About Upgrades

https://campus.barracuda.com/doc/85493723/

Upgrades to production systems must always be preceded and followed by full database back ups to ensure you have an up-to-date restore point should you encounter a failure. Upgrades require a service interruption during which the Service Center application will not be accessible.

The upgrade procedure is broken down into the following main activities:

1. Shutting down the application to prevent incoming data from being processed during database backups and to ensure exclusive access to the databases during the structure changes.
2. Back up the Barracuda Managed Workplace databases.
3. Upgrade the application and databases.

Important: You must upgrade Service Center before upgrading Onsite Managers, Device Managers, and Support Assistants. Until all Onsite Managers, Device Managers, and Support Assistants have been upgraded to the new version of Service Center, no configuration changes should be made. This prevents application failure and loss of data.

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