worksheet Data Input Time

Use the InForm Worksheet Tool Bar

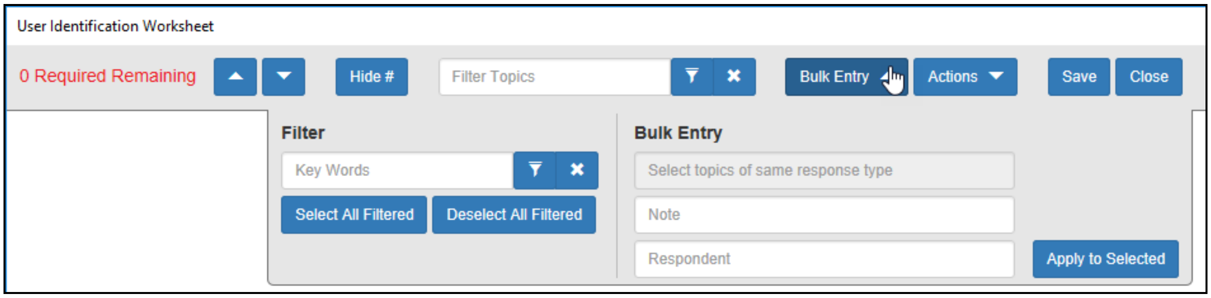
Use the InForm tool bar to save time when completing worksheets.



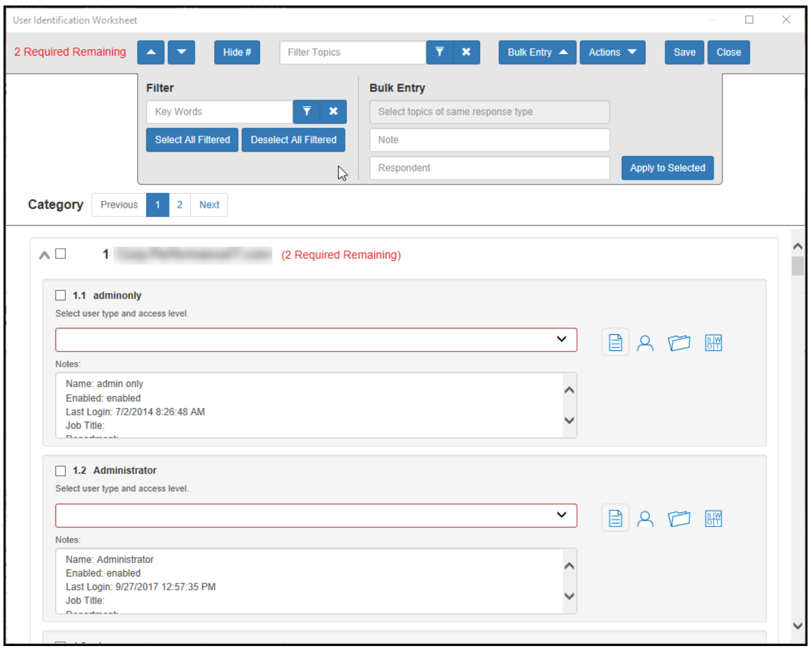
Bulk Entry for InForm Worksheets

InForm allows you to enter bulk responses for worksheet questions. Note that you can only enter bulk responses for questions that require the same types of responses. To use the bulk entry feature:

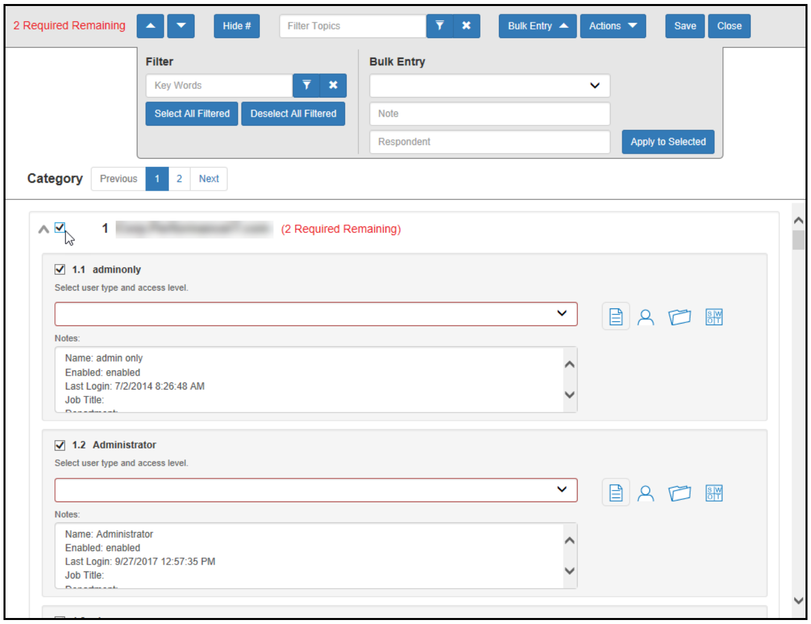
1. Click **Bulk Entry** from the Inform tool bar.



Check boxes will appear next to the response topics.

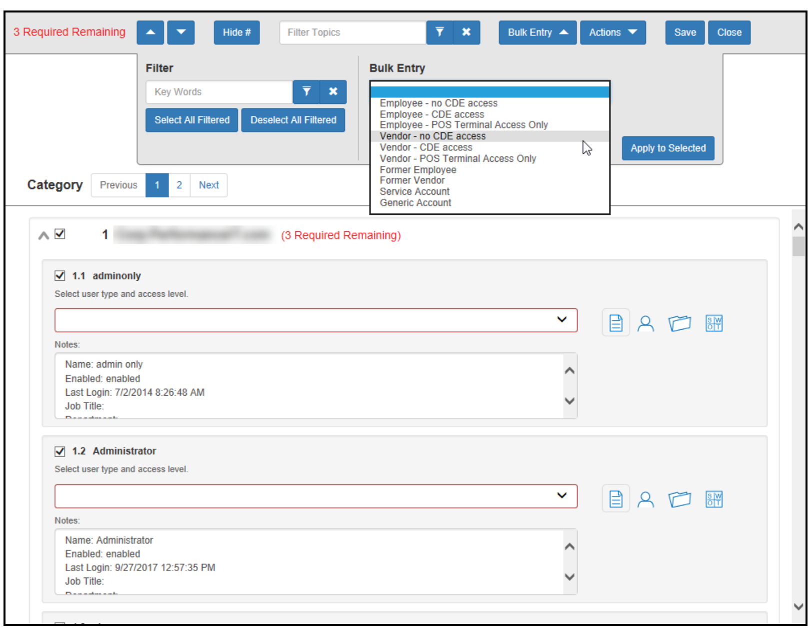


2. Select the check boxes for the topics for which you wish to enter bulk responses.

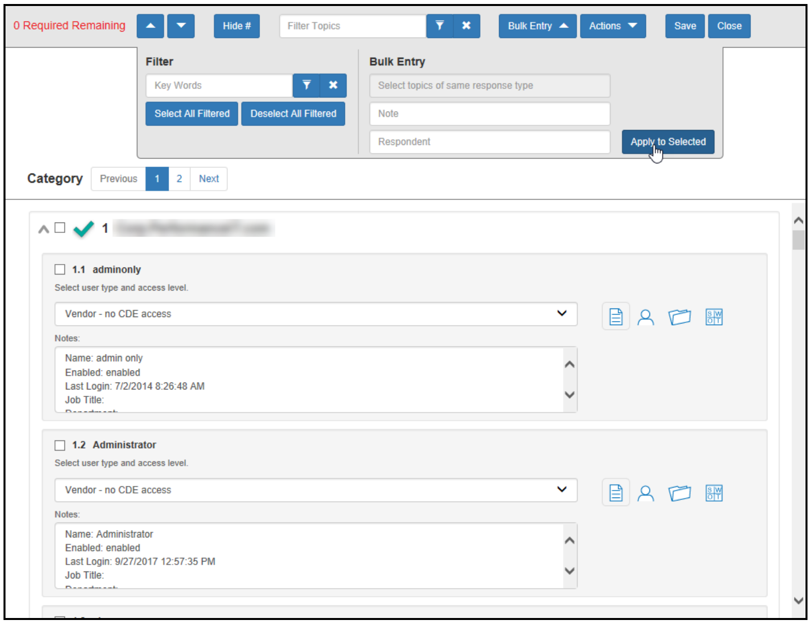


Note: You can select individual topics, or you can click the check box next to the section heading to select all topics within the section. You can also **Filter** topics using terms like "Admin." Note that each topic within the section must require the same types of responses in order to enter bulk responses.

3. Select the response from the Bulk Entry menu. You can likewise enter any relevant notes or the name of a respondent.



4. Then click **Apply to Selected**.



Your chosen response will be entered into the selected topics.

Create Word Response Form

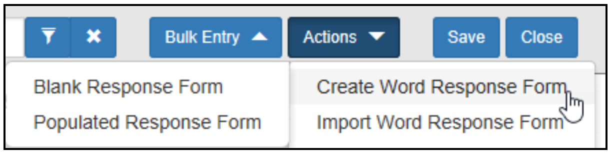
You can export InForm worksheets in your assessment project to Word. This allows you or others to complete worksheets without using Network Detective. For example, you can create a Word response form and send it to a client at a site. The client can then help you gather the required information and enter it in the response form.

Important: In order to import your data, you must enter your responses in the fields contained in the Word document. See "Important Note on Working with Word Response Forms" on the next page for detailed instructions.

To create a Word response Form:

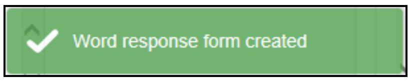
1. From the Active Assessment screen in Network Detective Pro, open the worksheet that you want to export to Word.
2. From the InForm tool bar, click **Actions**.
   a. Click **Blank Response Form** to generate a Word document with blank fields ready for data entry.
   b. Click **Populated Response Form** to generate a Word document with the

responses already entered using InForm.



3. Select the location to save the file. Click **Save**.

   A confirmation message will appear.



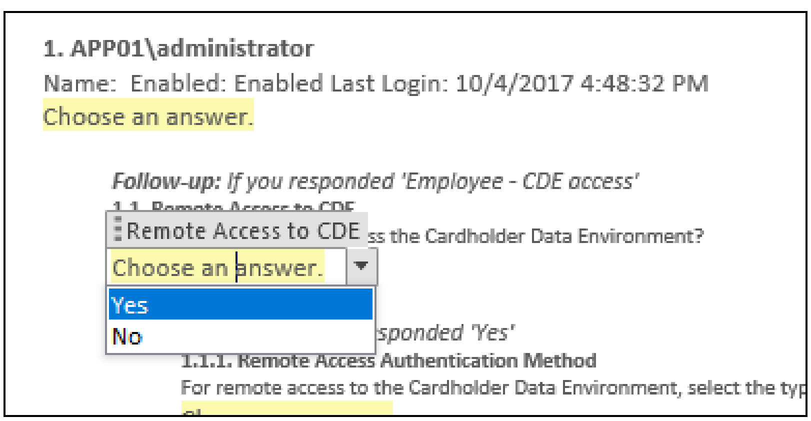
Important Note on Working with Word Response Forms

When you export a Word response form from your assessment, keep in mind the following important tips:

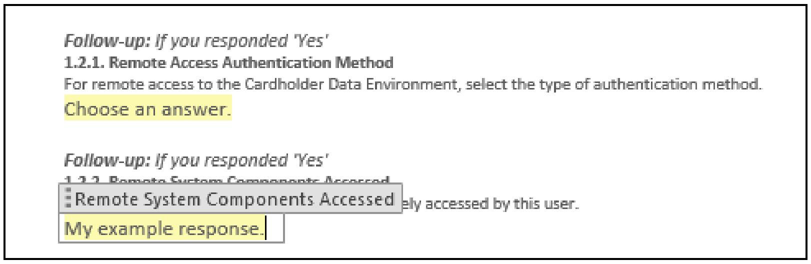
- **DO NOT DELETE** the field controls embedded in the response form! The response fields appear in the images below for your reference:

  Important: If you delete these fields, your data cannot be imported into the assessment!

  Multiple choice response field



  Text response field



- You must use the Word fields to enter your responses. Any content you enter not included in these fields will not be imported into your assessment.

Import Word Response Form

You can import a Word response form into your assessment using InForm. This allows you to collaborate with others to gather information and complete worksheets.

EXAMPLE:

Step 1: Create/export a Word response form for one of the worksheets in your assessment.

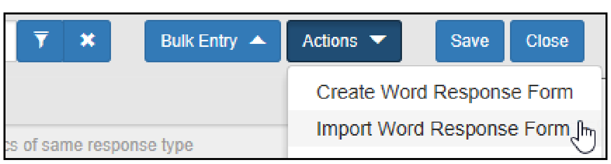
Step 2: Send it to a client to enter additional information about the site using Word.

Step 3: The client can then send you the worksheet as an email attachment.

Step 4: Import the Word document back into your assessment with the client's responses and make any final changes to the worksheet.

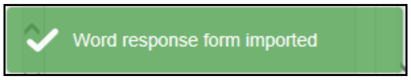
To import a Word response form:

1. From the Active Assessment screen in Network Detective Pro, open the worksheet that you want to export to Word.
2. From the InForm tool bar, click **Actions**.
3. Click **Import Word Response Form**.



4. Select the file to import. Click **Open**.

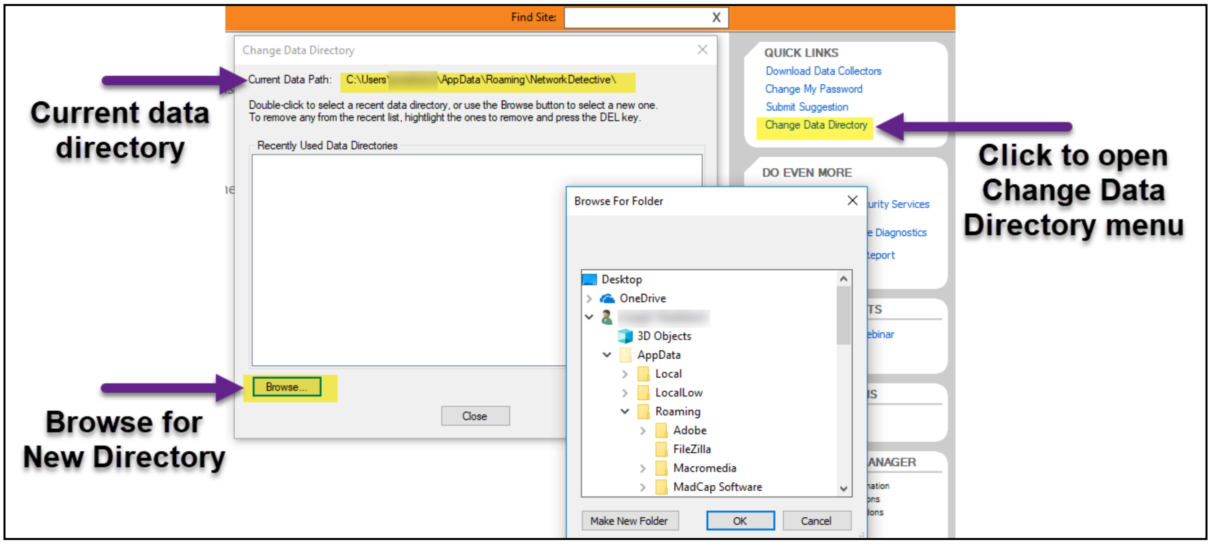
A confirmation message will appear. The InForm worksheet fields will be updated with the imported responses.



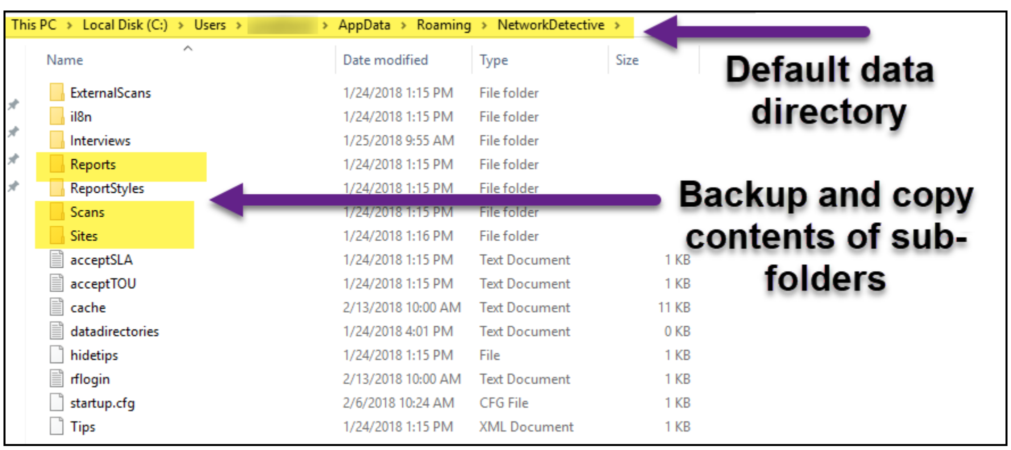
Compiling Network Detective Data

In order to share sites, scans and reports between all Network Detective Pro users, use the **Change Data Directory** quick link from the home screen.

You can set this as a network share, Dropbox, Cloud Sync, One Drive or however you would like as long as all users have access to this directory.

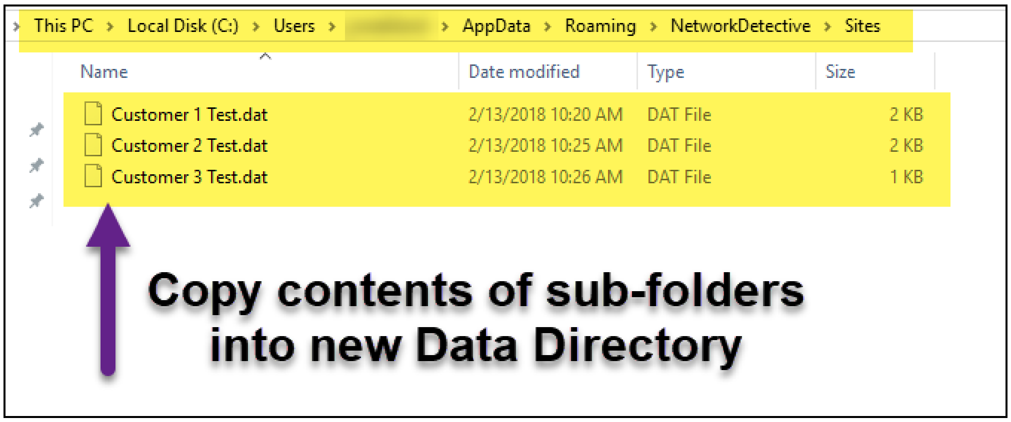


Changing the directory will automatically create a new Network Detective folder along with all of the corresponding subfolders. Any data already created locally will not migrate automatically. To retain this data, navigate to the **C:\Users\ [User]\AppData\Roaming\NetworkDetective** folder (you may need to enable hidden file viewing) and copy the relevant contents of any subfolders you wish to retain.

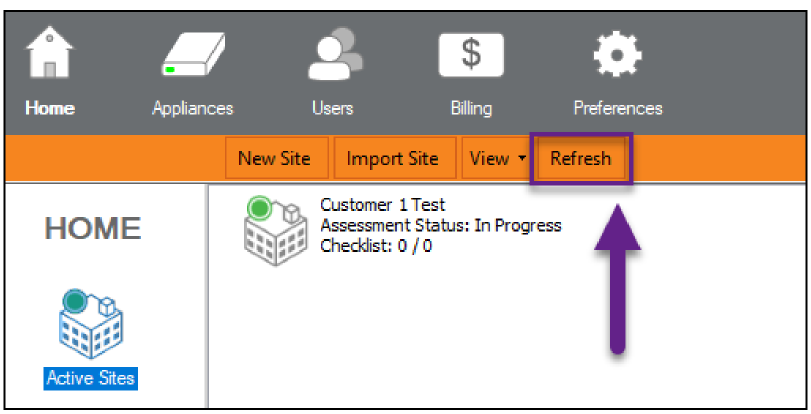


Most importantly, copy the contents of the **Reports**, **Scans**, and **Sites** subfolders over to corresponding subfolders of the new directory.

> **Important:** We recommend that you backup any important data before transferring.



Once this has been completed, select the refresh button from the Homescreen of the Network Detective Application to view all of the previously created sites, which will contain all of their relevant data.



Integrate Network Detective Pro with a PSA System

With Network Detective Pro, you can export important information uncovered during your assessment into your preferred Professional Services Automation (PSA) system. This includes technical information on computer assets discovered on the network, contact information for network users, and issues for remediation. This topic covers how to integrate Network Detective Pro with your chosen PSA System.

Step 1 — Gather Credentials and Set Up your PSA System

Before you begin, you will need:

- Valid Login Credentials for Network Detective Pro
- A Network Detective Pro "Site" for which you wish to export items or create tickets in your PSA
- Valid Login Credentials for your PSA system account (if you wish to integrate Network Detective Pro with multiple PSA accounts, gather credentials for each PSA account)
- Other prerequisites specific to your chosen PSA system (refer to the table below)

PSA System	PSA Prerequisites
Autotask	**Note:** To set up a connection between the Network Detective application and the Autotask system, you will need to create an API User in Autotask. See "Set Up Autotask Integration" on page 308. • Autotask API Username • Autotask API Password
ConnectWise REST	• ConnectWise REST Public Key • ConnectWise REST Private Key • ConnectWise Company ID • ConnectWise PSA URL

PSA System	PSA Prerequisites
	Note: You must configure ConnectWise correctly before you can integrate with Network Detective Pro. See "Set Up ConnectWise REST Integration" on page 313 for detailed instructions.
SOAP ConnectWise™	• ConnectWise Username • ConnectWise Password • ConnectWise Company ID • ConnectWise PSA URL **Note:** You must configure ConnectWise correctly before you can integrate with Network Detective Pro. See "Set Up ConnectWise SOAP Integration" on page 322 for detailed instructions.
Tigerpaw® SOFTWARE	• Tigerpaw Username • Tigerpaw Password • Tigerpaw API URL
BMS™ by Kaseya	• Kaseya Username • Kaseya Password **Note:** The Kaseya User must be in the Kaseya Administrator Role. See for "Set Up Kaseya BMS Integration" on page 324 detailed instructions. • Kaseya Tenant (i.e. company name) • Kaseya API URL, example: "https://bms.kaseya.com" (you

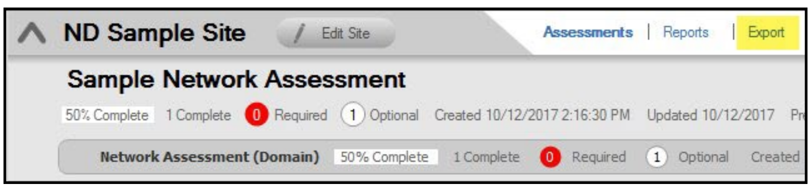
PSA System	PSA Prerequisites
	should receive the exact URL in an email from Kaseya)

Step 2 — Create a Connection Between Network Detective Pro and Target PSA

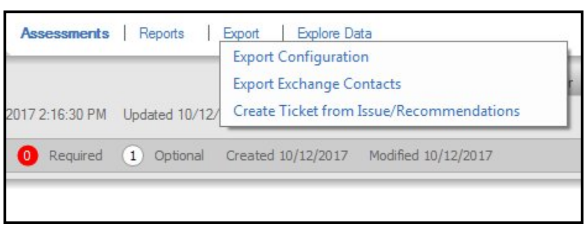
1. If you have not already done so, visit https://www.rapidfiretools.com/ndpro-downloads/ to **download and install Network Detective Pro**.
2. **Start Network Detective Pro** and log in with your credentials.
3. Open the **Site** for which you wish to create tickets in the target PSA.

> **Note:** You must have completed your assessment project and must have reports ready to generate in order to create tickets.

4. Within the Assessment window, click **Export**.

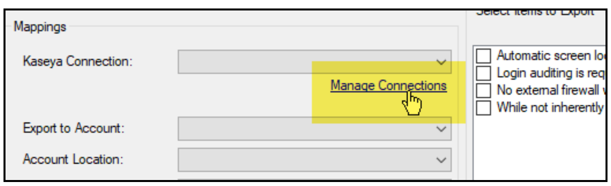


5. Choose an export option from the drop-down menu.

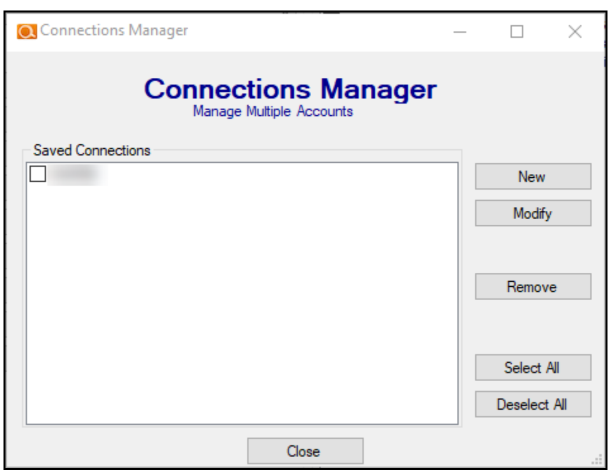


6. **Select your Target** Ticketing/PSA system from the list of supported options.

7. Click **Manage Connections**.

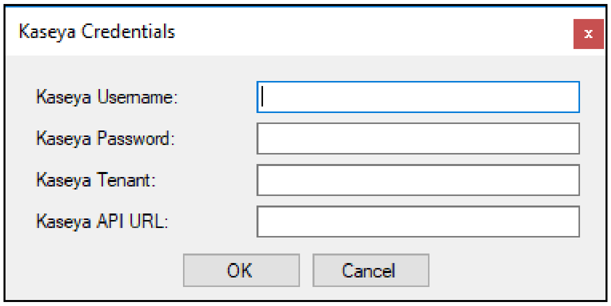


The Connections Manager window will be displayed.



8. Select the **New** button in the Connections Manager window to create a new PSA connection.

   The PSA Credentials window will be displayed

9. Enter the credentials for chosen PSA.

   Important: To generate login credentials for ConnectWise REST, see "Set Up ConnectWise REST Integration" on page 313. To generate login credentials for ConnectWise SOAP, see "Set Up ConnectWise SOAP Integration" on page 322.

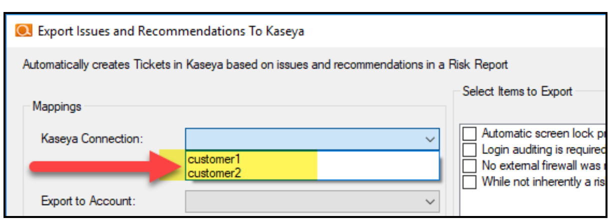
10. Click **OK**.

    The new Connection will be listed in the Saved Connections list in the Connections Manager window.

    Tip: If you wish to export items to multiple, separate PSA accounts, repeat this process and add Connections for each account.

11. Click **Close** to dismiss the Connection Manager.

12. From the Export screen, verify the connection by selecting it from the drop-down menu.

> **Note:** If the connection is successful, some of the Mappings fields should automatically populate with values from the PSA system.

13. Proceed to export information to your PSA. Refer to the instructions below.

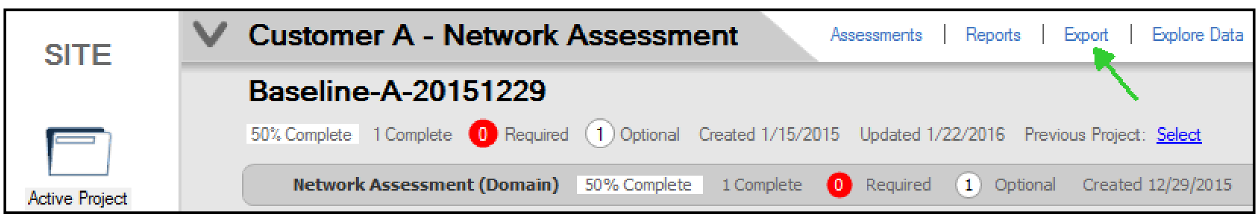
Once you have created the connection, you can then use the **Export** features:

- "Export Configuration Items from Network Detective Pro to PSA" below
- "Export Exchange Contacts from Network Detective Pro to PSA" on page 305
- "Create Tickets from Assessment Issues and Recommendations from Network Detective Pro to PSA" on page 305

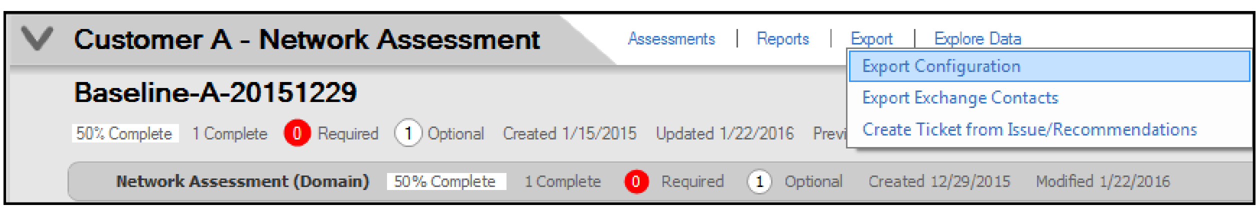
Export Configuration Items from Network Detective Pro to PSA

You can use Network Detective to export data to configuration items within your preferred PSA/CRM or Ticketing Systems such as Autotask, ConnectWise, and Tigerpaw. To do this:

1. Open the **Site** and **Assessment Project** for which you wish to create tickets.
2. Within the Assessment window, click **Export**.

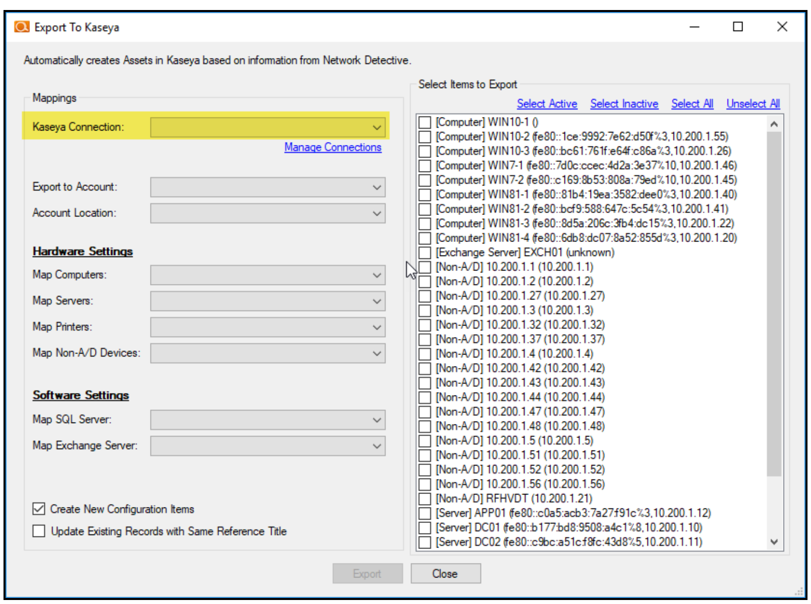


3. Click **Export Configuration**.



4. Select the **Target PSA** from the menu.

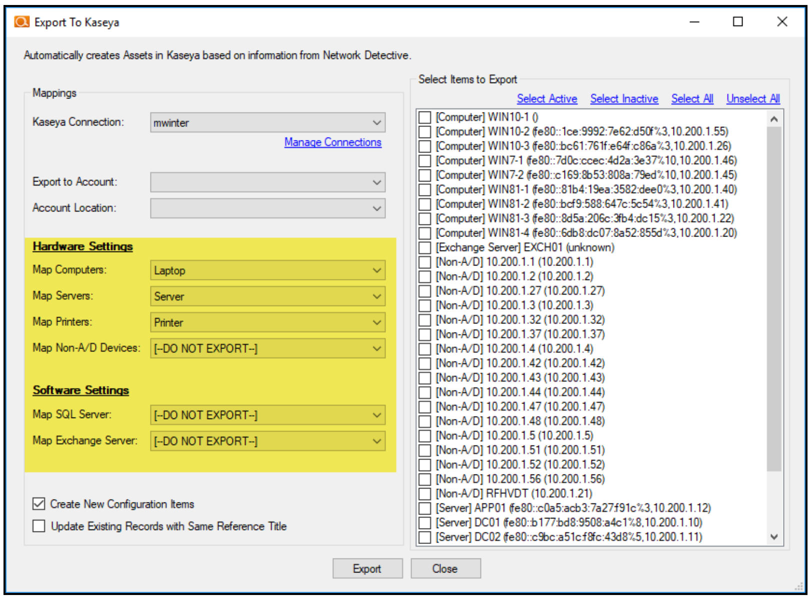
5. The **Export Issues/Recommendations** window will appear.
6. Select a **Connection** from the drop-down menu. The Connection determines the specific PSA account to which the tickets will be exported.



Important: If you have not yet created a connection, see "Integrate Network Detective Pro with a PSA System" on page 294 and follow the instructions there. Then return to this help topic.

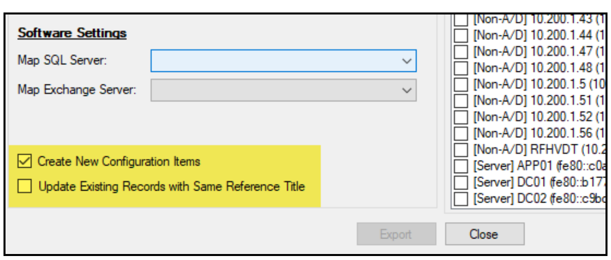
Note: When the Connection between Network Detective Pro and the PSA is established, some of the fields in the Mapping menu will automatically populate. This may take up to 60 seconds.

7. Map the issues to service ticket fields in your PSA. These mappings allow you to configure how the items will be mapped within your PSA.



Important: You configure the values for the mapping fields in your PSA system. Ensure the values are correctly configured in your PSA before continuing.

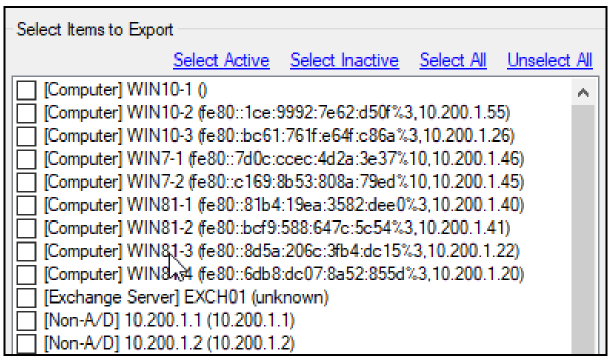
8. Choose whether to **Create New Configuration Items**. This will create new items in your PSA, even the items already exist.



9. Select **Update Existing Records with Same Reference Title** if you want to update existing configuration items with information from Network Detective.

 Tip: You can perform this operation multiple times with different "Selected Items" to map each group to different Product types. For example, if different sets of "Non-A/D devices need to get mapped to different elements (e.g. - some to Switches, other to Printers), select appropriate items, set the mapping and repeat with different settings as necessary.

10. From the list, **Select Items to Export**.



11. Click **Export**. Confirm that you wish to export the issues.

 After the export is complete, an Export Complete status window will be displayed indicating the number of items created in the PSA.

Note: You can then log in to your PSA and confirm that your items have been created.

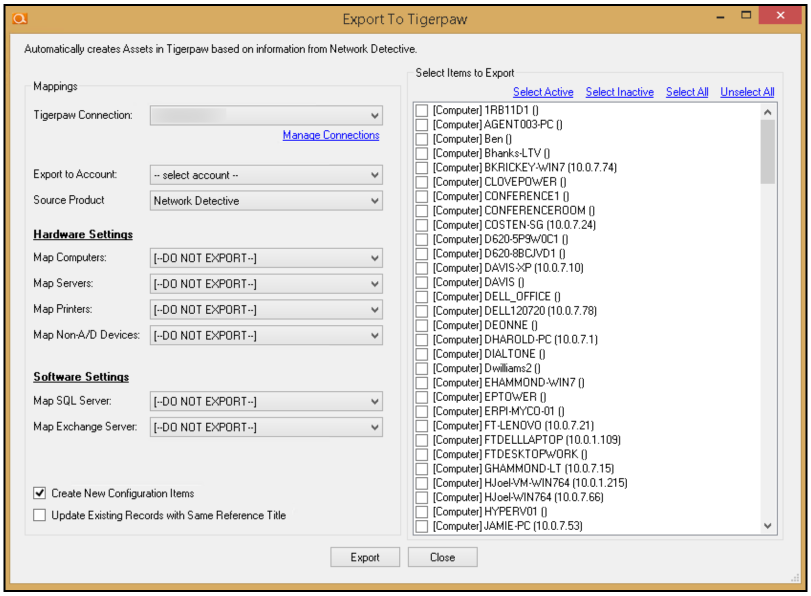
Export fields for Autotask

When exporting to Autotask, Network Detective will set the following fields in each Configuration item:

- Product (mapped as per step 4 above)
- Reference Title (from the machine name)
- Notes (information on the device, including O/S, CPU, RAM, IP, etc. – as available from scan)

Export fields for Tigerpaw

Once you have created and established a connection to Tigerpaw, Network Detective will populate the Export to Account field and Source Product drop down list.



Select the account from the Source Product list that you want to export your Configuration Fields to within Tigerpaw. Once the account is selected, elect the Hardware Settings and Software Settings that you want to export.

Then complete the Export by selecting the Export button.

At that point, “Assets” will be created within the Tigerpaw system for management under the Tigerpaw “Managed Assets” process.

Export fields for ConnectWise

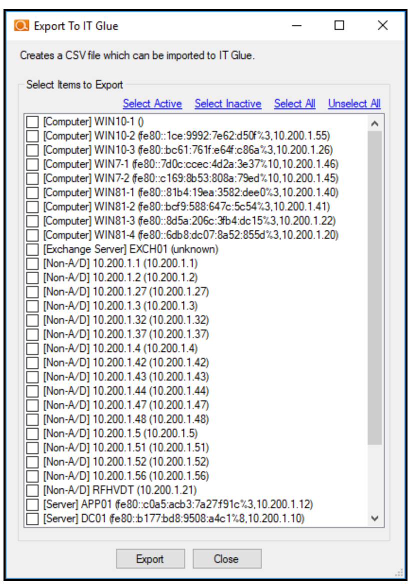
When exporting to ConnectWise, you can use any existing Configuration Types that you have setup. In this case, Network Detective will populate the standard fields, and the Notes field will be set with the information for that system (CPU, Memory, etc.). If there was information in the Notes field, it will be overwritten by Network Detective.

There is also the option to use a Configuration Type specific to Network Detective for each of Computers, Servers, Printers, etc. These will be in the appropriate drop-down with "(ND)" as the suffix - for example "Computer (ND)" and "Server (ND)." These will automatically be created by Network Detective. If you use this Configuration Type, Network Detective will create and set custom Configuration Questions relevant to the Configuration type. For example, for Computers (ND), the Configuration Questions include: Computer Name, Operating System, CPU, etc. The full list of information will also be entered into the Configuration Question: Misc.

Export Configuration Items to IT Glue

To Export Configuration Items to IT Glue:

1. **Select the items to export** from the list.



2. Click **Export**.

3. Enter a name for the CSV file. Click **Open**.
4. Network Detective Pro will then create a CSV file. Import the file into IT Glue.

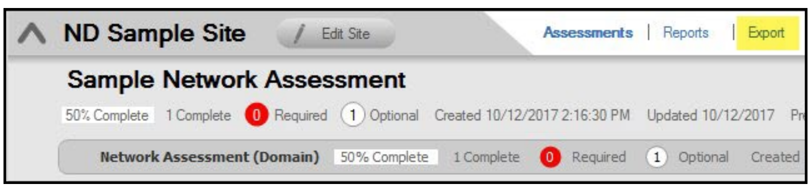
Export Exchange Contacts from Network Detective Pro to PSA

Help topic coming soon!

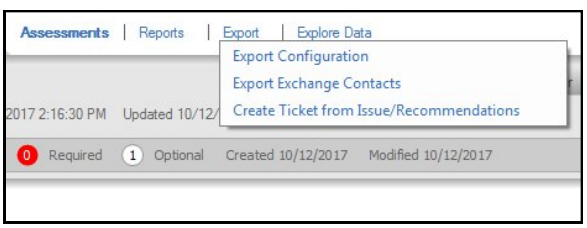
Create Tickets from Assessment Issues and Recommendations from Network Detective Pro to PSA

Network Detective Pro allows you to create tickets from Issues and Recommendations identified during the assessment. To create and export tickets to your preferred PSA system:

1. Open the **Site** and **Assessment Project** for which you wish to create tickets.
2. Within the Assessment window, click **Export**.

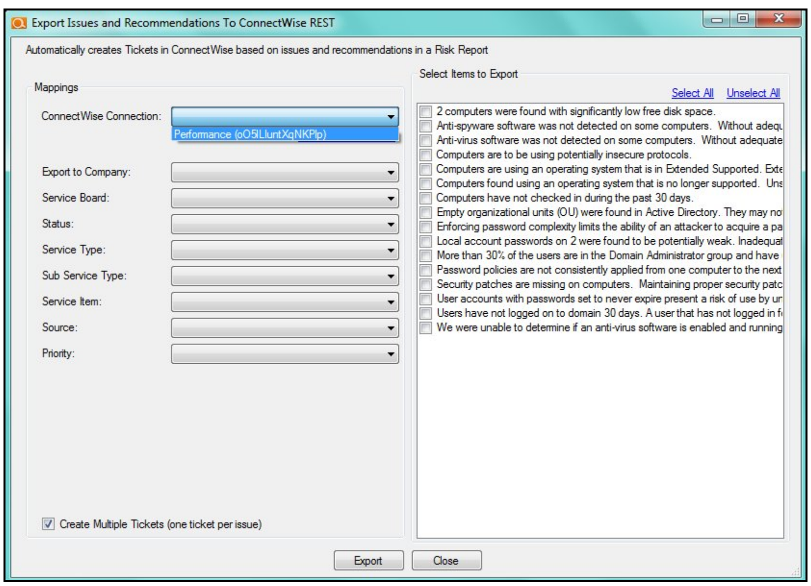


3. Click **Create Ticket from Issues/Recommendations**.



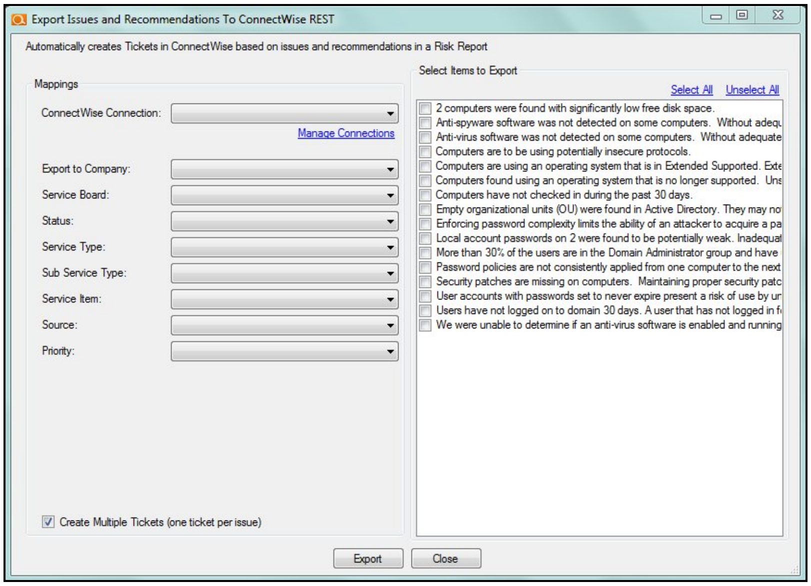
4. Select your preferred **Target** PSA from the menu.

5. The **Export Issues/Recommendations** window will appear.
6. Select a **Connection** from the drop-down menu. The Connection determines the specific PSA account to which the tickets will be exported.



Important: If you have not yet created a connection, see "Integrate Network Detective Pro with a PSA System" on page 294 and follow the instructions there. Then return to this help topic.

Note: When the Connection between Network Detective Pro and the PSA is established, some of the fields in the Mapping menu will automatically populate. This may take up to 60 seconds.

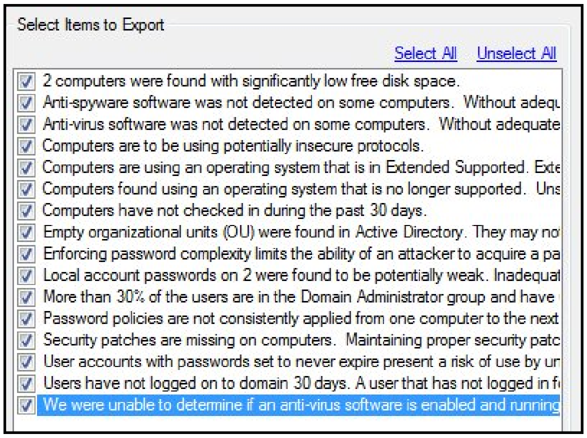


7. Map the issues to service ticket fields in your PSA. These mappings allow you to configure how the issues in Network Detective Pro are created as tickets in your PSA.

Important: You configure the values for the mapping fields in your PSA system. Ensure the values are correctly configured in your PSA before continuing.

Note: In the **Export Issues and Recommendations** window select the **Create Multiple Tickets** option to create a ticket for each Issue and Recommendation contained within the Items to Export list. Unselect this option to create a single ticket with all of the issues.

8. From the list, **Select Items to Export** to the PSA.



9. Click **Export**. Confirm that you wish to export the issues.

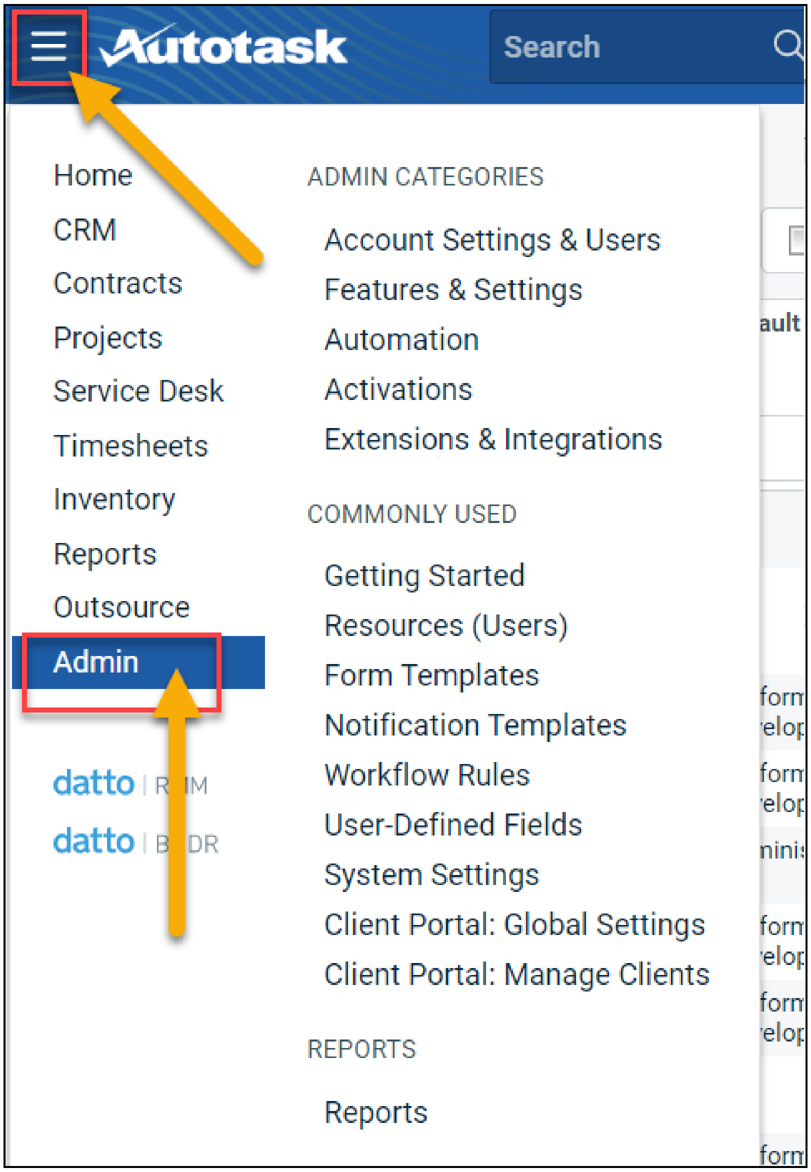
   After the export is complete, an Export Complete status window will be displayed indicating the number of Issues tickets created in the PSA.

> **Note:** You can then log in to your PSA and confirm that your tickets have been created.

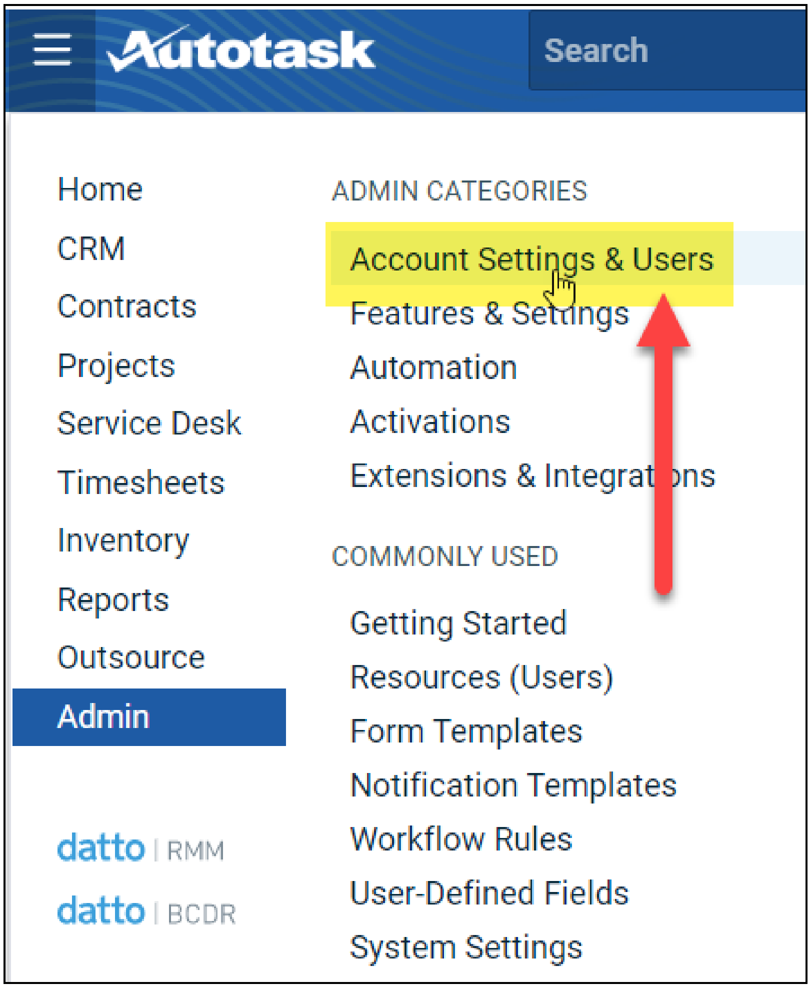
Set Up Autotask Integration

To set up a connection with the Autotask system, you will need to **create an API User in Autotask**. To do this:

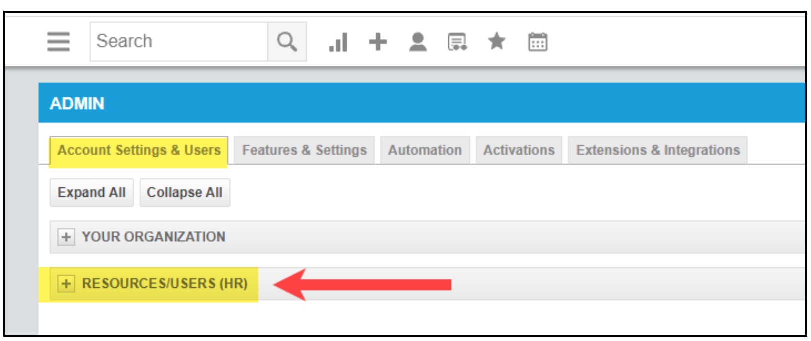
1. Log in to Autotask with your admin user credentials.
2. Click on the **Autotask home** button on the left, then click **Admin**.



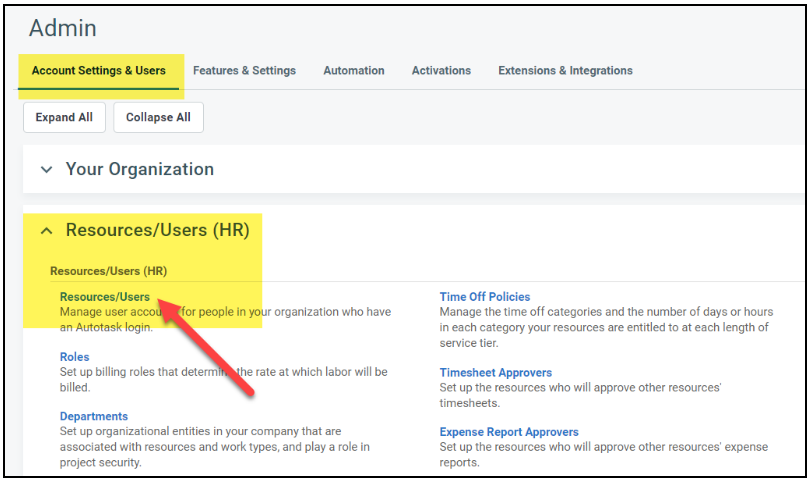
3. From the **Admin** menu, click **Account Settings & Users**.



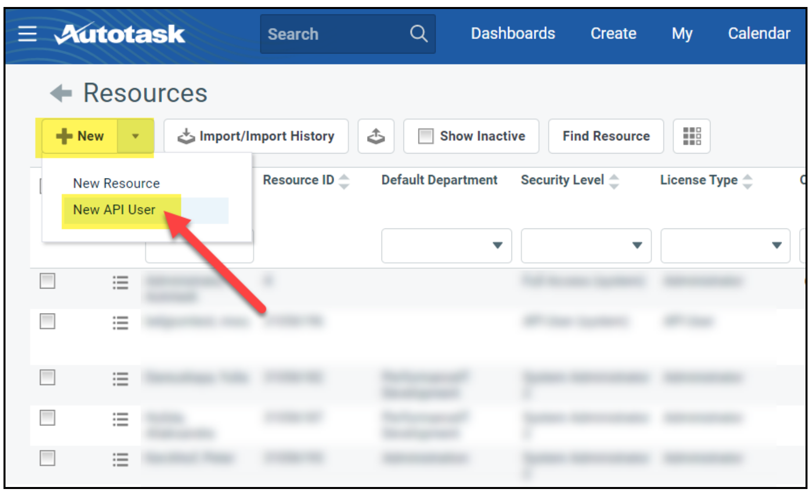
4. Next, click **Resources/Users (HR)** to expand the menu.



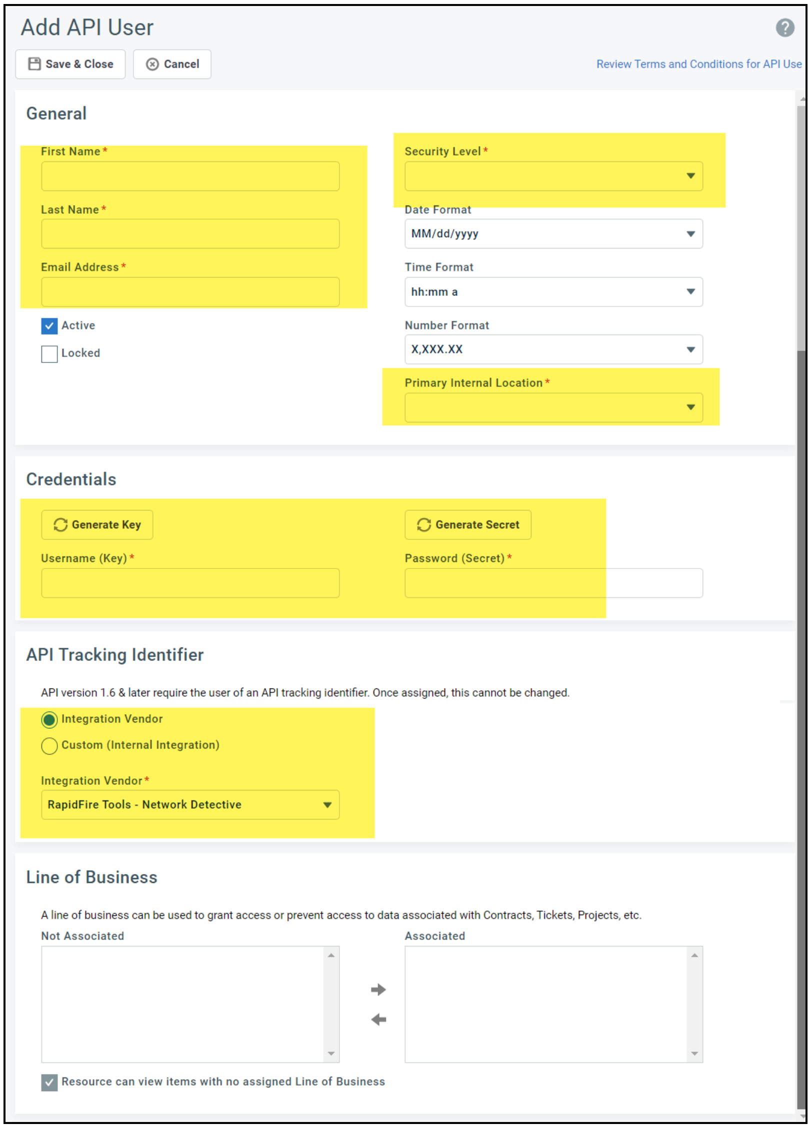
5. Then click **Resources/Users**.



6. Hover your mouse over the drop-down menu to the right of the **New** button, then select **New API User**.



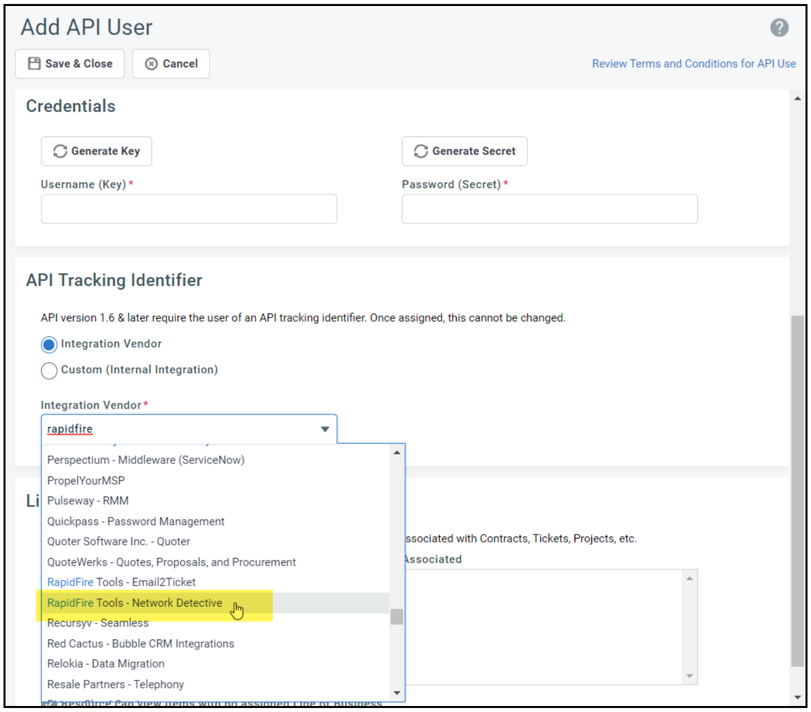
7. Enter information about the API user. Autotask will prompt you to enter the mandatory fields.



- Enter a **first and last name** for the API user.
- Enter an **email address** for the API user.
- From **Security Level**, select **API User (system)**.
- Select a **Primary Internal Location** for the API user.
- Enter/generate a **username** for the API user, then enter/generate a **password**.

  > **Note:** Take note of these credentials as you will enter these in Network Detective to enable the API integration.

- Under **API Tracking Identifier**, select **Integration Vendor**. Then select **RapidFire Tools — Network Detective**.



8. When you are finished configuring the new API user, click **Save & Close**. The new user will appear in the list.

Set Up ConnectWise REST Integration

To set up a connection to ConnectWise Ticketing system using the REST API you will be required to:

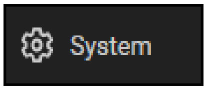
Step 1 — Download and Install the ConnectWise Manage Internet Client Application

To enable the integration, you will need to use the ConnectWise Manage Internet Client application. Download and install the app from http://university.connectwise.com/install/. Then log in using your credentials.

If you are using the ConnectWise Manage web app, you can continue to use the web app after you have completed the steps in this guide and enabled the integration.

Step 2 — Select the ConnectWise Ticket System API Member Account to Integrate with

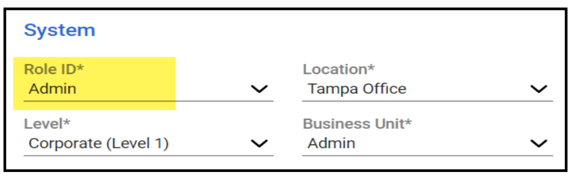
1. From the ConnectWise dashboard, click **System** from the side menu.

2. Next, click **Members**.
3. Click on **API Members Tab**. The API Members screen will appear.

   Note that the API Members Tab may not show by default and may need to be added. You can add this tab from the Tab Configuration menu on the Members page.

4. Click on the + button to create a new API Member. Fill in all required information.
5. Confirm that the API Member has been assigned Admin rights by checking the member's **Role ID** under **System**.

   Important: By default, the API Member must have **Admin** rights for the integration to function correctly. However, we provide a "least privilege" custom solution for the API Member Role ID below. See "Create Minimum Permissions Security Role for API Member" below.

Create Minimum Permissions Security Role for API Member

If you do not wish to assign the API member full Admin rights, create this custom security role and assign it to the API member:

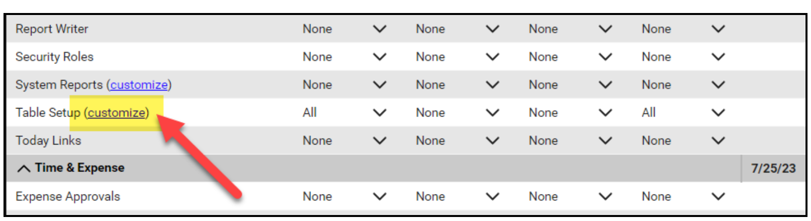
1. Go to **System** > **Security Roles**.
2. Click the + button to create a new security role.

3. Set the permissions for the Role as detailed in the table below and click **Save**.
4. Assign this custom Security Role to the API Member instead of full Admin.

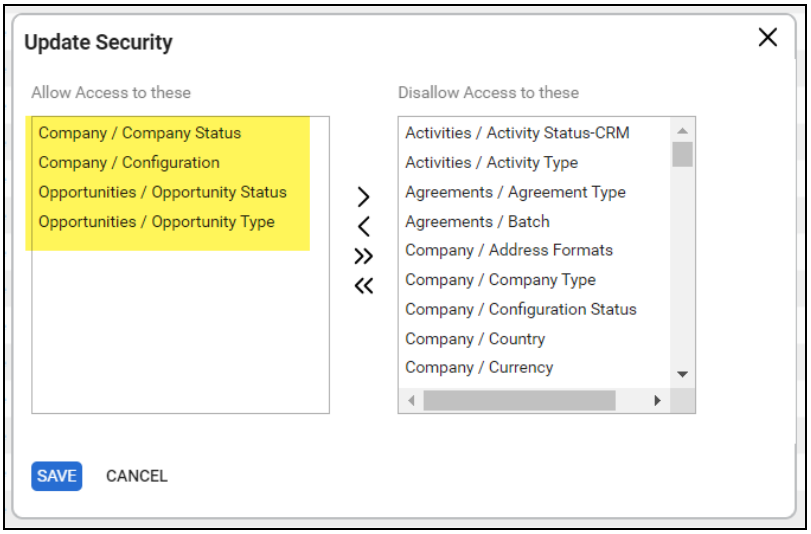
Module		Add Level	Edit Level	Delete Level	Inquire Level
Companies					
	Company Maintenance				All
	Configurations	All	All		All
	Contacts	All	All		All
Service Desk					
	Service Tickets	All	All		All
System					
	API Reports				All
	Table Setup* *Customized Table Setup: Allow Company / Company Status, Company / Configuration, Opportunities / Opportunity Status, Opportunities / Opportunity Type (See "Table Setup Configuration" below below for an extended explanation)	All			All

Table Setup Configuration

From Table Setup, click **customize**.

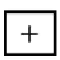
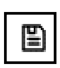


Allow access to the items listed in the table above under **Table Setup**. You can also refer to the image below.

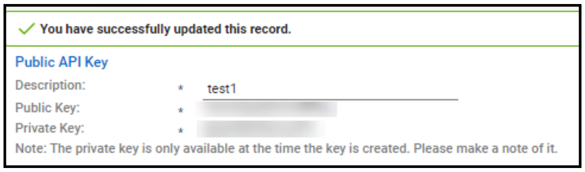


Step 3 — Create an API Key in the ConnectWise Ticketing System

1. Select the API Member that you created previously.
2. From the API Member details screen, click **API Keys**.

3. Click the  button.
4. Enter a **Description** for the API Key.
5. Click **Save**. 
6. The newly generated API Key will appear.
7. Write down or take a screen shot of the Member's Public and Private API Key strings. This information will be required to set up the integration with ConnectWise.

Important: Note that the Private Key is only available at the time the key is created. Be sure to copy the keys for your records.



Step 4 — Configure Service Tables in ConnectWise

In order to export issues as tickets in ConnectWise, you will need to configure several **Service Tables** in ConnectWise. These tables ensure that the issues are “mapped” correctly to the tickets created within ConnectWise. You must configure the Service Tables correctly in order to establish the connection with ConnectWise.

You can configure the Service Tables in ConnectWise from **System > Setup Tables > Category > Service**. Configure the Service Tables as detailed below:

1. **Service Board**

   You must have a Service Board created within ConnectWise. In addition, within the Service Board, you must create values for the following fields. You can create values for these fields from the Service Board page:

   a. **Statuses**
   b. **Types**
   c. **Teams**

   You must create at least one value for each of these fields.

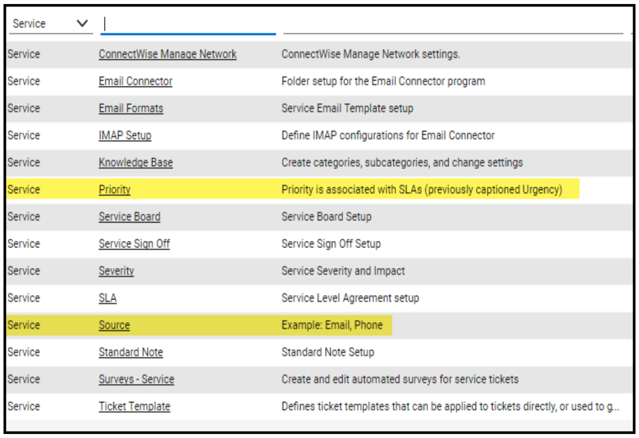
   In addition, you must define values for two additional Service Tables:

2. **Source**

   You must include at least one Source.

3. **Priority**

You must include at least one Priority level.



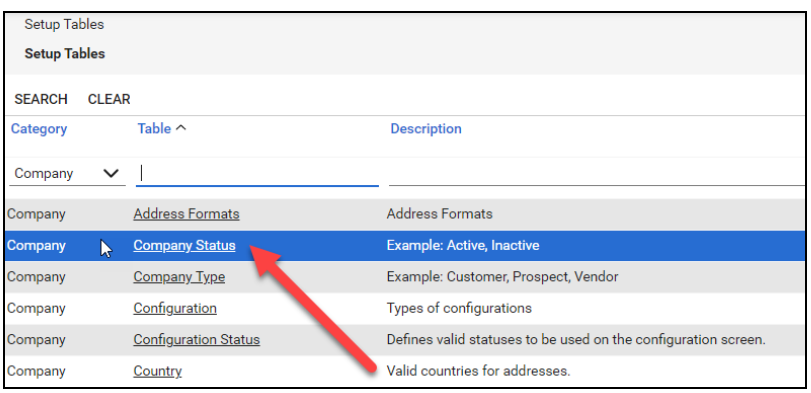
If your existing Service Tables already contain values for the fields listed above, you do not need to create new values.

Step 5 — Remove "Disallow Saving" Flag from Company

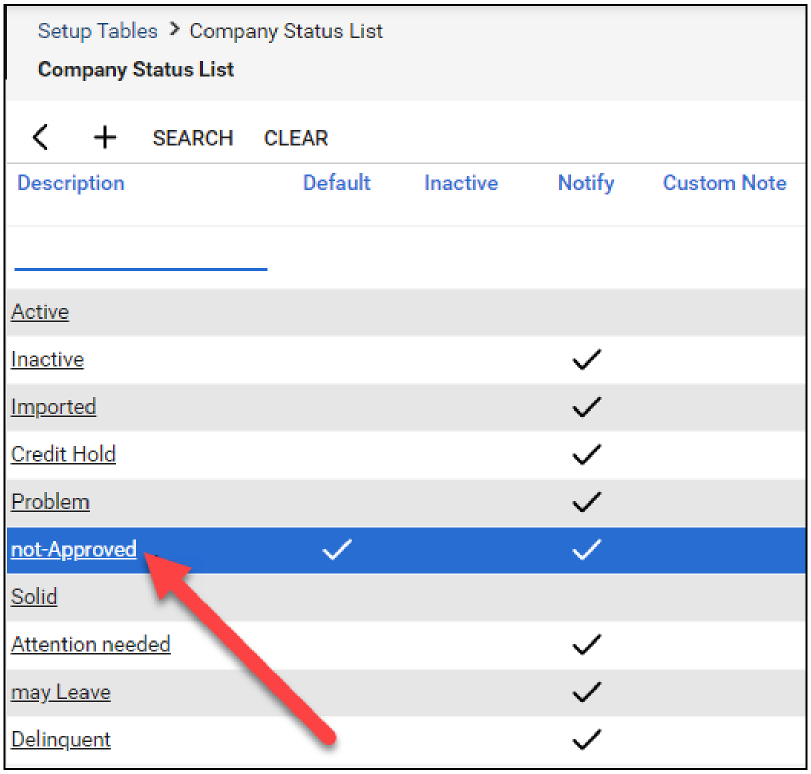
The final step is to ensure your companies are able to save data such as tickets. By default, your company may have the "**Disallow Saving**" option flag enabled; this will prevent you from exporting tickets to the company.

Here's how to remove the "Disallow Saving" flag:

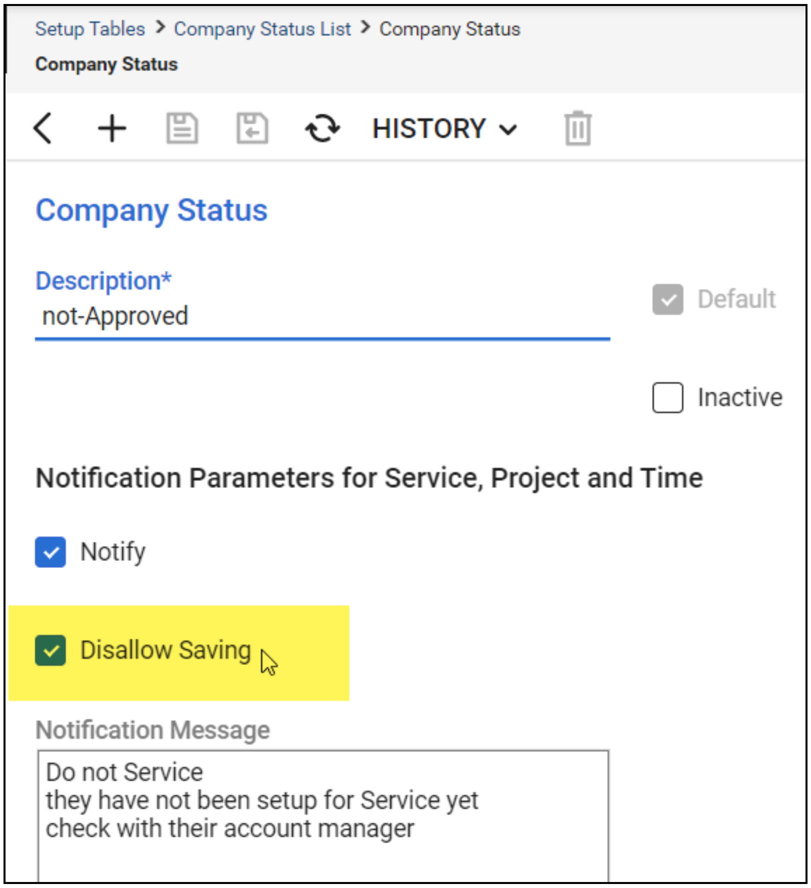
1. Navigate to **Setup Tables** > **Category** > **Company** > **Company Status**.

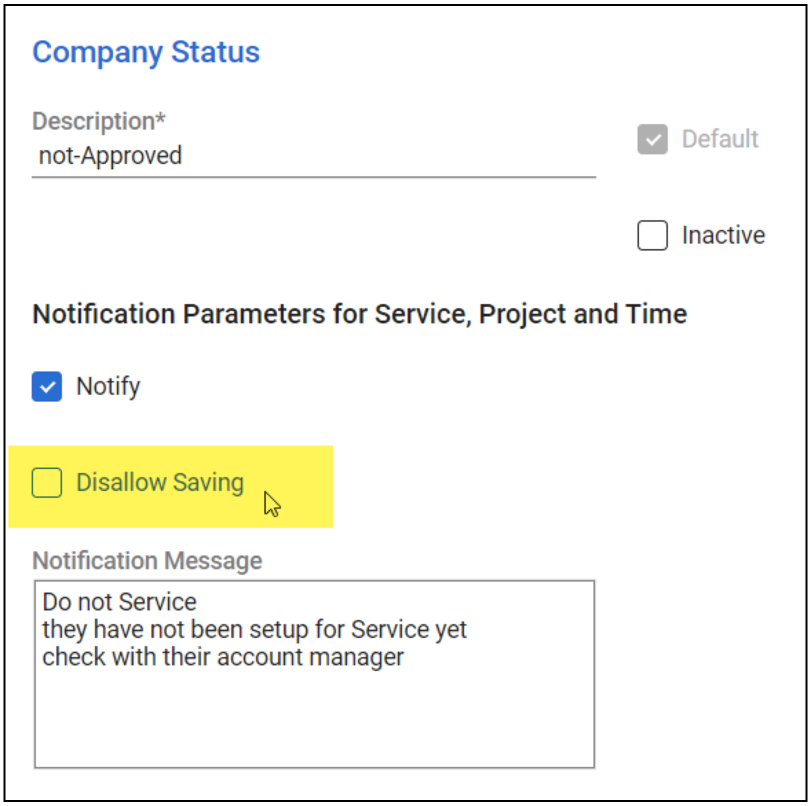


2. From Company Status, open the **not Approved** field.

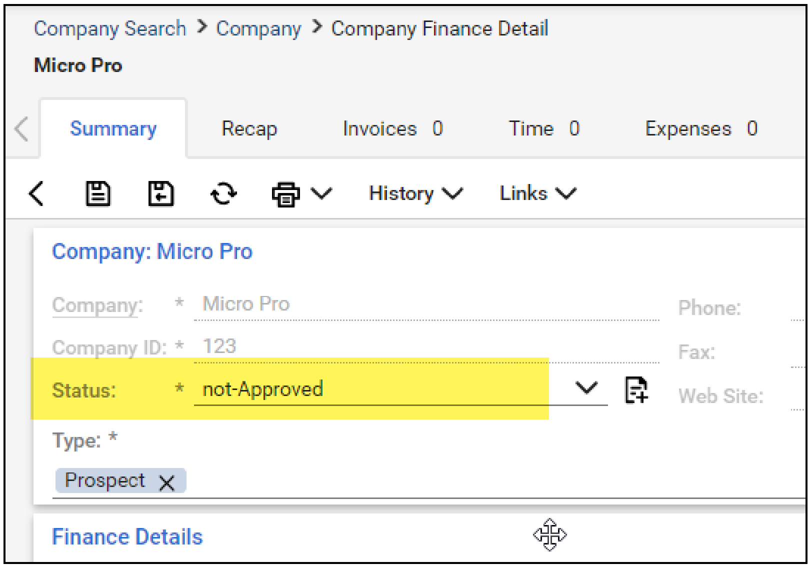


3. Uncheck the **Disallow Saving** flag.


Setup Tables > Company Status List > Company Status
Company Status
HISTORY
Company Status
Description*
not-Approved
Default
Inactive
Notification Parameters for Service, Project and Time
Notify
Disallow Saving
Notification Message
Do not Service
they have not been setup for Service yet
check with their account manager



4. This will allow you to export tickets to companies with the **not Approved** status. Alternatively, you can set the company itself to a different status that allows saving before attempting the ticket export.



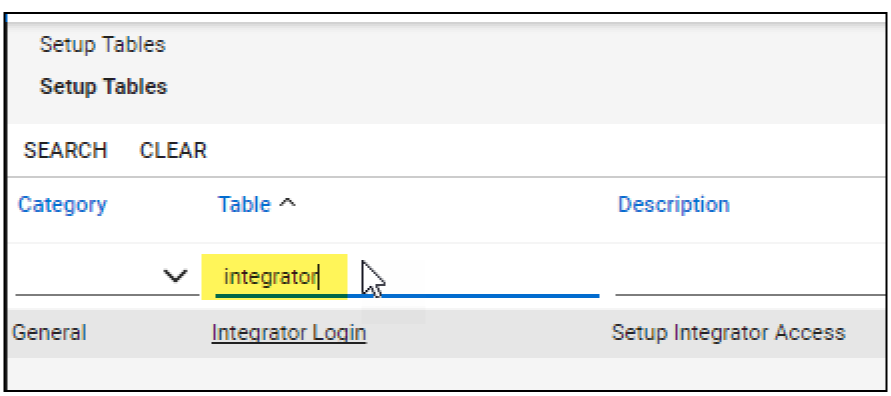
Set Up ConnectWise SOAP Integration

This topic covers how to integrate Network Detective Pro with ConnectWise via the ConnectWise SOAP API.

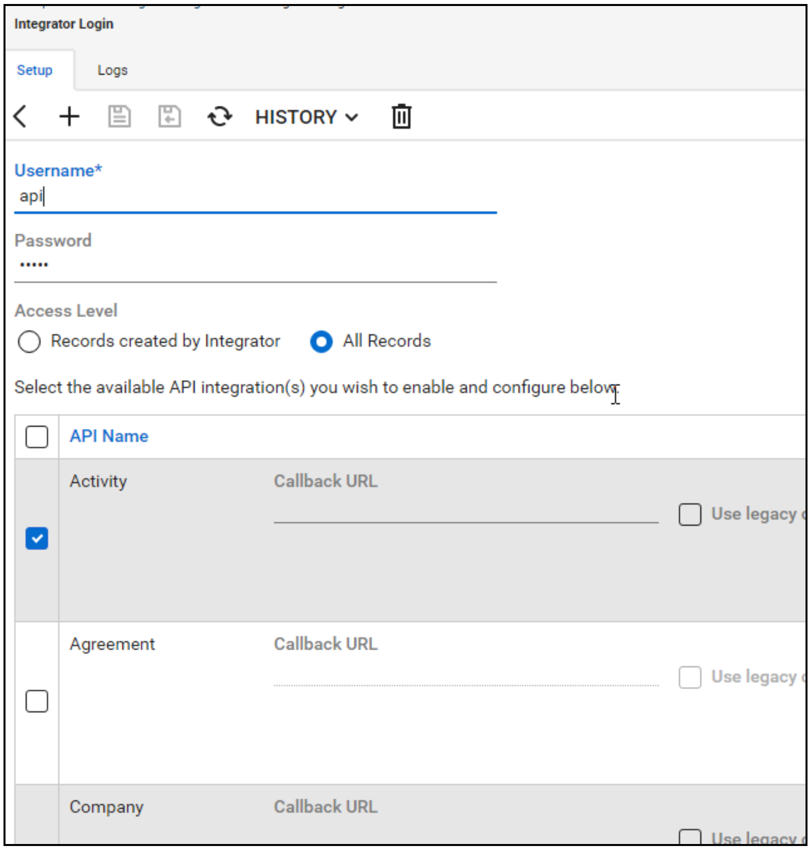
Important: The ConnectWise SOAP API is in the process of being deprecated by ConnectWise. We recommend that you use the ConnectWise REST API instead.

To set up the ConnectWise SOAP integration:

1. Navigate to **System**-> **Setup Tables**.
2. Type “**Integrator**” into the Table lookup and hit Enter.
3. Click the **Integrator Login** link.



4. Click the “**New**” Icon to bring up the New Integrator login screen as shown on the right.
5. Enter and record **Username** and **Password** values which you will need later on when creating a connection in Network Detective Pro.
6. Set the Access Level to “**All Records**.”
7. Using the ConnectWise Enable Available APIs function, **enable the following APIs**:
    - ServiceTicketApi
    - TimeEntryApi
    - ContactApi
    - CompanyApi
    - ActivityApi
    - OpportunityApi
    - MemberApi
    - ReportingApi
    - SystemApi
    - ConfigurationApi



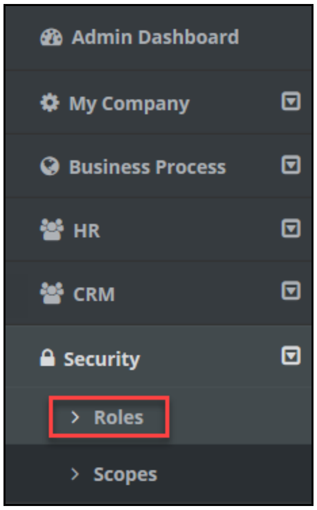
8. Click the **Save** icon to save this Integrator Login.

> **Note:** If you already have an Integrator Login configured, you may use it as long as the Company and Configuration APIs are enabled.)

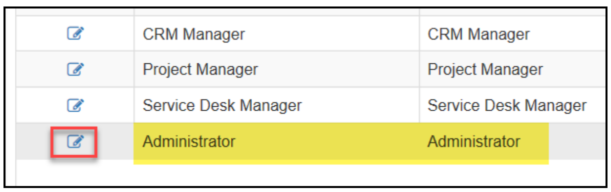
Set Up Kaseya BMS Integration

To export items to Kaseya BMS, you will need Administrator credentials in Kaseya BMS. To assign a Kaseya user to the Administrator role, follow these steps:

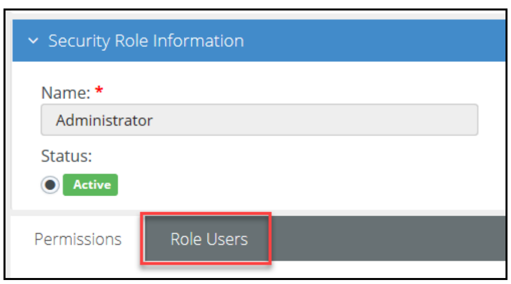
1. Log in to Kaseya BMS.
2. Go to **Security** > **Roles**.



3. Click **Open/Edit** on the Administrator Role.



4. Click the **Role Users** tab.



5. Click **Add**.
6. Search for the user to who will become a Kaseya Administrator and **Select** that user.
7. Click **OK**. This user can now invoke the Kaseya BMS API.

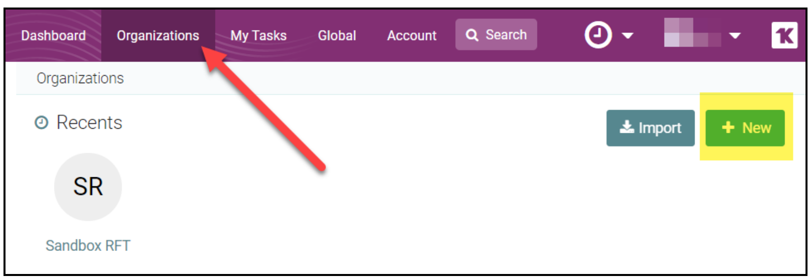
Export Network Detective Pro Reports to IT Glue

Network Detective Pro allows you to export your reports as documents in **IT Glue**, the Kaseya IT documentation product. Once you complete your IT assessment project and generate reports, you can easily share your IT documentation for a site with team members or others using IT Glue. Here's how the export works:

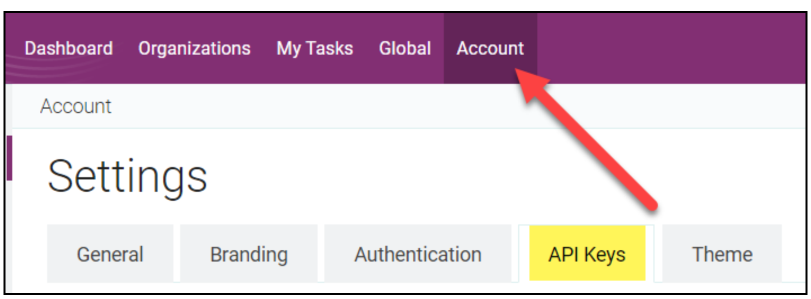
Step 1 — Create API Key in IT Glue

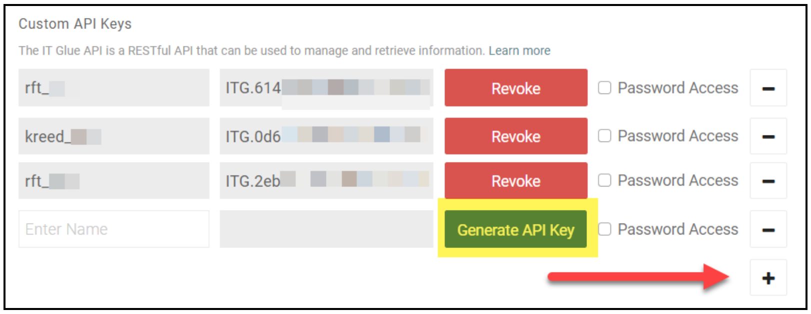
Before you can export reports, you need to integrate IT Glue with Network Detective Pro. From within your IT Glue account:

1. Create one or more **Organizations** in IT Glue. You will later select one of these orgs to send your data to the right place. You create new Organizations from the **Organizations** tab in IT Glue.



2. Create an IT Glue API Key for your use during integration and set up. You can do this from **Account** > **API Keys**.



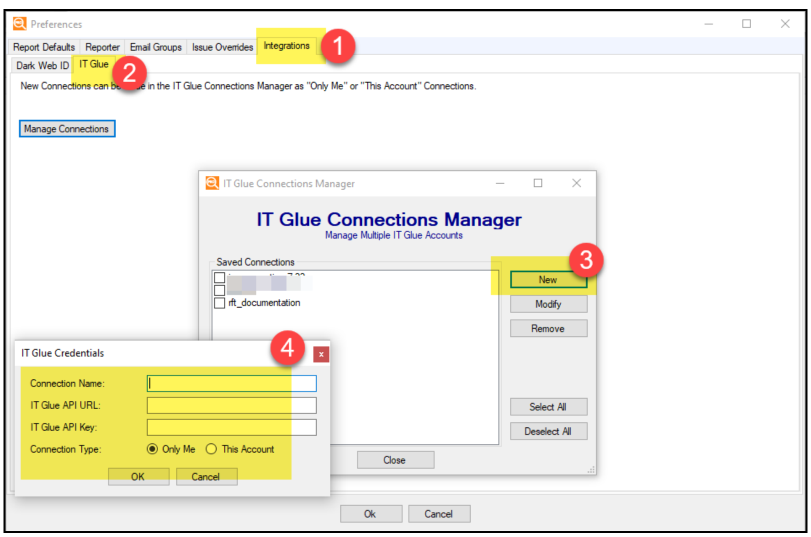


Important: For your reference, save a copy of the API key outside of IT Glue.

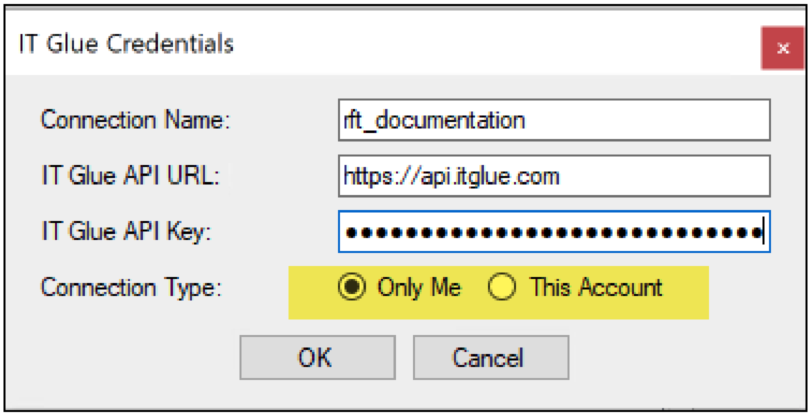
Step 2 — Create Connection to IT Glue in Network Detective Pro

Next, use your IT Glue API key to create a connection in Network Detective Pro.

1. First, open **Preferences** from the Network Detective Pro top menu, then click **Integrations**.
2. Click **IT Glue**, then click **Manage Connections**.



3. Then click **New** from the Connections Manager.
4. Enter the details for the connection, including the **API URL** and **API Key**.
5. Finally, choose whether to **enable this connection** only for the **current user**, or for the **entire account**. Then click **OK**.

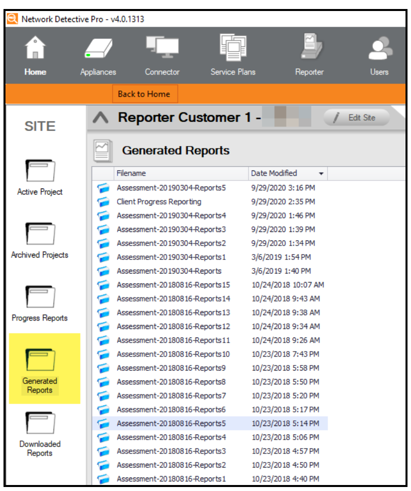


> **Note:**
> • For the API URL, use **https://api.itglue.com**
> • If your IT Glue account is in the EU Data Center, use **https://api.eu.itglue.com**
> • If your IT Glue account is in the AU Data Center, use **https://api.au.itglue.com**

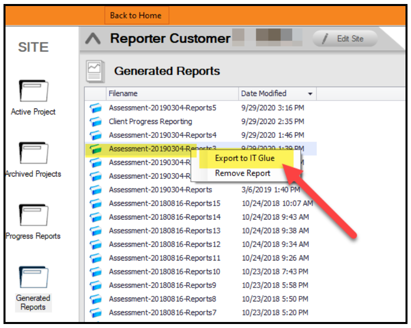
Step 3 — Export Reports to IT Glue

To export reports to IT Glue:

1. From your Site, open **Generated Reports** from the left-side menu.

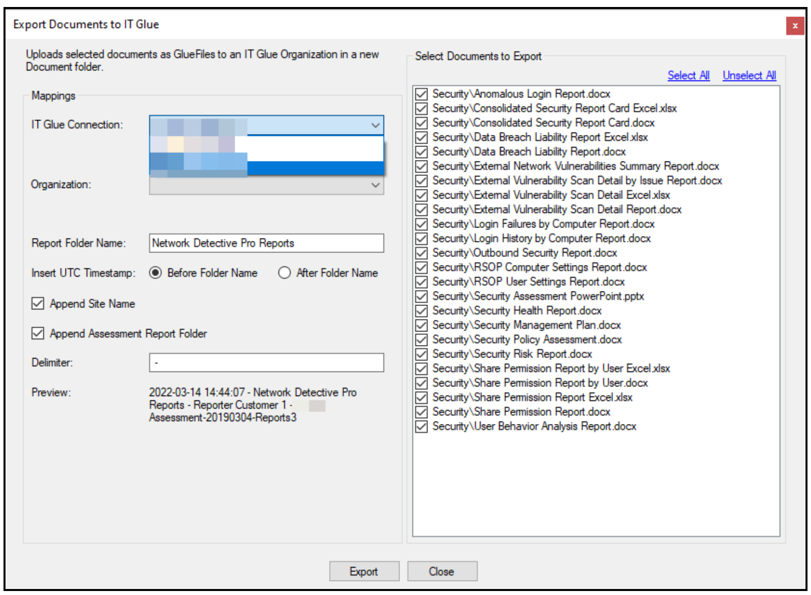


2. Choose the assessment reports you want to export, then **right click** and select **Export to IT Glue**.

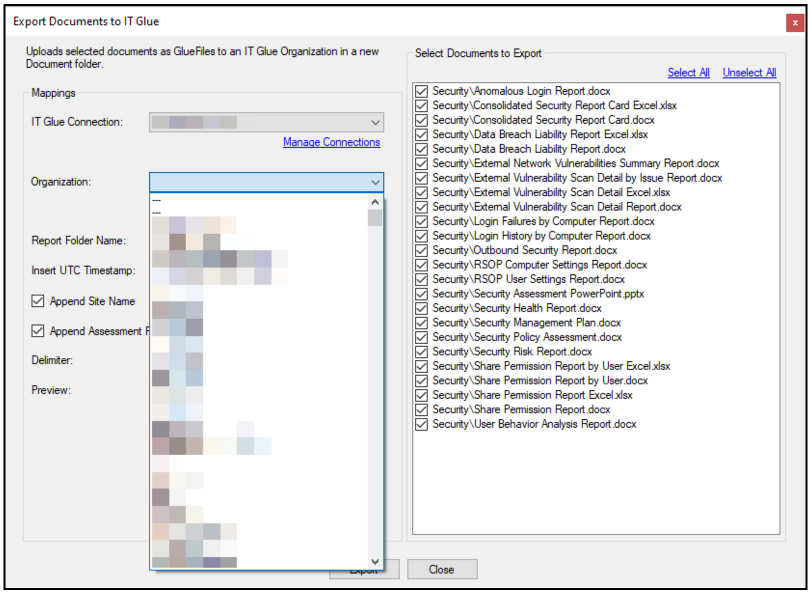


3. From the Export Documents to IT Glue menu, select the **IT Glue Connection** from the drop-down menu.

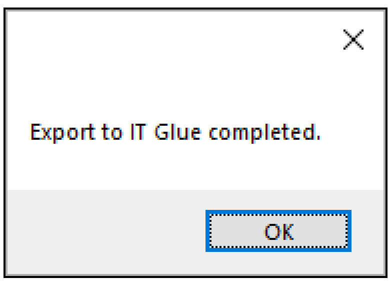
> **Note:** If you are working with multiple IT Glue accounts, you can create and select from among several connections to ensure your documents go to the right place.



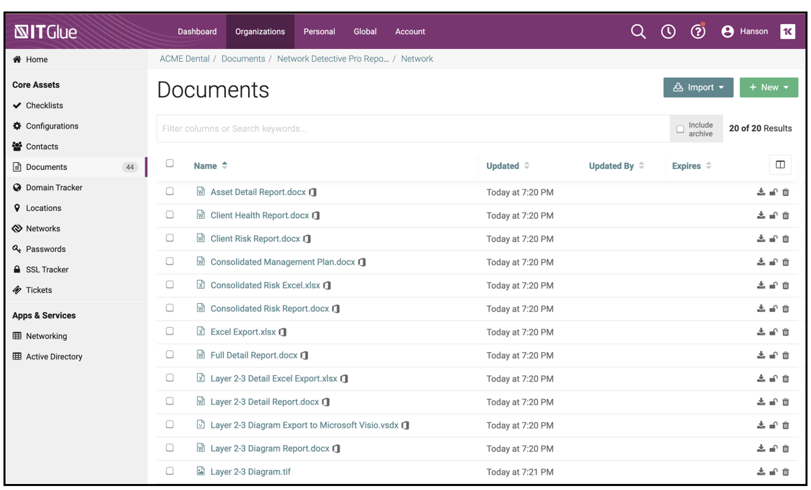
4. Then select the **Organization**. This list will include your available IT Glue orgs.



5. Continue configuring the export. When you are ready, click **Export**. A confirmation will appear when the job is complete.



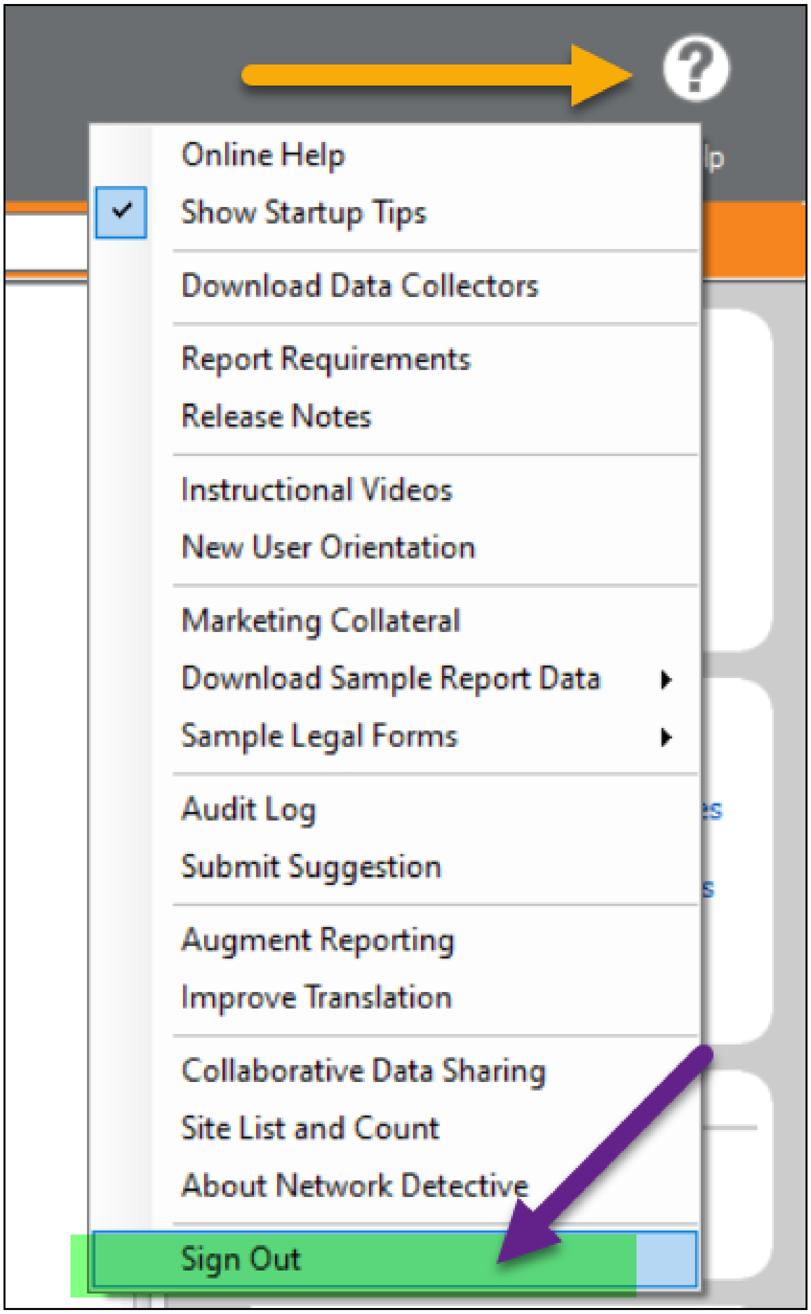
6. You can then find your exported documents in IT Glue under the organization you selected.



Sign Out of Network Detective Pro

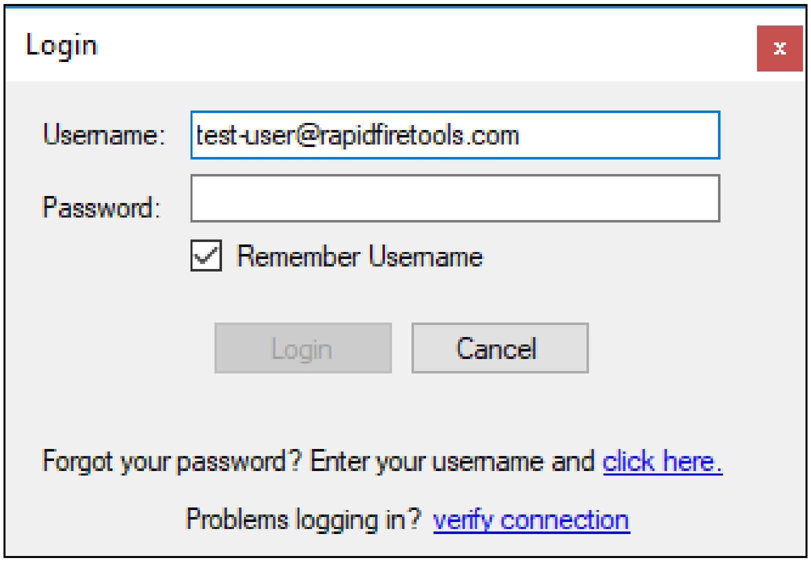
To sign out of Network Detective Pro:

1. Click the **Help** button in the top right corner.



2. Click **Sign Out** at the bottom of the menu.

You will return to the Login screen where you can sign in using a different account.



Network Detective Linux Computer Data Collector

The Linux Computer Data Collector is a Linux application (works on most modern Linux versions) that is run on individual computers (workstations or servers) to collect information for that system. Use this to collect computer information from Linux systems to be merged into the network data collection.

This data collector is a version of computer data collector only and cannot perform Security Assessments or Network Data Collection.

Download the Linux Computer Data Collector

Download the Linux Computer Data Collector here:

https://download.rapidfiretools.com/download/NetworkDetectiveLinuxCollector.tar.gz

Run the Linux Computer Data Collector

This Linux Computer Data Collector download is a tar gzip file and does not require installation. Unzip it, then launch the application using the command below:

tar zxf NetworkDetectiveLinuxCollector.tar.gz | ./NetworkDetectiveLinuxCollector

Scan Output and Import into Assessment

Scan output is a ".cdf" file with the filename -.cdf. Copy this file for merging with the ZIP/NDF file when importing into the Network Detective Pro application.

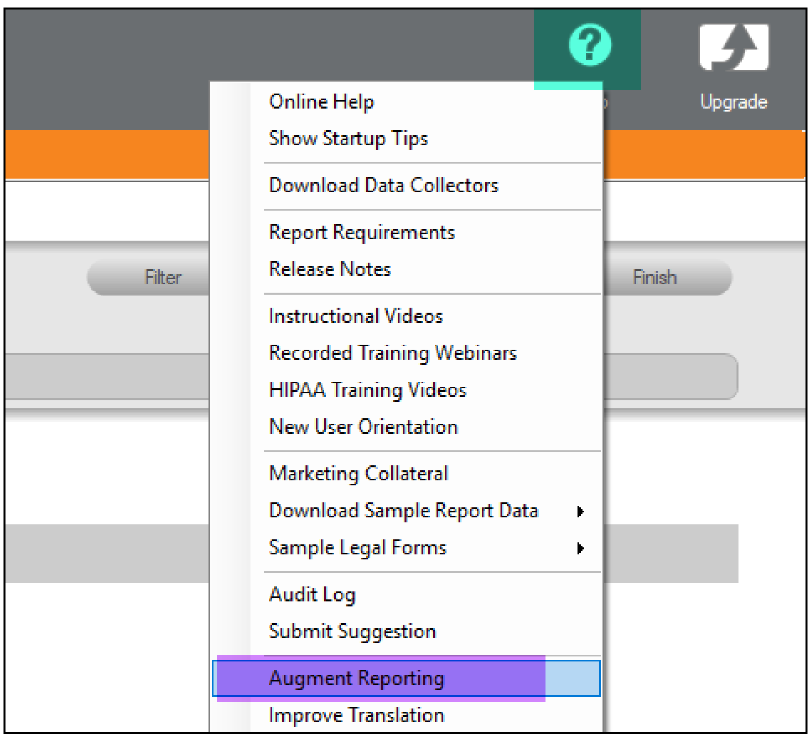
Augment Reporting to Eliminate False Positives

Occasionally, your customer may have a service installed that was not detected by Network Detective Pro. With services such as antivirus and antispyware, new products are constantly being introduced to the market. Also, your customer may have a very old or very new release of an existing product. Since Network Detective Pro is a very general-use product, reports may not always reflect a complete picture of your customer's unique circumstances.

The Augment Reports feature allows you to customize Network Detective Pro's data analysis to better suit each of your customers. If a service is not listed in our database, you may add it through the Network Detective Pro application. Then, re-generate the reports and the service will be properly included and displayed.

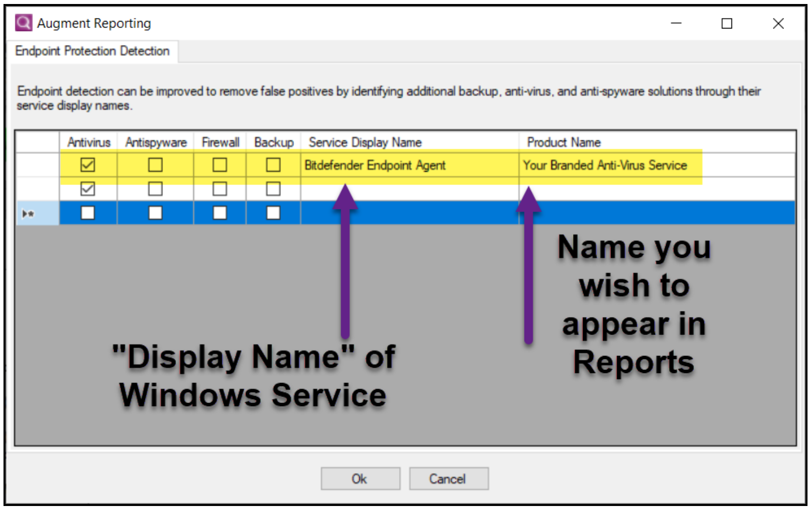
To augment your reports:

1. In Network Detective Pro, go to **Help** > **Augment Reporting**.



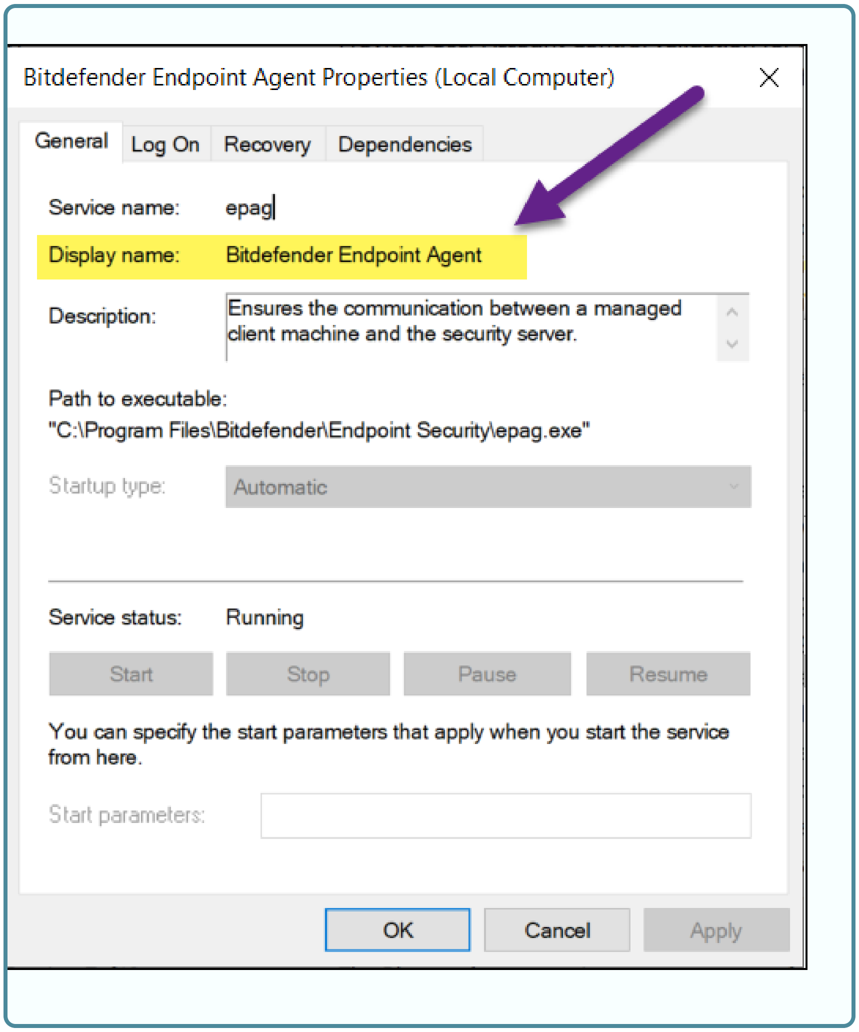
The **Endpoint Protection Detection** screen will appear.

2. For each application you wish to add to your reports, select the type of application: *Antivirus*, *Antispyware, Firewall*, and/or *Backup*.



3. Then enter the *Display Name* for the Windows Service.

> **Note:** You can find the *Display Name* by opening the Windows Services app from your desktop. **Right click** on the service and click **Properties**. See "Use the Excel Export Spreadsheet to Find Display Names" on the facing page for an easy way to find display names for all Windows services.



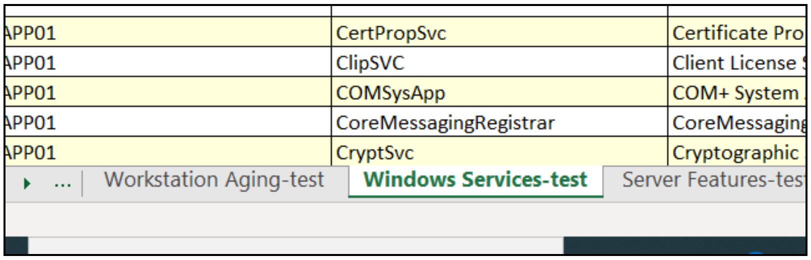
4. Next enter the **Product Name** for use with reporting. You can choose any name you wish for the Product Name for your Reports.
5. Repeat these steps for each app you wish to add to your reports.
6. Click **OK**.

   When 1) you next collect data on the target endpoints and 2) generate reports, your new reports will feature information on the apps you included.

Use the Excel Export Spreadsheet to Find Display Names

You can use the **Excel Export** from the Network Assessment Module to find Display Names for Windows Services. This might be helpful if you want to enter several apps into the Augment Reporting tool.

1. Generate the Excel Export Report from a NAM Assessment.
2. Open the report and navigate in Excel to the Windows Services worksheet.



3. View the service entry for the *Antivirus*, *Antispyware,Firewall*, and/or *Backup* software installed on the computer and include this in the Augment Reporting tool.