System Requirements - Hosted

https://campus.barracuda.com/doc/89620621/

Onsite Manager

Onsite Manager is not typically resource-intensive, but can be depending on the number of devices under management and monitoring configuration. Dedicated Onsite Manager servers are recommended for larger sites to avoid resource contention impacting the performance of Onsite Manager or other roles the server performs.

Hardware

Memory and disk space requirements listed in this section must be dedicated to Onsite Manager, so additional resources are required for the server operating system and any other roles performed.

All Onsite Manager configurations require the following:

- 10 GB free space in the system volume for the application and database files
- 30 GB free space for storing Microsoft updates if storing patches locally
- System hardware requirements as listed in the table below:

Size of Site	Hardware Requirements	Additional RAM Required for Patch Management
Small (up to 15 devices, including 1 server)	Dual core processor with 4 GB RAM	4 GB
Medium (up to 75 devices, including 15 servers)	Dual core processor with 6 GB RAM	4 GB
Large (up to 256 devices, including 30 servers)	Dual core processor with 8 GB RAM	4 GB
Enterprise 1 (up to 500 devices, including 50 servers)	Contact technical support for assistance in optimizing configuration. Multiple Onsite Managers or combinations of Onsite Managers and Device Managers may be used.	
Enterprise 2 (up to 1000 devices including 100 servers)		

Notes:

- To allow for growth, it is recommended that you dedicate between 4 and 8 GB of RAM for the Onsite Manager for optimal performance regardless of site size.
- If you choose to use patch management in Barracuda Managed Workplace, the Onsite Manager machine must have at least 4GB of RAM.
- It is not recommended to install software on Exchange servers or Hyper-V hosts, as these systems are typically extremely busy, and an installation could result in resource contention.
- Additionally, it is not recommended that you install Onsite Manager on domain controllers, which can pose a security risk.
- For Barracuda Managed Workplace 11 SP2 MR1 and later, the Onsite Manager installer download for Windows is in .zip format instead of .exe and must be extracted during the default and advanced install processes.

All the software listed in this section has passed performance testing with Barracuda Managed Workplace 10.0. While it may be possible to install on other versions of Windows or other required applications, it is not recommended because support may be limited for any products not explicitly listed.

Installation

The following installer is required:

- Windows Installer 4.5

Operating System

If you are using patch management, Barracuda Managed Workplace must be installed on a 64-bit operating system. Note that all required software components must be installed in 64-bit mode. The following operating systems are supported:

- Microsoft Windows Server 2016 (Essentials, Standard, and Datacenter)
- Microsoft Windows Server 2012 R2 (Foundation, Essentials, Standard, and Datacenter)
- Microsoft Windows Server 2012 (Foundation, Essentials, Standard, and Datacenter)
- Microsoft Windows Server 2011 (Small Business Server)
- Windows Server 2008 R2 SP1 (Web, Standard, Small Business Server, Enterprise)
- Microsoft Windows 10 Pro or Enterprise Edition
- Microsoft Windows Home Server 8
- Microsoft Windows 8.1 Pro
- Microsoft Windows 7 SP1 Professional or Ultimate
- Windows Home Server 2011

Notes:

- Windows 7, 8, and 10 are limited to a single user session. Installing Onsite Manager requires that it be dedicated to Barracuda Managed Workplace to prevent remote desktop protocol (RDP) sessions from logging out a user. Only one RDP session can take place at any time.

Naming Conventions

The computer name of machines must adhere to the following RFC for patch caching to work correctly: https://tools.ietf.org/html/rfc952

Database Server

Onsite Manager installs a dedicated instance of Microsoft SQL Server 2014 Express.
Notes:

- Previous versions of Onsite Manager supported other SQL versions. When upgrading a legacy version installed on another SQL version, the original database server is retained.
- Previous versions of Onsite Manager supported the use of remote database servers. Barracuda Managed Workplace now requires the database be local to the Onsite Manager.

Best Practice: Installing Microsoft SQL Management Studio Express provides an interface to take back ups and interact with the database. This install also requires Microsoft PowerShell 1.0, also available.

Application Framework

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)

External Network Requirements

The following table lists the networking requirements for Onsite Manager.

Default Port	Purpose
80 TCP outbound	Communicating with Service Center over HTTP and using BITS
443 TCP outbound	Communicating with Service Center over HTTPS and using BITS

Note: Sites with an Onsite Manager contact a web service at https://whatsmyip.mw-rmm.barracudamsp.com/ regularly to determine the Internet facing external IP address.

Internal Mandatory Network Requirements

These ports must be open between Onsite Manager and the managed devices for discovery and monitoring. If SNMP or Syslog monitoring is not taking place, the associated ports do not need to be open. Inbound and outbound qualify the direction between Onsite Manager and the managed devices, not the Internet.

Default Port	Purpose
53 UDP inbound and outbound	Domain Name System (DNS) resolution
135 and 445 TCP inbound and outbound	WMI monitoring
161 TCP and UPDP inbound and outbound	SNMP monitoring
162 UDP inbound	Receiving SNMP traps
514 UDP inbound	Receiving Syslog messages
3389 TCP outbound	OM Utilities, AMT console, and Web Console remote sessions operating via RDP
6996 TCP inbound on the Onsite Manager and outbound on the Device Manager	Receiving communications from Device Managers
8989 TCP inbound	Communication between MWExpertSystem and OMNetworkServices Windows Services, for Onsite Manager
16992 TCP outbound	Connection to Intel® vPro™ AMT consoles
16994 TCP outbound	Connection to Intel® vPro™ AMT consoles using iKVM

Internal Optional Network Requirements

These ports must be open between Onsite Manager and the managed devices for the corresponding features to function correctly. If a specific remote control solution is not being used for the site, its port does not have to be opened. Inbound and outbound qualify the direction between Onsite Manager and the managed devices, not the Internet.

Port	Purpose
22 TCP outbound	Secure Shell (SSH) remote control
23 TCP outbound	Telnet remote control
80 and 8350 TCP outbound	Connection to web consoles
3389 TCP outbound	Remote Desktop Protocol (RDP) remote control
5900 TCP outbound	Virtual Network Computing (VNC) remote control
7204 TCP inbound on the Onsite Manager machine	Patch management
7205 TCP inbound on the Onsite Manager machine	Patch management, if storing patches locally
7206 - 7207 inbound	Integrated AntiVirus
16992 TCP outbound	Intel® Active Management Technology management traffic for Intel® vPro™

Site Security Assessment Requirements

Several domain-related site security assessment tests require a functioning Onsite Manager to be assessed. The requirements for these tests to be assessed are:

- Onsite Manager with Remote Server Administration tools is installed.
- The Group Policy Management Console is enabled on the Onsite Manager.
- The device hosting the Onsite Manager is attached to the domain.
- The MWService account must be a domain Admin account, and not a local account.

Required External Sites for Onsite Manager

For the external sites required by Onsite Manager, see Required External Sites for Barracuda Managed Workplace

Device Manager and Support Assistant

Hardware

Device Manager requires the following:

- P4 CPU or better
- 100 MB free in the system partition

Note: When there is no Internet connection, Device Manager keeps collecting information. This information queues to send to Service Center when a connection is restored. It is possible to queue up to a maximum of 2GB but this would require extensive monitoring over a period of several weeks or longer with no Internet connection. Typical database size is no greater than 20 megabytes.

Software

Barracuda Managed Workplace will install natively for either 32- or 64-bit versions of the server operating system. All versions of the following operating systems are supported, unless otherwise noted:

- Mac OS X 10.8, 10.9, 10.10, 10.11, 10.12, and 10.13
- Microsoft Windows Server 2016 (Essentials, Standard, and Datacenter)
- Microsoft Windows Server 2012 R2 (Essentials, Standard, and Datacenter)
- Microsoft Windows Server 2012 (Foundation, Essentials, Standard, and Datacenter)
- Microsoft Windows Server 2011 (Small Business Server)
- Microsoft Windows Server 2008 SP2 (Web, Standard, Small Business Server, Enterprise and

Datacenter)
- Windows Server 2008 R2 SP1 (Web, Standard, Small Business Server, Enterprise and Datacenter)
- Microsoft Windows 10 Pro or Enterprise Edition
- Microsoft Windows Home Server 8
- Microsoft Windows 8.1 Pro and Enterprise
- Microsoft Home Server 2011
- Microsoft Windows 7 SP1 Professional or Ultimate
- Microsoft Windows Vista SP2 Business or Ultimate

Application Framework

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)

Internal Mandatory Network Requirements

These ports must be available on the managed device where Device Managers and/or Support Assistants are installed.

Port	Purpose
51000+ TCP local	Creates a local connection to OMDesktop from the MW service, and blocks any connection attempts from external sources. Ports above 51000 are used in sequence matching the user session in Windows. So, for the first logged in user, port 51001 is used for communications. For the second, 51002 will be used, and so on.
80 or 443 (depending on whether you are using HTTP or HTTPS for SCMessaging) outbound	Required for ticket creation

Note:

- As a safety precaution, the DM installer inserts a rule in the firewall rule to block all inbound TCP traffic to the OMDesktop from any external source. When a Device Manager is uninstalled, this firewall rule is also removed.
- For Barracuda Managed Workplace 11 SP2 MR1 and later, the Device Manager installer download is in .zip format instead of .exe or .pkg and must be extracted during the default and advanced install processes.

Required External Sites for Device Managers and Support Assistant

For the external sites required by Device Managers and Support Assistant, see Required External Sites for Barracuda Managed Workplace