Upgrading Microsoft SQL Server Express for use with Barracuda RMM

https://campus.barracuda.com/doc/24978/

With the release of Barracuda RMM 2023.4, Microsoft SQL Server 2022 Express is now officially supported. However, please remember that as of Barracuda RMM 2022.1 in October 2022, Onsite Managers must upgrade to Microsoft SQL Server 2016 Express at a minimum. However, the Barracuda RMM Development and Support teams encourage an upgrade to 2019. The process listed below must be done per Onsite Manager and done manually, as the upgrade of the OM itself does not handle the SQL Server Express upgrade. This article will discuss the proper steps to back up your SQL Server for Barracuda RMM 2022.1 successfully. Please note that while this article is intended to help partners, any issues with a SQL Server Express upgrade will need to be routed to Microsoft as the vendor for the product.

Installation of Microsoft SQL Server Management Studio (SSMS)

- Log onto the Onsite Manager either via remote or locally
- Check and see if SSMS is installed by going to Start and typing in SSMS
- If you are not finding the program, please download and install the software
  - https://learn.microsoft.com/en-us/sql/ssms/download-sql-server-management-studio-ssms
- You will be prompted to perform a reboot

SQL Server Express Compatability

- If your Onsite Manager is on Windows Server 2012 R2 (End of Life is October 2023), you cannot upgrade to SQL Server 2019 Express. You can, however, install SQL Server 2017 Express.
  - This also applies to Windows 8.1 deployments (End of Life is January 2023)
- If you intend to update the Operating System from Server 2012 R2 to something current, please follow the How to Migrate an Onsite Manager article
- A Windows Operating system on versions after Server 2012 R2 can use SQL Server 2019 Express
  - Also, note that an Onsite Manager can run on Windows 10 Professional or Enterprise

Preparing your Site for SQL Upgrade

- Log into your **Service Center** UI
- Go to **Dashboards**
- Select **Central Dashboard**
- **Navigate to the Site** you will do the SQL Upgrade on

- Click on **Set Maintenance** on the right-hand panel
- Define the schedule, suppression and type as you see fit (an upgrade can take 1-2 hours)
    - This will suspend alerts by default so that you do not receive erroneous alerts during the downtime
- Log onto your **Onsite Manager device**
- Click on **Start**
- Type in **services.msc**
- **Stop** the **MWExpertSystem service**

Backing up your SQL Database

- Click on **Start**
- Type in **SSMS and open as Administrator**
- Connect to **LPIMWOMEXPRESS** Server Instance
- Expand **Databases**
- Right-click on **MWData**
- Select **Tasks**
- Then click on **Back Up**
- Under **Destination**, click on **Add**
- Click on the **three dots** beside the path and **set a file name**, then click OK
    - You can change the selected path, but make a note of the location
- Click OK again to execute the backup
- **Close SSMS**

Upgrading your SQL Server Express install

- Download SQL Server 2022 Express (or SQL Server 2019 Express)
- **Run** the stub installer
- Select **Download Media** and hit Download
    - Download the **Express Core** package and change the download path, if you wish
- After the download is complete, select **Open Folder**
- **Run** the new file downloaded which is named SQLEXPR_x64_ENU.exe (2019 is named SQL2019-SSEI-Expr.exe)
- Now select **Upgrade from a previous version of SQL Server**
- Accept the EULA and hit Next
- Continue to click Next
    - Ensure that the Instance to upgrade is LPIMWOMEXPRESS
- Once the upgrade is complete, **Restart** the device
- After restarting, re-launch **SSMS**
- Connect to **LPIMWOMEXPRESS** Server Instance
- Expand **Databases**
- Right-click on **MWData**

- Select **Properties**
- Now select **Options**
- Change the **Compatability level** to SQL Server 2022
- Click **OK**

Please Note

While the Barracuda RMM Support team has authored this article to help our partners upgrade their SQL Server Express deployments for their Onsite Managers, any SQL Server issue that might come up will be routed to Microsoft for official help.

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