

Upgrading Onsite Manager - Hosted

<https://campus.barracuda.com/doc/86544949/>

Always upgrade your Service Center before upgrading Onsite Managers. You can upgrade older versions of Onsite Managers using Update Center, in Service Center.

Note: Onsite Managers no longer support remote databases. If you are using a remote database, you must first back it up and restore it to the Onsite Manager application server.

Performing the Upgrade to 10.0 Onsite Managers

Caution: Before upgrading Onsite Manager, or before applying a hot fix, you must ensure that the Service Center machine has enough memory. If memory is below 10%, the upgrade will fail.

Once Service Center has been upgraded to 10.0, you can upgrade Onsite Managers directly from Service Center, using the Update Center.

Important: Before upgrading or re-running the Onsite Manager installer, ensure you back up the SQL database. If no backup of the SQL Database exists and you rerun the Onsite Manager installer, it detects that an Onsite Manager exists in that site environment and will not install. In order to install, the partner needs to delete the site and recreate it. Unfortunately this will also delete all history information for that site.

1. Back up your SQL database.
2. In Service Center, click **Update Center > Products**.
3. Use the check box column header to select all sites in the list.
4. Click **Advanced Options**.
5. Select **Update Onsite Managers for selected sites**.

As of 2013 R1 FP3, Barracuda Managed Workplace supports WMI over WS-MAN, which requires that WinRM is installed on the Onsite Manager machine. WinRM is installed automatically when you upgrade Onsite Manager to 2013 R1 FP3, without the need for further configuration. Depending on your Onsite Manager machine's operating system, the following components will be installed:

- The Onsite Manager upgrade will install 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 upgrade 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 upgrade will install them.
- If the Onsite Manager machine's operating system does not support WSMAN, then WMI will be continue to be provided over DCOM. The Onsite Manager upgrade will not fail.

Notes:

- The Onsite Manager machine must be rebooted for the WMI over WS-MAN configuration to take effect.
- If the WS-MAN configuration fails, you can use the Workgroup Prep Utility to configure it in a domain environment, or you can use the Install Windows Management Framework script, available in Update Center.

Upgrading Onsite Manager

Important: Before upgrading or re-running the Onsite Manager installer, ensure you back up the SQL database. If no backup of the SQL database exists and you rerun the Onsite Manager installer, it detects that an Onsite Manager exists in that site environment and will not install. In order to install, the partner needs to delete the site and recreate it. Unfortunately this will also delete all history information for that site.

1. Back up your SQL database.
2. Optionally, If your Onsite Managers are earlier than 10.0, follow the [Performing the Upgrade to 10.0 Onsite Managers](#) procedure.
3. In Service Center, click **Update Center > Products**.
4. Use the check box column header to select the sites you want to upgrade.
5. Click **Advanced Options**.
6. Select **Update Onsite Managers for selected sites**.

Verifying the Upgrade

1. In Service Center, click **Status > Central Dashboard**.
2. Click the name of the site that you want to verify.
3. In the Site Installation Information section, confirm that the **Version number** and **Install Date** are correct.

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