

## About Upgrades - Hosted

<https://campus.barracuda.com/doc/86544947/>

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.

**Important:** You cannot upgrade Onsite Managers, Device Managers, or Support Assistants until your hosting provider has upgraded the Service Center. 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.

### Notes:

- When upgrading from Barracuda Managed Workplace 8.2, follow the [Upgrading Onsite Manager](#) procedure after upgrading Service Center.

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