

# ConnectWise Automate™ On-Premises Install and Configuration

## Modernize Your Automate Server. Improve Reliability. Preserve Full Control.

Estimate Level of Effort

3 hours

### Service Overview

The **ConnectWise Automate On-Premises Install** service provides expert-led technical consulting to **install on-premises ConnectWise Automate environment onto a new server**. While Automate is able to be installed by the partner by following the documentation listed here: [ConnectWise Automate Server Installation - ConnectWise](#)

This service is ideal for partners who require assistance with the installation process.

Our Automate technical engineers follow a **proven best-practice methodology** aligned with ConnectWise installation standards to ensure a **safe, accurate, and install**. This service supports **single-server or split-server architectures** (Automate server, database server, and web server where applicable).

### High Value Deliverables

Your reinstall is executed using a **standardized, prewritten solution** designed for consistent and dependable results. (Custom scripting, monitor tuning, or automation redesign falls outside the project scope.)

#### ✓ **Complete Automate Server Reinstallation Workflow**

#### ConnectWise performs:

- Full **server pre-check** (OS, MySQL, disk, memory, prerequisites) [ConnectWise Automate Server Requirements - ConnectWise](#)
- Installation of **ConnectWise Automate server**
- Installation of **Automate web server components** (if applicable)
- Installation and validation of **ScreenConnect® integration**
- Validation of **Automate services and application connectivity**
- Functional testing of core Automate features

### What ConnectWise Provides?

A full project delivery team, including:

- ✓ **Experienced Automate technical engineers**
- ✓ Remote install support via ScreenConnect or other secure methods
- ✓ Attended access support when required
- ✓ Clear communication through a dedicated project
- ✓ Pre-check validation to protect system integrity
- ✓ Post-session recap and functional verification guidance

If the pre-check identifies server readiness or performance risks, the install may be postponed until requirements are met.

## Client Responsibilities

To ensure a successful reinstall, the Client must:

- **Provide an Automate Administrator**
- ✓ Acts as the primary point of contact and internal project owner
  1. **Provide an Automate Administrator**
- ✓ Complete all **Windows and MySQL updates** on the new server
- ✓ Meet **Automate server requirements and prerequisites**
- ✓ Complete the **server readiness checklist**
- ✓ Provide access to required licensing and media
- **Third-Party Integrations**
  - Coordinate support for any **non-ConnectWise plugins or integrations**
  - Validate post-reinstall functionality of third-party tools

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## Post-Install Actions (Client-Owned)

Following completion, the Client is responsible for:

- Validating all Automate functionality
- Certifying readiness for production use

Additional adjustments outside the defined scope are billed hourly.

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## Why Choose ConnectWise for Your Automate Install?

- **Reduce risk and downtime** using a proven expert-led process
- **Leverage certified Automate technical engineers**
- **Maintain full control of your on-premises Automate environment**

This install service is the **safest and most efficient way** to get your Automate environment installed.

## CONTACT US



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