

## 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.

© Barracuda Networks Inc., 2019 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.