

Managing Site Credentials

<https://campus.barracuda.com/doc/29091/>

If a site includes devices that are outside of the **MWService** account scope, you can provide credentials for specific technologies and management protocols to ensure all devices are effectively managed. For example, you can provide **SSH** credentials to manage Mac devices on the network, and for devices managed with **SNMP v3**, you can provide authentication and privacy protocols.

For each credential type, you can create one site default credential set, and then create as many device override credential sets as required. For example, you can create a default **SNMPv3** credential set, and then create a device override **SNMPv3** credential set for a device that requires different credentials. You do not have to create a site default for every possible authentication scheme, but you do have to create a site default before you create a device override.

You can delete default credential sets, except for the default Windows credential set. However, a default credential set cannot be deleted if there is a device-level override credential set for the same authentication scheme.

To create a credential set for SNMP versions 1 and 2

An **SNMP community string** is a text string that is, in effect, a credential. This credential is used to authenticate communication with the SNMP device.

By default, Barracuda RMM uses public as the community string to locate SNMP devices on the network. However, many companies use a unique community string that acts like a strong password against brute force attack. Other common community strings are private and admin.

A default **SNMP** credential set can contain more than one community string. If there is a mix of devices across the network that require one of two community strings, it is possible to specify more than one community string by separating the string with commas and no spaces. For example, **public, private**.

If one of the devices is SNMP-enabled but is not showing up in the scan, it may be because a different community string was set up for security reasons.

1. In Service Center, **Site Management > Sites**.
2. Click the site for which you want to provide credentials.
3. Click the **Credentials** tab.
4. Click **Add**.
5. Select **SNMP** from the **Credential Type** list.
6. In the **Community Strings** box, type the SNMP community string.

Community strings are case-sensitive. For example, *Public* and *public* would be separate communities of SNMP devices.

7. Optionally, type a description in the **Notes** box.
8. Do one of the following:
 - Select the **Default** option button to make this the default SNMP v1 and v2 credential set for this site.
 - Select the **Device override** option button, and then click **Add** to select the devices to which you want to apply this credential set.
9. Click **Save**.

To create a credential set for SNMP version 3

When setting up a credential set for **SNMP version 3**, you must select the authentication and privacy protocols that the target devices are configured to use.

1. In Service Center, **Site Management > Sites**.
2. Click the site for which you want to provide credentials.
3. Click the **Credentials** tab.
4. Click **Add**.
5. Select **SNMPv3** from the **Credential Type** list.
6. In the **User Name** box, type the user name that was configured with **snmp-server host**.
7. Optionally, specify an SNMP context in the **Context** box.
8. In the **Authentication** area, from the **Algorithm** list, select an authentication protocol.
 - If you selected **MD5** or **SHA**, provide the password in the **Password** and **Confirm Password** boxes.
9. In the **Privacy** area, from the **Algorithm** list, select a privacy protocol.
 - If you selected **DES** or **AES**, provide the password in the **Password** and **Confirm Password** box.
10. Optionally, type a description in the **Notes** box.
11. Do one of the following:
 - Select the **Default** option button to make this the default SNMPv3 credential set for this site.
 - Select the **Device override** option button, and then click **Add** to select the devices to which you want to apply this credential set.
12. Click **Save**.

To create a credential set for SSH

1. In Service Center, **Site Management > Sites**.
2. Click the site for which you want to provide credentials.
3. Click the **Credentials** tab.

4. Click **Add**.
5. Select **SSH** from the **Credential Type** list.
6. In the **User Name** box, type the SSH user name.
7. In the **Password** and **Confirm Password** box, type the SSH password.
8. Optionally, type a description in the **Notes** box.
9. Do one of the following:
 - Select the **Default** option button to make this the default **SSH credential set** for this site.
 - Select the **Device override** option button, and then click **Add** to select the devices to which you want to apply this credential set.
10. Click **Save**.

To create a credential set for VMware vSphere

You can create a **VMWare vSphere credential set** to connect to a VMWare host, which runs a web service that Barracuda RMM uses to collect virtual machine asset information. To obtain the VMWare host user name and password, contact the VMWare administrator.

1. In Service Center, **Site Management > Sites**.
2. Click the site for which you want to provide credentials.
3. Click the **Credentials** tab.
4. Click **Add**.
5. Select **ESXi Host** from the **Credential Type** list.
6. In the **User Name** box, type the user name to connect to the VMWare host.
7. In the **Password** and **Confirm Password** box, type the VMware host password.
8. Optionally, type a description in the **Notes** box.
9. Do one of the following:
 - Select the **Default** option button to make this the default VMWare vSphere credential set for this site.
 - Select the **Device override** option button, and then click **Add** to select the devices to which you want to apply this credential set.
10. Click **Save**.

To create a credential set for VNC Screen Share

VNC Screen Share allows you to access a macOS device remotely. This credential is required before you can run the **macOS Prep Utility** on a Mac device, which prepares the device for management. When you run the **macOS Prep Utility**, VNC is enabled on the device using the password you provide here. Any existing VNC password on the device is overwritten. See *To run the macOS Prep Utility* in [Deploying Onsite Manager within a Domain](#).

1. In Service Center, **Site Management > Sites**.
2. Click the site for which you want to provide credentials.
3. Click the **Credentials** tab.
4. Click **Add**.
5. Select **VNC Screen Share** from the **Credential Type** list.
6. In the **Password** box, type the password to access the **VNC Screen Share** tool.
7. Retype the password in the **Confirm Password** box.
8. Optionally, in the **Notes** box, you can provide notes about the **VNC Screen Share** setup.
9. Click **Save**.

To create a credential set for Windows

The MWSservice service account is the default Windows credential set, and cannot be edited or deleted. You can create a device override Windows credential set for standalone or workgroup devices.

To create a Windows credential set, provide the domain name, and the user name and password for the domain administrator account.

1. In Service Center, **Site Management > Sites**.
2. Click the site for which you want to provide credentials.
3. Click the **Credentials** tab.
4. Click **Add**.
5. Select **Windows** from the **Credential Type** list.
6. In the **Domain** box, type the Windows domain name.
7. In the **User Name** box, type in the domain administrator user name.
8. In the **Password** and **Confirm Password** box, type the domain administrator password.
9. Select the **Device override** option button, and then click **Add** to select the devices to which you want to apply this credential set.
10. Click **Save**.

Windows credential sets are also used to communicate with Microsoft Hyper-V host systems.

To modify a credential set

1. In Service Center, **Site Management > Sites**.
2. Click the site for which you want to modify a credential set.
3. Click the **Credentials** tab.
4. Click the name of the credential set you want to modify.

5. Make changes to the credential set.
6. Click **Save**.

To delete a credential set

1. In Service Center, **Site Management > Sites**.
2. Click the site for which you want to delete a credential set.
3. Click the **Credentials** tab.
4. Select the check box beside the credential set you want to delete.
5. Click **Delete**.

© Barracuda Networks Inc., 2025 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.