

Kaseya CCleaner Module

November 2017

Getting Started

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Kaseya CCleaner Module

Terminology:

- **CCleaner Cleaning Rules** – a collection of cleaning options based on the results of a CCleaner Export.
- **'Export' cleaning options** – The action to harvest the applications from an Agent(s); creates a list of cleaning options that can be selected to create cleaning rules. Note: This action is implicit upon the import of CCleaner on an Agent. The action can also be executed explicitly by selecting Agent(s) and executing the Export button on the main management form (Cleaner Business Edition menu item).
- **CCleaner Profile** – A record that names the Schedule and Cleaning rules that will be applied to the selected Agents
- **'Clean' vs 'Analyze'** – A profile assignment will perform a Clean or merely an Analyze that identifies what would be cleaned if selected.

Getting Started.

The Kaseya CCleaner module is built on the concept of assigning CCleaner Profiles (that contain 'when' and 'what' to clean) to Windows Agents via the Kaseya VSA interface. The steps to get CCleaner running include:

1. [Install CCleaner Business Edition](#) – This should be the initial action and as a best practice, this should be done on a set of common system Agent configurations to build a representative set of cleaning options that can be selected. (also see [CCleaner 'Export'](#)).
2. [Create Cleaning Rules](#) – This is a selected set of cleaning options (populated by an install or export) that represent 'what' cleaning possibilities will be executed against the different Windows applications.
3. [Create a Schedule](#) – this is the definitions of 'when' the cleaning rules will be executed.
4. [Create a Profile](#) – is the creation of a recognizable name that defines 'what' will be cleaned up and 'when'.
5. [Assign a Profile](#) – Apply the definition of 'what' will be cleaned and 'when', to one or more Kaseya Agents.
6. [Review Cleaning Results](#) – Report upon the cleaning metric results from different perspectives (individual Agents summary reports by Group, etc.)

Install CCleaner Business Edition -

- The Kaseya Administrator should start the CCleaner Business edition process by installing the application on a selection of common system configurations. This implicitly completes a CCleaner Action ('Export') which collects the possible cleaning options for all the applications that are installed on all the machines that the CCleaner Business Edition has been installed (a

'superset' of all applications and their corresponding cleaning rule options)

Machine Id: cor Machine Group: < All Groups >

Clients Dashboard Options

Install Profile(s) Assign Profile(s) Clear All Profiles Export

| Machine.Group ID | Status | Machine Name | Cleaned On |
|-------------------------------------|--------|-------------------------------------|------------------------------------|
| <input type="checkbox"/> | | corey-hp-pc.merritsystems.gi-us | (Cleaned on 10/13/2016 @ 10:00 PM) |
| <input type="checkbox"/> | | corey-laptop.kirkland.gi-us | (Cleaned on 04/27/2016 @ 10:02 PM) |
| <input checked="" type="checkbox"/> | | coreymandell-pc.merritsystems.gi-us | (Cleaned on 10/15/2016 @ 10:01 PM) |
| <input type="checkbox"/> | | cormanit.merritsystems.gi-us | (Cleaned on 10/15/2016 @ 10:01 PM) |

- Step 1 – The Administrator selects the Agent (or Agents) on which to install CCleaner Business Edition
- Step 2 – The Install Button is selected by the Kaseya Administrator. An icon will be placed in the 'Status ' column and placing the mouse over the icon will initiate a 'mouse over' documentation of the actual step of the current installation

(optional) Run Export –

The Export button explicitly calls for an update of the applications installed and the cleaning options now available on the selected machine. This adds to the existing list of all possible cleaning options known to CCleaner.

Create Cleaning Rules

- The Administrator selects the 'Cleaning Rules' Menu Item. (there are also other routes to competing a CCleaner Profile, the general requirement is creating a Profile that contains Cleaning Rule options and a Scheduled execution).

Search Navigation



Greater Intelli

- Main
 - GI Landing
 - Admin Management
 - Priority Agents
- giOptimum
 - Overview
 - Configure giOptimum
 - Dashboard
- Piriform
 - Overview
 - Piriform CCleaner Business Edition
 - Profiles
 - Schedules
 - Cleaning Rules
- giOpscenter
 - Dashboard Management
- giDocs

+ Add Refresh

| | | Name |
|--------------------------|---|-------------------------|
| <input type="checkbox"/> | ✗ | All Clean Rule |
| <input type="checkbox"/> | ✗ | Browser Cleanup |
| <input type="checkbox"/> | ✗ | Clean Google Chrome |
| <input type="checkbox"/> | ✗ | Clean Internet Explorer |
| <input type="checkbox"/> | ✗ | Corey Clean Rules |
| <input type="checkbox"/> | ✗ | Default |
| <input type="checkbox"/> | ✗ | Fred Rule |
| <input type="checkbox"/> | ✗ | Overall Cleaning |
| <input type="checkbox"/> | ✗ | Snag |
| <input type="checkbox"/> | ✗ | Steven Rule |

Showing 1 to 10 of 12 entries

- Step 1 – selects the 'Cleaning Rules' Menu Item; the administrator is presented the Cleaning Rules list.
- Step 2 – Select the Add button (existing Rules can be edited  or deleted  as well
- The Administrator is presented with an exhaustive list of all the cleaning options that were harvested during the installations of the CCleaner Business Edition Application.

Add Cleaning Rule

Name:
 1

Description:

Rules:

Advanced:

| | |
|--|---|
| <input type="checkbox"/> Custom Folders | <input type="checkbox"/> Environment Path |
| <input type="checkbox"/> Hotfix Uninstallers | <input checked="" type="checkbox"/> IIS Log Files |
| <input type="checkbox"/> Menu Order Cache | <input type="checkbox"/> Old Prefetch data |
| <input type="checkbox"/> Old Windows Installation | <input type="checkbox"/> Tray Notifications Cache |
| <input type="checkbox"/> User Assist History | <input type="checkbox"/> Window Size/Location Cache |
| <input checked="" type="checkbox"/> Windows Event Logs 2 | <input type="checkbox"/> Wipe Free Space |

Applications:

| | |
|---|---|
| <input type="checkbox"/> ABBYY FineReader 11.0 | <input type="checkbox"/> ACDSee 14 |
| <input type="checkbox"/> Acrobat Distiller 10.0 | <input type="checkbox"/> Adobe Acrobat 10.0 |

3

- Step 1 – The administrator adds a name and description
- Step 2, 3 – Any combination of cleaning options are selected
- Step 4 - The Submit button at the bottom of the form is selected.

Create a Schedule

- The Administrator selects the 'Schedules' menu item.
- From the presented form the Administrator creates and names a time and frequency that can be paired with cleaning rules.

Add ×

Name:
 1

Description:
 2

Recurrence:
 3

Start time:
 4

5

- Step 1 – Name the schedule to be referred to later

- Step 2 – It is best that the Administrator describe the schedule clearly for later reference.
- Steps 3, 4 – Select the Recurrence and Start Time.
- Step 5 – Submit for addition

Create a Profile

- The Administrator selects the 'Profiles' menu item.
- From the presented form, the Administrator creates and names a profile that will be paired with a previously created Schedule and Cleaning Rules.

New Profile

Name: Thursday Maintenance Clean 1

Description:

Type:

 Analyze

 Clean 2

 Scan Registry

Scheduler: Thursday Night Maintenance 3

Cleaning Rules: IIS and Windows Event Logs 4

Submit 5

- Step 1 – A meaningful name and description for the Profile
- Step 2 – Select whether these cleaning rules will be used to just Analyze (for reporting on what could be cleaned) or Clean (remove from the disk as well as reporting)
- Step 3 – Select the previously created Scheduler
- Step 4 – Select from the previously created Cleaning Rules
- Step 5 – Submit for addition.

Assign CCleaner Profile

- The Administrator selects Piriform CCleaner Business Edition (main administration form) from the standard Kaseya navigation menu.

| Machine Id: | cor | Machine Group: | < All Groups > | View: | < No View > | | | | | | | | | | | | | | | | | | | | |
|--|-----|---|---|-------|-------------|--|--|------------------|------------|--------------------------|--|---|--|--------------------------|--|---|--|-------------------------------------|---|---|---|--------------------------|--|--|---|
| <div style="background-color: #0070C0; color: white; padding: 2px;"> Clients Dashboard Options </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> Install New Pro 2 Assign Profile(s) Clear All Profiles Export Analyze Clean Scan Registry Un-Install </div> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;"></th> <th style="width: 5%;"></th> <th style="width: 65%;">Machine.Group ID</th> <th style="width: 25%;">Profile(s)</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td></td> <td>corey-hp-pc.merritsystems.gi-us (Cleaned on 10/13/2016 @ 10:00 PM)</td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td>corey-laptop.kirkland.gi-us (Cleaned on 04/27/2016 @ 10:02 PM)</td> <td></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td> 1</td> <td>coreymandell-pc.merritsystems.gi-us (Cleaned on 10/15/2016 @ 10:01 PM)</td> <td>✔ ✘ Snag Clean (Clean Daily @ 5:00 AM)</td> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td>cormanlt.merritsystems.gi-us (Cleaned on 10/15/2016 @ 10:01 PM)</td> <td>✔ ✘ All Clean (Analyze Daily @ 5:00 AM) ✔ ✘ Snag Clean (Clean Daily @ 5:00 AM)</td> </tr> </tbody> </table> | | | | | | | | Machine.Group ID | Profile(s) | <input type="checkbox"/> | | corey-hp-pc.merritsystems.gi-us (Cleaned on 10/13/2016 @ 10:00 PM) | | <input type="checkbox"/> | | corey-laptop.kirkland.gi-us (Cleaned on 04/27/2016 @ 10:02 PM) | | <input checked="" type="checkbox"/> | 1 | coreymandell-pc.merritsystems.gi-us (Cleaned on 10/15/2016 @ 10:01 PM) | ✔ ✘ Snag Clean (Clean Daily @ 5:00 AM) | <input type="checkbox"/> | | cormanlt.merritsystems.gi-us (Cleaned on 10/15/2016 @ 10:01 PM) | ✔ ✘ All Clean (Analyze Daily @ 5:00 AM) ✔ ✘ Snag Clean (Clean Daily @ 5:00 AM) |
| | | Machine.Group ID | Profile(s) | | | | | | | | | | | | | | | | | | | | | | |
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| <input type="checkbox"/> | | corey-laptop.kirkland.gi-us (Cleaned on 04/27/2016 @ 10:02 PM) | | | | | | | | | | | | | | | | | | | | | | | |
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| <input type="checkbox"/> | | cormanlt.merritsystems.gi-us (Cleaned on 10/15/2016 @ 10:01 PM) | ✔ ✘ All Clean (Analyze Daily @ 5:00 AM) ✔ ✘ Snag Clean (Clean Daily @ 5:00 AM) | | | | | | | | | | | | | | | | | | | | | | |

- From the main administration form, select one or more Agents and Assign Profile

Review cleaning Results

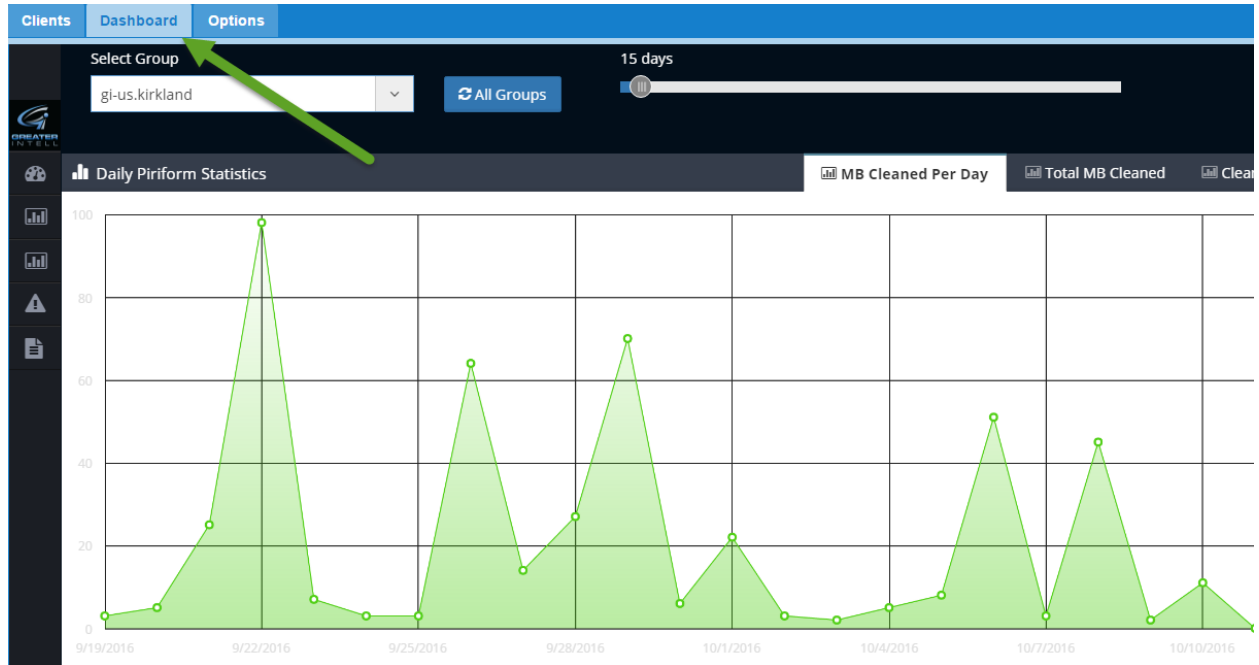
Selecting an Individual Agent allows the Administrator to slide a 'results panel' in from the right side of the interface.

The screenshot shows the Kaseya CCleaner administration interface. On the left, the 'Clients' tab is active, displaying a list of machines. The machine 'coreymandell-pc.merritsystems.gi-us' is selected. On the right, the 'Registry Scan' results are displayed for the selected machine. The results are organized into two tables: one for scan events and one for file types.

| Event Time | Type | Total Files | Total Cleaned (MB) |
|-------------------------|-------|-------------|--------------------|
| 10:01:28 PM 15-Oct-2016 | Clean | 0 | 0 |
| 10:00:56 PM 15-Oct-2016 | Clean | 258 | 67.7 |
| 10:01:30 PM 14-Oct-2016 | Clean | 0 | 0 |
| 10:00:58 PM 14-Oct-2016 | Clean | 153 | 7.58 |
| 10:01:31 PM 13-Oct-2016 | Clean | 0 | 0 |
| 10:00:58 PM 13-Oct-2016 | Clean | 148 | 13.4 |
| 10:01:46 PM 12-Oct-2016 | Clean | 2 | 0.0258 |
| 10:01:09 PM 12-Oct-2016 | Clean | 560 | 63.5 |

| File Type | File Count | Size (...) |
|--|------------|------------|
| Utilities - Windows Defender | 116 | 1124 |
| Firefox - Internet Cache | 57 | 1151 |
| Windows Explorer - Recent Documents | 20 | 20 |
| System - Empty Recycle Bin | 16 | 38008 |
| Internet Explorer - Temporary Internet Files | 12 | 344 |
| Firefox - Cookies | 12 | 0 |
| Applications - Office 2010 | 8 | 10 |
| System - Windows Log Files | 5 | 5379 |
| System - Temporary Files | 5 | 1723 |
| Advanced - IIS Log Files | 3 | 44 |
| Firefox - Session | 2 | 2 |
| Windows - MS Search | 1 | 1024 |
| Windows - Remote Desktop | 1 | 20474 |

The Administrator can select the Dashboard tab and view the basic metrics graphically



Select the Exec Report Icon and select the Group and date range on which you want a detailed customer report.

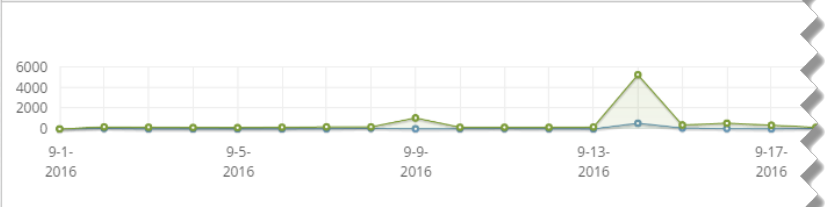
The screenshot displays the 'giPiriform - Executive Report' configuration page. At the top, there are search and filter fields: 'Machine Id: corey', 'Machine Group: < All Groups >', and 'View:'. Below these are navigation tabs for 'Clients', 'Dashboard', and 'Options'. The main content area includes a 'Select Group' dropdown menu set to 'gi-us' (marked with a yellow callout '2'). Below that is a 'Select a date (range):' section with two date pickers: '2016-09-01 12:59' and '2016-10-19 12:59'. A calendar for October 2016 is open, showing the date '19' selected. A 'Create Report' button is highlighted with a yellow callout '3'. On the left sidebar, a document icon is highlighted with a yellow callout '1'.

- Step 1 – Select the 'Exec Report' Icon
- Step 2 – Select the Org/Group/SubGroup in which the Administrator is interested.
- Step 3 – The Date Range of the report.

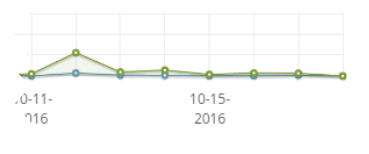
giPiriform - Executive Report - Time: 2016-09-01 19:54 to 2016-10-17 19:54 - for: gi-us

Days in Report 47
Total Size Cleaned 1,982 MB
Total Files Cleaned 18,528
Total Cleans Executed 68

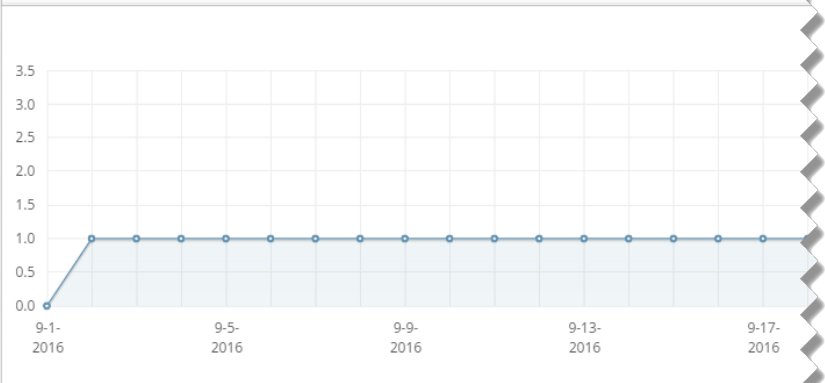
▬ Daily cleaning statistics



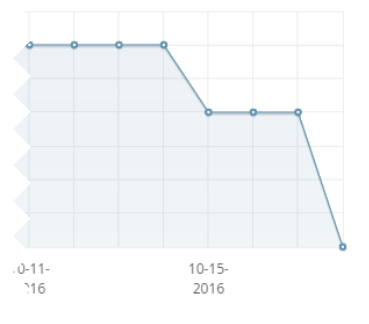
○ MBs Cleaned ● Files Cleaned



▬ Daily count of machines cleaned



○ Daily Clean Count



▬ Statistics by File Type

| File Type | Count |
|-----------|-------|
| | |
| | |
| | |
| | |
| | |
| | |

| File Type | File Count | MB Removed |
|--|------------|------------|
| Utilities - Windows Defender | 5,411 | 85,502 |
| Google Chrome - Internet Cache | 3,675 | 673,403 |
| Google Chrome - Cookies | 2,869 | 58,481 |
| System - Temporary Files | 1,604 | 836,520 |
| Firefox - Internet Cache | 1,461 | 23,906 |
| Internet Explorer - Temporary Internet Files | 1,193 | 33,543 |
| Utilities - Snagit 12 | 769 | 2,805 |
| Windows Explorer - Recent Documents | 318 | 417 |
| System - Windows Log Files | 264 | 56,294 |
| Firefox - Cookies | 228 | 1,777 |
| Advanced - IIS Log Files | 157 | 5,105 |
| Windows Explorer - Thumbnail Cache | 125 | 55,377 |
| Applications - Office 2010 | 111 | 110 |
| Google Chrome - Internet History | 107 | 7,447 |
| Internet Explorer - Cookies | 55 | 24 |
| Google Chrome - Session | 42 | 10,894 |
| System - Empty Recycle Bin | 39 | 46,683 |
| Windows - MS Search | 28 | 28,672 |
| Firefox - Session | 23 | 462 |
| Internet Explorer - History | 22 | 114 |
| Multimedia - Adobe Flash Player | 7 | 5 |
| Firefox - Internet History | 7 | 135 |
| Windows - Remote Desktop | 6 | 122,844 |