Installing Onsite Manager - Hosted

https://campus.barracuda.com/doc/86544933/

Before proceeding, ensure that

- the Service Center and SCMessaging websites must be publically accessible and any firewall changes to forward traffic needs to be made before installing Onsite Manager or Device Managers.
- the installation system meets Onsite Manager system requirements for the expected monitoring load.
- the user account performing the installation must have Domain Administration privileges. If you are not installing in a Domain, the account must have Local Administrator privileges.
- all Barracuda Managed Workplace installation source files are available locally.
- there are no underscores ("_") in the machine name or the host name (Required for patch managment to work properly).

Notes:

- If you are installing Onsite Manager on a machine that has a proxy enabled and does not have .NET 4 installed, you must disable the proxy before installing Onsite Manager. This allows the Onsite Manager setup to launch the .NET 4 installer.
- If applicable, Microsoft installation source files will be downloaded during the Onsite Manager install.

Should you encounter any kind of failure during the installation process, restart the installer and allow it to continue. If you are installing Microsoft software, try downloading and installing the software manually before restarting the Onsite Manager installation.

Enabling WS-MAN On Onsite Manager Machines

Barracuda Managed Workplace supports WMI over Web-Services Management (WS-MAN) protocol, which requires that Windows Remote Management (WinRM) is installed on the Onsite Manager machine. WinRM is the Microsoft implementation of WS-MAN.

When you run the Onsite Manager installer, it checks to see if WinRM is installed, and installs it automatically if it is not. If WinRM exists on the machine, the Onsite Manager installer will automatically enable and configure it.

Depending on your Onsite Manager machine’s operating system, the following components will be installed:

- The Onsite Manager installer will install either WinRM 2.0 or 3.0 by detecting the operating system and installing the supported version of WinRM.
    - WinRM 2.0 requires PowerShell 2.0 and .NET 3.5 SP1. If these are not installed on the

Onsite Manager machine, the Onsite Manager installer will install them.
    - WinRM 3.0 requires PowerShell 3.0 and .NET 4. If these are not installed on the Onsite Manager machine, the Onsite Manager installer will install them.
- If the operating system is Windows 7 or Server 2008 or later, then WinRM is integrated and PowerShell may not need to be installed.
- If the Onsite Manager machine's operating system does not support WSMAN or if the WS-MAN configuration fails, then WMI will be provided over DCOM. The Onsite Manager installation will not fail as a result of either situation. Both are logged and the installation continues.

Note: If a PowerShell package needs to be installed, the Onsite Manager machine must be rebooted for the WS-MAN configuration to take effect.

About Default and Advanced Installations

There are two methods available for installing Onsite Manager:

Default Onsite Manager is installed according to the installation preferences defined in System Settings, in Service Center. Use a default installation to onboard a site that adheres to your common installation preferences. Default installations only require that you specify the MWService account credentials and whether a reboot is required.

Note: By default, the installation preferences for a default installation is set to automatically scan the subnet mask, which can result in up to 65540 IPs being scanned if the network is configured as Class B. This isolates any devices that could be present in the network and brings that information back into Service Center. In some Class B networks, the scan interval can take up to 15 minutes to complete this configuration. If this is a concern, you can alter the scan settings after the automatic scan has occurred, or you can clear the Auto Scan check box when setting your default installation preferences, and instead manually configure the scan range.

For more information on setting default installation preferences, see the *User Guide*.

Advanced In this more intensive installation process, you provide custom install settings. Use an advanced installation to onboard a site that has special requirements that are not satisfied by the default settings.

Performing a Default Onsite Manager Installation

1. In Service Center, click **Site Management** > **Create Site**.
2. Enter a name for the site.
3. Select a Service Delivery Model and click **Next**.
4. Configure the Service Delivery Model you selected:
    - If you chose **Apply a single Service Plan to all devices in this Site**, select a service plan.
    - If you chose **Apply Service Plans to any of the following groups**, select the service

plan to apply to the Network Devices, Servers, and Workstations.
    - If you chose **Do not use a Service Plan for this site**, I'll configure the site manually, skip to step 5.
5. Select **Typical Deployment** or **Configure Advanced Options** and click **Next**.
6. If you selected **Configure Advanced Options**, select the options you want and click **Next**.
7. If you are happy with your choices, click the **Create** button. If you would like to change an option, click the **Back** button.
8. Navigate to the folder where the setup package was downloaded.
9. Extract the .zip file and run the SetupOM application.
10. Click the **Default** option, and then click **Next**.
11. On the **Windows Service Account** page, type the MWService Name and Password and then confirm your password.
    Note: If an MWService account does not exist, the Onsite Manager Installer will create the user. If you are installing on a domain, the account will be created on the domain controller.
    Important: This account will be hidden from the Windows Welcome screen in a workgroup environment.
12. Click **Next**.
13. If you want to reboot the machine when the installation is complete, select the **Automatically reboot after the installation if required** check box.
14. Click **Install**.

Performing an Advanced Onsite Manager Installation

You can download the Onsite Manager installer directly from Service Center, or you can download it from the portal. It is recommended that you install from Service Center, as this method detects your Service Center credentials and populates this information where applicable.

Note: By default, SQL Server 2014 Express is installed with Onsite Manager, and you can choose to also install SQL Server 2014 Management Studio Express. If the Onsite Manager installer is unable to install either of these components, you are prompted to download them manually from the Microsoft website.

1. In Service Center, click **Site Management** > **Sites**.
2. Click the site you want to manage.
3. Click **Download Onsite Manager**.
4. Navigate to the folder where the setup package was downloaded.
5. Extract the .zip file and run the SetupOM application.
6. Click the **Advanced** option, and then click **Next**.
7. Review the installation path. If required, click Browse to select a different location.
8. Review the SQL Server Express root path for the dedicated instance for Barracuda Managed Workplace, LPIMWOMEXPRESS. If required, click **Browse** to select a different location. Click **Next**.
9. Clear the **Security Scanning to install Microsoft Baseline Security Analyser (MBSA)** check box.
    Note: MBSA is no longer supported and references to MBSA will be removed in an upcoming

version of Barracuda Managed Workplace.

10. To install SQL Server 2014 Management Studio Express, select **SQL Server Tools**. This is an optional install, but is recommended for interacting with the Onsite Manager database for technical support and maintenance. It requires PowerShell which may require a reboot.
11. Click **Next**.
12. In the **Service Account** page, type the MWService User Name and Password and then confirm your password. Click **Next**.
    Note: If an MWService account does not exist, the Onsite Manager Installer will create the user. If you are installing on a domain, the account will be created on the domain controller.
    Important: This account will be hidden from the Windows Welcome screen in a workgroup environment.
13. If you downloaded the Onsite Manager installer from Service Center, the **SCMessaging URL** box is filled. If you downloaded from the portal, you must provide the SCMessaging URL, which enables Onsite Manager to communicate with Service Center. For example, http://www.companyname.com/SCMessaging/SCWebservices.asmx
14. Onsite Manager will automatically use any proxy which does not require authentication. If a proxy server is present and requires authentication, do the following:
    1. a Enter the **Server Address, Username** and **Password**.
    2. b Define the authentication type by selecting either **Basic, Digest** or **Negotiate**.
15. Click **Next**.
16. To scan the local subnet, select the **Auto scan local subnet** check box. Click **Next**.
17. If you downloaded the Onsite Manager installer from Service Center, the **VAR Domain** box is filled. If you downloaded the Onsite Manager installer from the portal, you must provide the VAR domain name.
18. Select the **Automatically reboot after the installation if required** check box to automatically reboot after the installation completes, if a reboot is required. This bypasses the need to remote to the site server to manually reboot when the installation is complete.
19. Click **Install**.
20. Click **Finish** to close the Onsite Manager Installer.