

## Service Center System Requirements - Hosted

<https://campus.barracuda.com/doc/86544917/>

### Application Frameworks

The following application frameworks are required:

- Microsoft .NET Framework 3.5
- Microsoft .NET Framework 4.6.0 or higher (4.6.1 or higher is recommended)

### Required External Sites for Barracuda Managed Workplace

The following table outlines the external sites that must be allowed by security products for Barracuda Managed Workplace to function properly.

**Note:** In addition to these sites, the URL where Service Center is installed must be accessible for communication between Onsite Manager, Device Managers, and managed devices.

Site	Service Center	Onsite Manager	Device Manager	Technician's computer
<a href="https://barracudamsp.com">https://barracudamsp.com</a> Links to various product pages	X			
<a href="https://support.barracudamsp.com">https://support.barracudamsp.com</a> Links to Knowledge Base articles	X			
<a href="https://wl.msp1services.com/lookup.php">https://wl.msp1services.com/lookup.php</a> Warranty lookup service	X			
<a href="https://www.update.microsoft.com">https://www.update.microsoft.com</a> Patch metadata, wuident.cab	X	X		
<a href="http://ds.download.windowsupdate.com">http://ds.download.windowsupdate.com</a> Windows self update URL		X		
<a href="http://download.mwrmm.barracudamsp.com/">http://download.mwrmm.barracudamsp.com/</a> Update Center components, initial patch metadata, Service Center online help	X	X	X	
<a href="https://ss01.ccrmm.avg.com">https://ss01.ccrmm.avg.com</a> Network Assessment	X			
<a href="https://whatsmyip.ccrmm.avg.com">https://whatsmyip.ccrmm.avg.com</a> Whats My IP service	X			
<a href="https://lplic.levelplatforms.com">https://lplic.levelplatforms.com</a> License service, telemetry service, Service Center locator	X	X	X	

<a href="https://www.levelplatforms.com">https://www.levelplatforms.com</a> Update center metadata	X			
<a href="https://sso.avg.com">https://sso.avg.com</a> Centrify SSO	X			
<a href="https://www.islonline.net/download">https://www.islonline.net/download</a> PRC Viewer and Server	X		X	X
<a href="https://download.microsoft.com">https://download.microsoft.com</a> Used by setup to download required components (prerequisites)	X	X	X	
<a href="https://ws.update.microsoft.com">https://ws.update.microsoft.com</a> Used to connect to Microsoft patch management	X	X		

#### Required External Sites for Avast Business Antivirus Pro Plus

If you're using Avast Business Antivirus Pro Plus, the following external sites must be allowed by security products:

- \*.avast.com
- \*.avcdn.net

#### Required External Sites for Service Modules

If you're using a service module, consult the documentation for the integrated program for any external sites that are required for communication.

## Technician's Computer

A technician's computer requires the following:

- Web browser (recommend Internet Explorer)

#### Browser and Operating System Support for Remote Control and Remote Tools

This table identifies what feature works in which browser:

Browser	Remote Control	Remote Tools	Premium Remote Control
Internet Explorer	Yes	Yes	Yes
Mozilla Firefox	Yes (plugin)	Yes	Yes
Google Chrome	Yes (plugin)	Yes	Yes
Apple Safari	No	Yes	Yes

Opera	No	Yes	Yes
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**Note:** Remote control will fail if you are prompted for a plugin and choose not to install it. If you also select the Don't Show this Message Again check box, you will not be offered the choice to install the required plugin on subsequent attempts, and the connection will fail without further messages. To be prompted for plugin installation again, you must remove the cookies for the Service Center site and then install the plugin when prompted.

This table identifies what feature works in which operating system:

Operating System	Remote Control	Remote Tools	Premium Remote Control
Windows	Yes	Yes	Yes
macOS	Yes (requires the server software for the selected protocol)	No	Yes
Linux	Yes (requires the server software for the selected protocol)	No	No

**Note:** The remote tools are not supported on Windows 2000 computers because .NET 3.5 is required on the target device. Windows 2000 does not support .NET 3.5.

**Note:**

## TLS 1.2

By default, new installs of Managed Workplace use TLS 1.2.

Enabling TLS 1.2 requires:

- Previous versions of TLS and SSL are disabled.
- The device you are installing Service Center on is up to date with all Microsoft Security Updates. Below is a table of the required hotfixes and updates as of Sept 2018.

Operating system	Hotfixes
Windows 7 SP1 Windows 2008 R2 SP1	<ul style="list-style-type: none"><li>• <a href="#">Support for TLS System Default Versions included in the .NET Framework 3.5.1 on Windows 7 SP1 and Server 2008 R2 SP1</a></li><li>• <a href="#">Update for Windows (Select from list)</a></li></ul>
Windows 8.1 and Windows Server 2012 R2	<ul style="list-style-type: none"><li>• Support for TLS System Default Versions included in the .NET Framework 3.5 on Windows 8.1 and Windows Server 2012 R2</li><li>• <a href="#">Update for Windows (Select from list)</a></li></ul>
Windows 10 Version 1607 and Windows Server 2016	<ul style="list-style-type: none"><li>• <a href="#">Cumulative Update for Windows 10 Version 1607</a></li></ul>

- The SQL server for Service Center is hotfixed to the latest updates.

Server	Hotfix
SQL server	<ul style="list-style-type: none"><li>• <a href="#">FIX: You cannot use the Transport Layer Security protocol version 1.2 to connect to a server that is running SQL Server 2014 or SQL Server 2012</a></li></ul>

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