

N-able MDR

Trial Instructions

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Introduction

Welcome to your N-able MDR trial, by now you should have received an email invitation to **login to the N-able MDR (Adlumin) Portal**.

■ The link in the email is only active for 72 hours.

N-able MDR is powered by Adlumin and will be primarily **collecting data in three ways**:

1. **Agent-based**, deployed on an endpoint (Windows, Mac, and Linux on-prem or in the cloud).
2. **Syslog** through a virtual collector – can be installed on-prem or in the cloud.*
3. Through **direct API access** – for example, M365, Google Workspace, AWS CloudTrail, Okta, Duo, many AV / EDR tools, etc.

*To collect logs via syslog from on-prem devices/services (like firewalls) or devices in the cloud that only send syslog, you need to build a virtual collector. This device is a virtual machine that collects syslog, encrypts the data, and sends it to Adlumin in the cloud. Acting as a go-between for sending logs to the Adlumin cloud.

To fully optimize the N-able MDR service, **configure the tenant for data collection** in preparation for your POV Kick-Off Meeting.

Steps to follow:

1. Log into Adlumin, and can go to **Downloads**
2. **Download a Windows installer** (an MSI file that can be installed on both servers and workstations) and **“Adlumin Forwarder - UbuntuServer v.20.04 x64”** this is an .OVA file that will run on ESXi version 6.5 or Hyper-V Server 2019+.

If you or your clients do not have access to a VM, we also provide a Windows standalone agent that can be deployed on a device (workstation/server) inside the network to collect syslog data.

Steps to take before the trial (POV) kick-off

The following configurations are required for a successful trial:

1. Minimum 5 MDR Agent installs
2. Minimum 2 Integrations (Azure/Google/EDR, etc...)
3. Virtual Collector (If necessary)

These can be setup in the MDR console, but we recommend taking advantage of the N-ableMe MDR Resources - **Deployment scripts**, **Azure configuration script** and the **Windows Syslog collector** - available in the [MDR.zip](#) file.

This zip file contains an amp allowing for a quick turnaround on device installs (available for N-sight and N-central including documentation). Also included in the downloads section is guidance on deploying the MSI via Group Policy Object.


We also offer a Windows PowerShell script for your Azure Integration, making it easier to deploy to your customers. Lastly, an MSI is available simplifying the infrastructure set up.

1. **Device Install:** Install the Adlumin agent on five machines, including a Domain Controller. This will trigger a synch of AD data to examine some data on the initial call.
2. **Azure Integration:** N-able advises the Azure integration, which will generate numerous alerts making it easier to showcase the value of MDR during your trial experience.
3. **Virtual Collector:** Download and build the virtual collector and have a static IP address ready to go – this will be configured on your POV Kick off Call . See AdluminForwarderInstaller.
4. During your Trial Kick off session, inform the team about any integrations you wish to implement.

- After logging into the console, ensure you do not use your original tenant (Partner Tenant) as your Customer Tenant.

Trial a live client environment

If you are adding a client's live environment to the trial please follow these steps.

 Only one Client environment can be configured during the trial.

1. Navigate to the Partner Console in the top left corner of the dashboard.
2. Start by creating your partner tenant (Create Partner). Use your company's information, as YOU are the partner.
3. Once this is completed, please refresh your browser.
4. Click on "New Tenant" to create your customer's tenant.
5. Accurately complete all required fields.
6. Click the "Submit" button.
7. This creates a tenant for your customer (this process may take up to 24 hrs).

Installation kick-off meeting agenda

Your Trial/POV Installation Call will cover:

- Configure the Virtual Appliance
- Firewall logs
- Antivirus logs
- Windows Active Directory – this is done with the Adlumin agent, which should be deployed on all servers and workstations.
- Starting with some manual installs but it is an MSI that can be pushed with any software deployment tool.
- M365 / GSuite (if applicable)
- Additional auth or identity – Duo or Okta?
- Other security log sources – proxy logs, IDS/IPS, etc.

Additional Resources

While you await your POV/ Trial Kick Off Meeting, check out the additional resources [N-able Me](#) offers, including [MDR Training](#) videos such as:

- Deploy the N-able MDRWindows agent via GPO.
- Video walkthrough of N-able MDR.
- Getting Started with N-able MDR.
- Training Session I: Network Health, Privilege Analysis, and Reporting.
- Training Session II: Detections and Investigations.
- Training Session III: Data research, event investigation, log management, and incident response.

About N-able

N-able fuels IT services providers with powerful software solutions to monitor, manage, and secure their customers' systems, data, and networks. Built on a scalable platform, we offer secure infrastructure and tools to simplify complex ecosystems, as well as resources to navigate evolving IT needs. We help partners excel at every stage of growth, protect their customers, and expand their offerings with an ever-increasing, flexible portfolio of integrations from leading technology providers. n-able.com

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