Upgrading Service Center - Hosting Provider

https://campus.barracuda.com/doc/86544996/

You can upgrade to Barracuda Managed Workplace 11 SP4 MR1 Service Center from Barracuda Managed Workplace 11 SP4 Service Center or later. Device Managers and Onsite Managers should be version 11 SP4 or higher.

Notes: The SQL Agent Windows service must be set to Automatic startup and be running prior to upgrading.

The Service Center application server must be able to access the MWResources file share on the SQL Reporting Services application server to import reports.

Important: Upgrading Service Center requires exclusive control over the database instance. If other databases for production systems are present in the same instance, an outage window must be scheduled in which the upgrade may be completed. For this reason, and to ensure optimal performance of all databases, we recommend dedicating an instance to Service Center.

Performing the Upgrade

Notes:

- Stop the Service Center Monitor Windows service before performing full database backups of SCMaster, SCData_Default, MWSessionState, ReportServer and ReportServerTempDB databases.

1. Backup the SCMaster database and all SCData databases in the system before proceeding.
2. Download the Hosted Service Center installation package to all application servers in the environment.
3. Download the Hosted Service Center database upgrade utility to a single application server.
4. On each application server, use Internet Information Services Manager to stop the MWPool application pool.
5. On each application server use the Services console to stop the MWRemoteDesktop and Service Center Monitor Windows services.
6. Launch Task Manager and confirm that there are no instances of SCMonitor.exe or SCWorker.exe still running. Once none appear, you may proceed.
7. Launch the Hosted Service Center database upgrade utility and click Upgrade DB Structure. If the SCMaster upgrade is successful, the utility moves on to the MSP databases (SCData_VAR_DOMAIN).
8. Leave the utility open as you will return to it later.
9. Double-click the file **SetupSC.exe** to launch the Service Center installer. Click Install Now. The installer detects an older version of Barracuda Managed Workplace and asks if you want to upgrade.
10. Click **Yes**.

The installer welcome screen opens.

11. Click Next.
    Note: At this point, if the installer is unable to stop the SQL Reporting Services, the installer will halt and prompt you to stop it manually. To do so, open a management console, right-click the service named in the installer message and choose Stop. Contact Technical Support if you need help.
    The installer presents a reminder to ensure current backups of the Barracuda Managed Workplace databases exists before continuing.
12. Click **Next** to continue.
    The Public Service Center Communication Settings dialog box opens.
13. Enter the following information:
     - Public facing Service Center URL, which is the URL for the Service Center user interface.
     - Public SCMessaging URL, which is the URL used by the Onsite Managers and Device Managers to report and send data to Service Center.
14. Click **Next**.
15. On the **Ready to Install the Program** dialog box, click **Upgrade**.
16. When the installation completes, click **Continue on the Service Center Installation Completed** dialog box to begin the Report Configuration Wizard.
17. Indicate where Microsoft SQL Reporting Services is installed by selecting either **Local Machine** or **Remote Machine**.
     1. If you selected **Local Machine**, click **OK**. Select the check box for the **Reporting Services Instance** and click **OK**.
     2. If you selected Remote Machine, select the machine where the SQL Reporting Services is installed. Enter a User Name and Password for a Local or Domain Administrator. If you are using a DomainAdministrator, include the Domain in the User Name (such as, Domain\User).
    Click **OK**.
    Select the check box for the **Reporting Services Instance** and click **OK**.
18. Click **OK** when notified that the Report Server configuration succeeded.
19. Click **Exit** to close the installer.
20. Next, run the application update on the remaining application servers by repeating steps 9 through 20. The installer will skip reporting tasks as they have been completed during the first application server upgrade.
21. When all application servers have been upgraded, return to the Hosted Service Center database upgrade utility, and click **Re-enable VARs.**
22. Click **Start Data Conversion**.
23. Restart the Service Center Monitor Windows service on each application server.
24. Click **Exit**.

1. 1If 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.Back up your SQL database.

Upgrading Onsite Manager

1. 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.Back up your SQL database.