



Install agents via Microsoft Azure

Zoho Assist Unattended Agent is used to manage devices under the Azure AD. To manage these devices, you must install your agents. Agent installation in an Azure AD environment can be done in two ways:

- **Microsoft Intune service with storage account**
- **Azure Automation service**

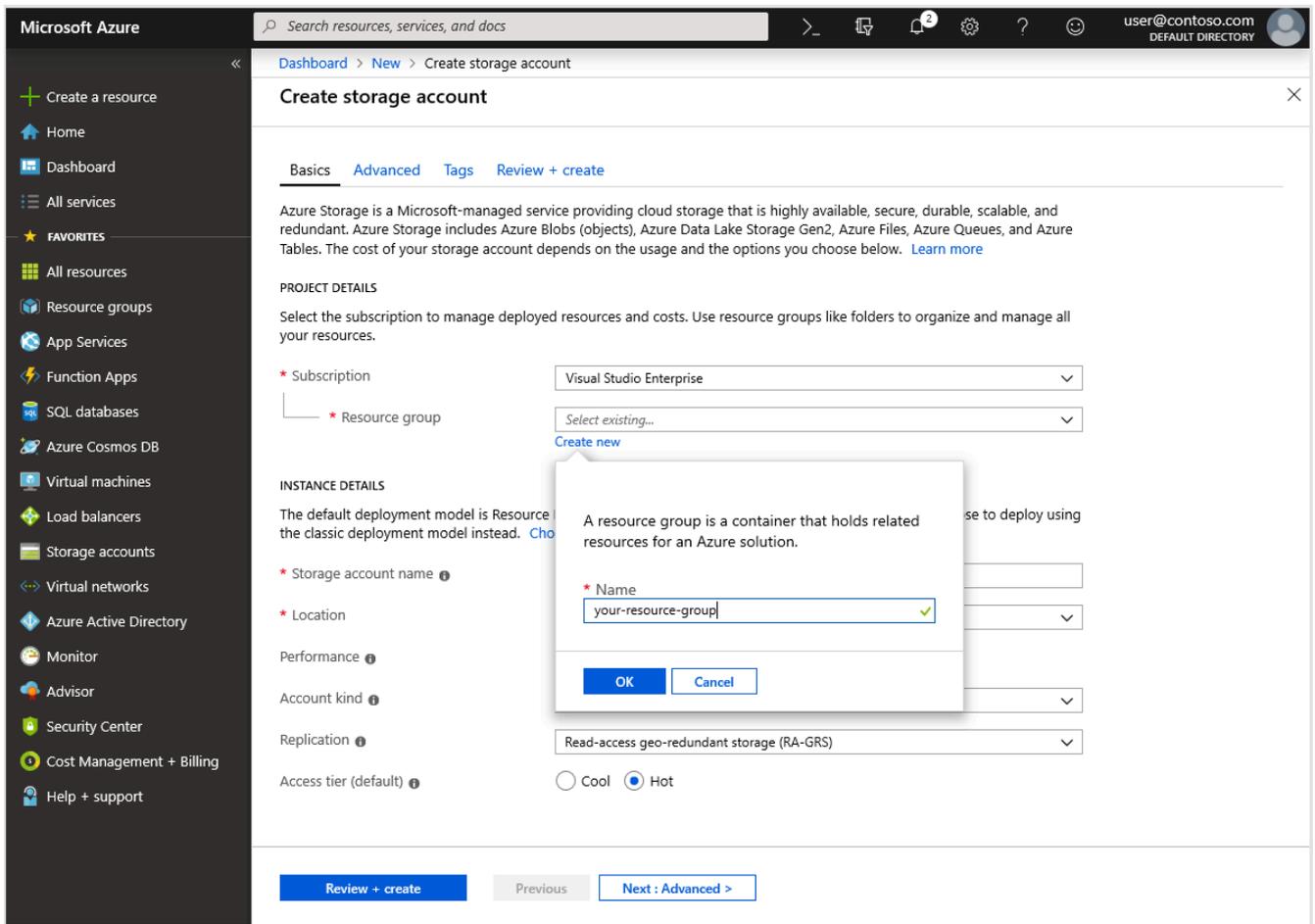
Microsoft Intune service with storage account

To install agents using the Intune service, follow the steps below:

1. Create a storage account
2. Create a blob and upload your agent files
3. Modify the script
4. Initiate installation via Intune

Create a storage account

1. In the Azure portal, select **All Services**.
2. From the available list, select **Storage Accounts** and click the **Add** option.
3. Select a **Subscription** to create your storage account.
4. Under the *Resource group* field, select **Create New** (or choose an existing resource group from the drop-down menu). Enter a name for the new resource group, as shown in the following image.



5. Select a **location** for your storage account, or use the default location.

6. Leave the following fields set to their default values:

Field	Value
Deployment Model	Resource Manager
Performance	Standard
Account Kind	StorageV2 (general-purpose v2)
Replication	Read-access Geo-redundant storage (RA-GRS)
Access Tier	Hot

7. Select **Review + Create** to review your storage account settings and create the account.

Create a blob and upload agent files

1. Go to the storage account you have created.
2. Under *Blob Services*, click **Blob**
3. Now click the **Container** button.
4. Enter the name and public access level as "Blob".
5. Click the **OK** button to add the blob.

6. Open the blob you have created, click **Upload**, and navigate to the file location to select **ZA_Access.msi** and **info.json** files .
7. Click on **Advanced DropDown List** and set the authentication type as **Account Key**, set the blob type as **Block Blob**, and select the required blob size.
8. Click the **Upload** button to upload your files.

Modify the script

1. Go to **Storage account-> Blob-> Container** (which contains uploaded **ZA_Access.msi** and **info.json** files).
2. Copy the URLs of the above files separately.
3. **Download and extract the zip file attached to this document below.** From the extracted script folder, copy the PowerShell script named **AzureAgentInstall.ps1** and paste it into the **Text Editor**.
4. Navigate to the text: "**<ZA_ACCESS_MSI_URL>**" , "**<ZA_ACCESS_INFO_JSON_URL>**" in the **AzureAgentInstall.ps1** file and **replace** it with the copied **URL of uploaded ZA_Access.msi** and **info.json files**.

Initiating installation via Intune

1. Navigate to **Microsoft Intune -> Device Configuration -> PowerShell Scripts** and then click the **Add** button.
2. Provide a name and click the **Next** button.
3. Under *Script Settings*, navigate to the **AzureAgentInstall.ps1** file location and click the **Open** button.
4. Under *Assignments*, assign the script to all devices, all users, or desired groups, depending on the devices that need installation.
5. Then, click the **Next** button and review the task.
6. Click the **Add** button to execute the script.

You have now successfully installed an agent on devices in a Microsoft Azure AD environment using the Intune service.

Azure Automation service

Following are the prerequisites to install an agent using Automation services:

- **Microsoft storage account**
- **Azure Automation service.**

To install agents using the Automation service, follow the steps below:

1. Create an Automation account
2. Create a storage account
3. Create a hybrid runbook worker group
4. Create a blob and upload the agent files

5. Modify the script
6. Create a runbook

Create an Automation account :

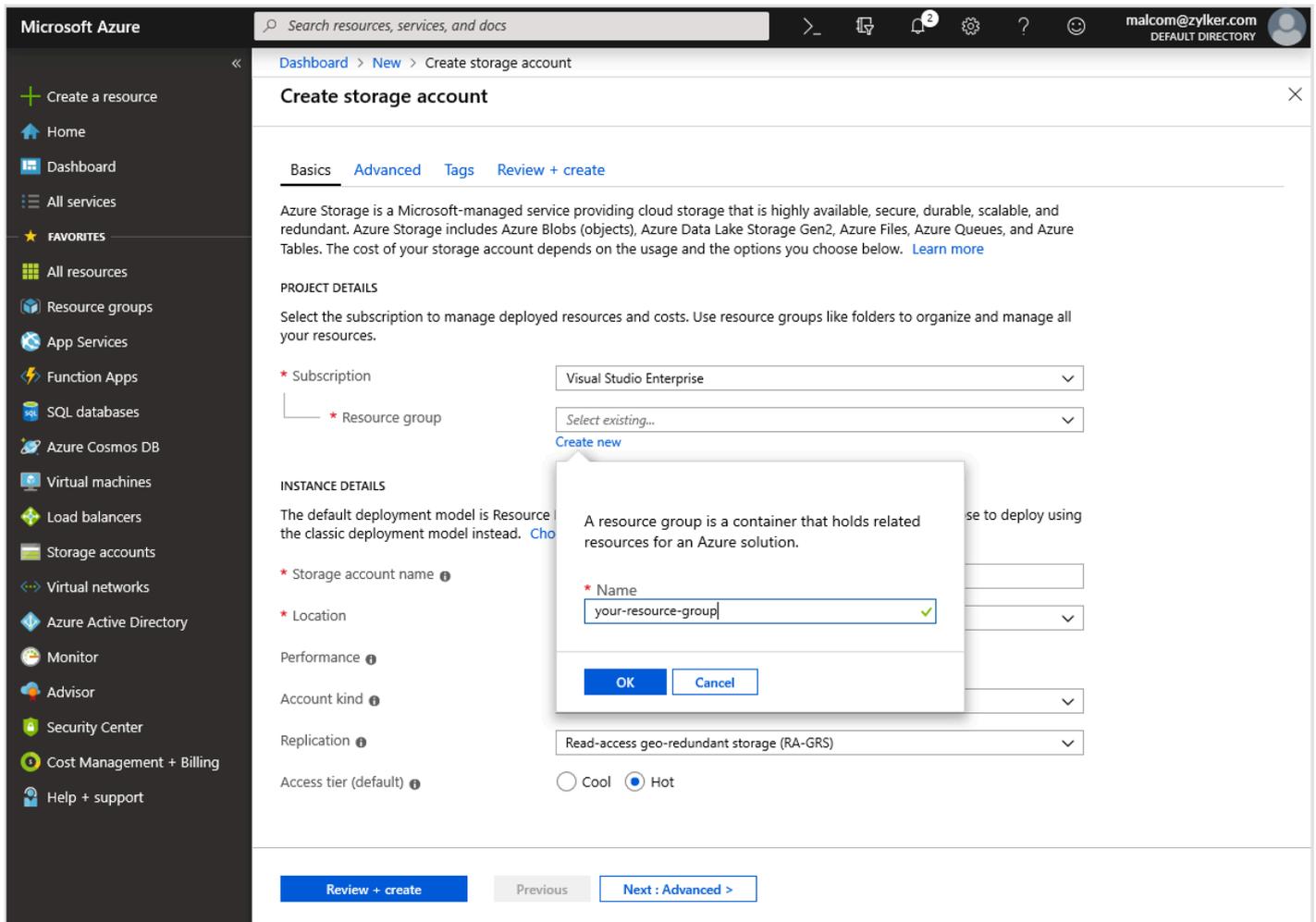
1. In the Azure portal, select **All Services**.
2. On the list of resources, type and select **Automation Account**.
3. Choose **Add** in the **Automation Accounts** window that appears.
4. In the Add Automation Account, provide a **name** and **subscription** details.
5. In the *Resource Group* section, select **Create New** and provide the details (or select an existing resource group).
6. Click **Azure RunAs Account** and **Add an Account** with administrative privilege.
7. Click the **Create** button to finish setting up the Automation account.

The screenshot displays the 'MyAutomation' Automation Account page. The left sidebar contains navigation options: Overview, Activity log, Access control (IAM), Tags, Diagnose and solve problems, CONFIGURATION MANAGEMENT (Inventory, Change tracking, State configuration (DSC)), UPDATE MANAGEMENT (Update management), and PROCESS AUTOMATION (Runbooks). The main content area shows account details: Resource group (MyAutomationRG), Location (East US 2), Subscription (Contoso Subscription), Subscription ID, Status (Active), and Last modified (8/22/2018, 10:49 AM). Below this is a 'Job Statistics' section for the last 7 days, featuring a donut chart and a legend with counts for various job states: FAILED (0), SUSPENDED (0), COMPLETED (0), RUNNING (0), QUEUED (0), and STOPPED (0).

Create a storage account

1. In the Azure portal, select **All Services**.
2. From the available list, select **Storage Accounts** and click the **Add** option.
3. Select a **subscription** to create your storage account.

- Under the *Resource Group* field, select **Create New** (or choose an existing resource group from the drop-down menu).



- Enter a **name** for the new resource group.
- Select a **location** for your storage account, or use the default location.
- Leave the following fields set to their default values:

Field	Value
Deployment Model	Resource Manager
Performance	Standard
Account Kind	StorageV2 (general-purpose v2)
Replication	Read-access Geo-redundant storage (RA-GRS)
Access Tier	Hot

- Select **Review + Create** to review your storage account settings and create the account.

Create a hybrid runbook worker group

 **Note:** The Automation account executes a runbook for virtual devices in an Azure environment. For non-azure environments, a hybrid worker group should be used.

1. Copy the contents of this **Azure_Automation.ps1** (script file extracted from the zip) to the worker machine and save it as **New-OnPremiseHybridWorker.ps1**.
2. The New-OnPremiseHybridWorker.ps1 script requires the following parameters during execution.
3. On your computer, select **Windows PowerShell** from the *start screen* in Administrator mode.
4. From the PowerShell command-line shell, open the file that contains the script that you downloaded.
5. Change the values for the parameters, such as AutomationAccountName, -AAResourceGroupName, -OMSResourceGroupName, -HybridGroupName, -SubscriptionId, and -WorkspaceName.
6. Then run the following:

ⓘ PowerShell command script:

```
".\New-OnPremiseHybridWorker.ps1 -AutomationAccountName -AAResourceGroupName -OMSResourceGroupName -HybridGroupName -SubscriptionId -WorkspaceName"
```

(When a prompt to install NuGet and a prompt to authenticate with your Azure credentials appears, click **Agree** to install software and fill in the Azure AD credentials.)

7. After the script is finished, the *Hybrid Worker Groups* page will show the new group and the number of members (For an existing group, the number of members is incremented.). You can select the group from the list on the *Hybrid Worker Groups* page. On the *Hybrid Workers* page, you will see each member of the group listed.

Note:

By configuring SoM policy, the following can be achieved:

- The Operations Management Suite (OMS) is only used to install and maintain the management agent and to monitor the functionality of the worker. The delivery of runbook and the instruction to run them are performed by Azure Automation.
- The Log Analytics Workspace service and your Automation account should be linked to track the changes made to hybrid workers. To link them, follow the steps below:
 1. Go to *Automation Account* and click on **Inventory** under *Configuration Management*.
 2. Select the concerned Log Analytics Workspace, Log Analytics Workspace subscription, and Automation Account and click **Enable**.

Home > Resource groups > ExampleAutoAccount > ExampleAutoAccount - Inventory

ExampleAutoAccount - Inventory

Automation Account

Search (Ctrl+/) <<

- Overview
- Activity log
- Access control (IAM)
- Tags
- Diagnose and solve problems

CONFIGURATION MANAGEMENT

- Inventory**
- Change tracking
- DSC nodes
- DSC configurations
- DSC configurations gallery (...)
- DSC node configurations

Inventory

Enable consistent control and compliance of your VMs with Change Tracking and Inventory.

This service is included with Azure virtual machines. You only pay for logs stored in Log Analytics.

This service requires a Log Analytics workspace and this Automation account.

Location ⓘ
East US

Log Analytics workspace subscription ⓘ
Microsoft Azure

* Log Analytics workspace ⓘ
Create New Workspace

Automation account ⓘ
ExampleAutoAccount

Enable

Create a blob and upload agent files

1. Go to the **storage account** you created.
2. Click on **Blob** under *Blob Services*.
3. Click the **Container** button.
4. Enter the **name** and **public access** level as "Blob".
5. Click the **OK** button to add the blob.
6. Now, open the blob you've created, click **Upload**, and navigate to the file location to select ZA_Access.msi and info.json files.
7. Click on **Advanced Drop-Down List** and set the authentication type as "Account key", set blob type as "Block blob," and select the required blob size.
8. Click **Upload** to have the files uploaded.

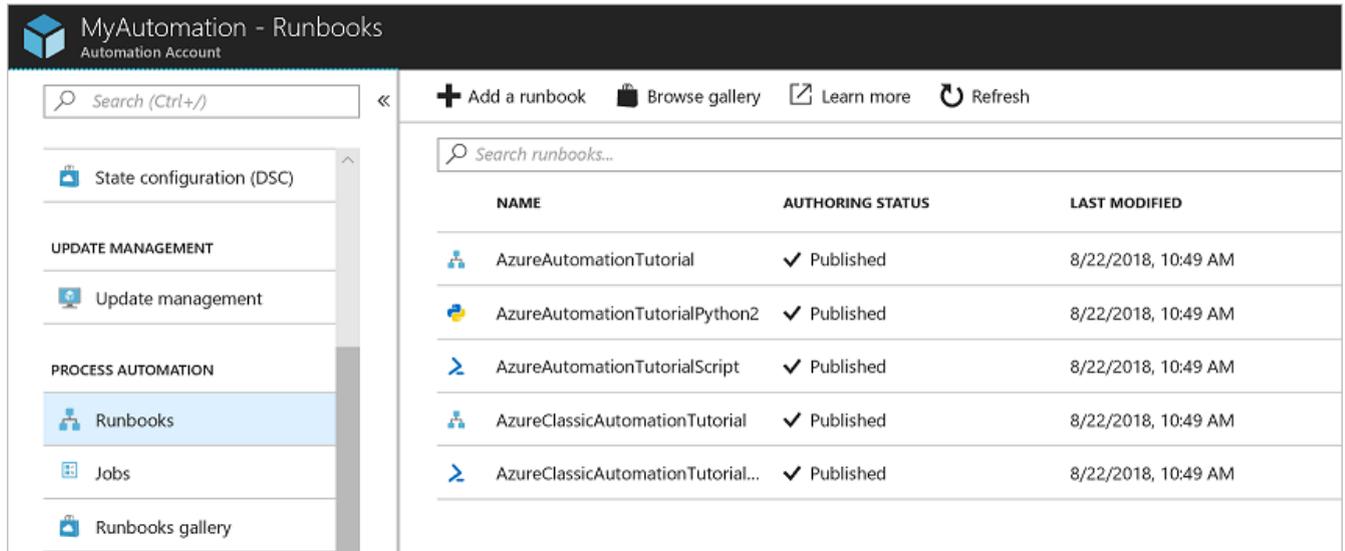
Modify the script

1. Go to **Storage Account** -> **Blob** -> **Container** (which contains uploaded ZA_Access.msi and info.json files).
2. Copy the URLs of the above files separately.
3. Download and extract the zip file attached to this document and open **AzureAgentInstall.ps1 file**.

4. Navigate to the text: "<ZA_ACCESS_MSI_URL>" , "<ZA_ACCESS_INFO_JSON_URL>" in the **AzureAgentInstall.ps1** file and **replace** it with the copied **URL of your uploaded ZA_Access.msi and info.json files.**

Create a runbook

1. Go to **Automation Accounts** in the Azure portal.
2. On the **Automation Account** tab, go to **Process Automation** and open **Runbook**.
3. Click on **Add a Runbook**.
4. Provide a name for the runbook and set the runbook type as **PowerShell**.
5. Click the **Create** button.



6. Now, open the runbook and click the **Edit** option.
7. Copy and paste the contents from the **AzureAgentInstall.ps1** script to the runbook.
8. **Save** and **Publish** the runbook.
9. On clicking the **Start** button, a prompt will appear. Select the **Hybrid Worker Group** option.
10. Select the **Group** for which the Zoho Assist Unattended Agent needs to be installed.
11. Click the **OK** button to initiate the installation process.

You have now successfully installed the agent in a Microsoft Azure AD environment.