

## Upgrading an Existing ConnectWise Manage Integration

<https://campus.barracuda.com/doc/85491761/>

### About Upgrading the ConnectWise Manage Service Desk Module

The following procedure describes how to upgrade an existing ConnectWise Manage integration in Barracuda Managed Workplace. When an updated ConnectWise Manage service desk module is available, a notification appears in the Components page in Update Center letting you know that you can install the update.

#### Notes:

- ConnectWise Manage 2017.4 introduces changes in the integration process. For details on changes, consult the Barracuda Managed Workplace 10 SP3 HF1 Release Notes, available from the [Partner Portal](#).
- Once you start the upgrade and until you save the new integration, neither the old integration nor the new integration are enabled. It is recommended that you perform the upgrade during off-peak hours.

#### If you're upgrading to ConnectWise Manage 2017.4 or higher for the first time

When you upgrade to ConnectWise Manage 2017.4 or higher for the first time, you have to modify the following:

- The Website URL in the Barracuda Managed Workplace Service Desk Integration Configuration.
- The Callback URL in ConnectWise Manage.

These URLs must be updated before you update the Service Desk Module using the [To upgrade the ConnectWise Manage Service Desk Module](#) procedure.

#### Note:

- When you go through the upgrade process, your site mappings will be transferred from ConnectWise Manage to Barracuda Managed Workplace. This transfer begins after you enter your Public and Private Keys and click the Save button.  
It takes around one second per site for the upgrade process to map a Barracuda Managed Workplace site to a ConnectWise Manage company, so if you have a large number of sites to be mapped (One hundred or more), the mapping process may seem slow.  
You set up the mapping on the Site Company Mapping page of the Integration Configuration, but the mapping process starts when you click the Save button or Next.

1. In Service Center, click **Configuration > Service Desks**.
2. Click the **ConnectWise Manage Service Desk Module** link.

3. In Website URL, add "api-" after the double slashes in the FQDN of your ConnectWise Manage PSA system (for example, <https://api-connectwise.com>).  
**Note:** For ConnectWise Manage 2017.4 and higher, prefix the domain name with "api-". For example, if you log in to ConnectWise Manage with "myconnectwise.com," use "api-myconnectwise.com".
4. Click **Save**.
5. In ConnectWise Manage, click the **System** icon, and then click **Setup Tables**.
6. In the **Table** box, type *Integrator* and click **Enter**, then click the **Integrator Login** link.
7. In the **Username** box, type your username.
8. In the **Service Ticket API** section, in the **Callback URL** box, add "api-" to the URL, just after the double-slash (//). If "www." is in the URL, delete it.
9. Click **Save**.
10. Click the **System** icon.
11. Click the **Members** link.
12. Click a member.
13. Click the API Keys tab.
14. Click the + icon.
15. Type a description for the Key.
16. Click the **Save** icon.
17. Copy the Public Key and Private Key and keep them where you can find them.
18. Proceed to the [To upgrade the ConnectWise Manage Service Desk Module](#) procedure and in step 6, do the following:
  - on the **Web Service Credentials** page, paste the **Public Key** and **Private Key**
  - on the **Site Company Mapping** page, in the **Managed Workplace Site** list, select a site. In the **ConnectWise Manage Company** list, select the corresponding company name, then click the **Link** button. Repeat this step until all your sites are mapped.  
**Note:** When you are mapping a large number of sites (A hundred sites or more), processing may be slow.
  - Click **Save**.

#### To upgrade the ConnectWise Manage Service Desk Module

1. In Service Center, click **Update Center > Components**.
2. Click **Service Desk Modules**.
3. Click **Updates**.
4. Select the check box beside the **ConnectWise Manage service desk module**.
5. Click **Install**.
6. Review the fields on the following pages for the Service Desk configuration:
  - **Web Service Credentials** (see [Configuring the Web Service Credentials](#))
  - **Setup Table Names** (see [Configuring the Setup Table Names](#))
  - **Asset Synchronization** (see [Configuring Asset Synchronization](#))
  - **Service Boards Mapping** (see [Configuring the Service Board Mapping](#))
  - **Ticket Status Mapping** (see [Configuring the Ticket Status Mapping](#))
  - **Site Company Mapping** (see [Configuring Site Company Mapping](#))**Note:** When you are mapping a large number of sites (A hundred sites or more), processing

may be slow.

- Ticketing Options (see [Configuring Ticketing Options](#))

## Reference: Default Mappings

### WMI-Enabled Devices

ConnectWise Manage Field	Barracuda Managed Workplace Field
Configuration Type	Domain Role
CPU Speed	Processor x #
Default Gateway	Gateway
Device ID	N/A <b>Note:</b> There is no field in the Service Center user interface that displays Device ID, but there is in ConnectWise Manage.
Installation Date	Date Discovered
IP Address	IP Addresses
Last Login Name	Last Logged In User
Local Drives	Drive Size
MAC Address	IP Addresses/MAC Address <b>Note:</b> Barracuda Managed Workplace sends to ConnectWise Manage the MAC address for the first IP address it finds.
Manufacturer	Manufacturer
Model Number	Model
Name	Display Name
OS Info	Version Service Pack Architecture <b>Note:</b> The information from Barracuda Managed Workplace is concatenated and sent to ConnectWise Manage: Version + Service Pack Level + Architecture. For example, 6.1.7601 1.0 64-bit.
OS Type	Name
Physical Memory	Total RAM Installed
Serial Number	Serial Number

Status	N/A <b>Note:</b> There is no field in the Service Center user interface that displays Status, but there is in ConnectWise Manage. ConnectWise Manage Status is equivalent to device state in Barracuda Managed Workplace, which is either Active or Deleted in Barracuda Managed Workplace or Active or Inactive in ConnectWise Manage.
--------	--

**SNMP (only)-Enabled Devices**

ConnectWise Manage Field	Barracuda Managed Workplace Field
Configuration Type	N/A <b>Note:</b> There is no field in the Service Center user interface that displays Configuration Type, but there is in ConnectWise Manage.
Device ID	N/A <b>Note:</b> There is no field in the Service Center user interface that displays Device ID, but there is in ConnectWise Manage.
Installation Date	Date Discovered
MAC Address	MAC Address IP Addresses
Manufacturer	Manufacturer
Model Number	SNMP Description
Name	Display Name
Serial Number	Inventory Tag
Status	N/A <b>Note:</b> There is no field in the Service Center user interface that displays Status, but there is in ConnectWise Manage. ConnectWise Manage Status is equivalent to device state in Barracuda Managed Workplace, which is either Active or Deleted in Barracuda Managed Workplace or Active or Inactive in ConnectWise Manage.
Vendor Notes	Notes

© Barracuda Networks Inc., 2024 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.