Installing Device Manager - On Premise

https://campus.barracuda.com/doc/27055/

To help you decide when to use an Onsite Manager and Device Managers, see When to use an Onsite Manager or Device Manager - On Premise.

If you have an Onsite Manager installed and are scanning devices, you can do any of the following:

- automatically deploy Device Managers to any laptops that have been added since site creation;
- email a Device Manager to a user to install;
- download Device Manager to a device.

When you email or download a Device Manager, you must specify either a Windows Device Manager or a macOS Device Manager.

The Device Manager installer requires data to be downloaded from Service Center. This means that Device Manager must have access to the Internet to install properly.

When installing Device Manager on a device running macOS, ensure the DNS can resolve the device name. If the device name can't be resolved, the install fails.

Notes

- You cannot install or deploy a macOS Device Manager to a Mac device that has a web proxy configured.
- For Barracuda RMM 11 SP2 MR1 and later, the Onsite Manager installer download is in .zip format instead of .exe and must be extracted during the default and advanced install processes.

1. In Service Center, click **Site Management** > **Sites**.
2. Select the site name to which you want to deploy Device Manager.
3. Click the **Device Managers** tab.
4. Click the **Deploy Device Managers (via Onsite Manager)** button.
5. Select the devices you want to deploy Device Managers to and click **Add**.
6. If you're installing a macOS Device Manager, if asked to allow incoming data transfer from Mono, allow the transfer.

You cannot install Device Manager onto a computer that already has Onsite Manager installed.

Downloading Device Manager

You can download Device Manager if you want to deploy it to a Device Manager-only site.
For Windows, you can download the Device Manager installer as an .exe or .msi. Both versions install the same Device Manager, but are used for different purposes:

- Use .exe for supervised installs.
- Use .msi for silent installs run by a domain policy or automation software.

1. In Service Center, click **Site Management** > **Sites**.
2. Click the Site Name to which you want to download the Device Manager.
3. Click the **Device Managers** tab.
4. Do one of the following:
    - To download Device Manager to a Windows device for a silent install run by a domain policy or automation software, click **Download** and select **Windows Device Manager** > **Device Manager MSI**.
    - To download Device Manager to a Windows device for a supervised install, click **Download** and select **Windows Device Manager** > **Device Manager EXE**.
    - To download Device Manager to a macOS device, click **Download** and select **OS X Device Manager**.
5. If you chose Windows Device Manager, navigate to the folder where the setup package was downloaded. Extract the **.zip** file and run the **SetupDM** application.
6. Click **Run** to download and start the installer or **Save** to choose a location to save the installer.

Emailing Device Manager

1. In Service Center, click **Site Management** > **Sites**.
2. Click the Site Name to which you want to download the Device Manager.
3. Click the **Device Managers** tab.
4. Click Email and select either **Windows Device Manager** or **OS X Device Manager**.
   An email with the subject **Device Manager Download** Link containing a clickable URL for the download is created in your email program.
5. Add one or more recipients and send the email.

Performing the Device Manager Installation

1. Double-click **DMSetup.exe** to start the installer.
2. Click **Yes** when asked to confirm that you want to install Barracuda RMM Device Manager.
3. If you chose OS X Device Manager, if asked to allow incoming data transfer from Mono, allow the transfer.
4. Click **OK** when advised that Barracuda RMM Device Manager has been installed successfully.

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