

## Using Onsite Manager Utilities

<https://campus.barracuda.com/doc/89620919/>

The Onsite Manager Utilities enable you to manage remote computers without affecting the logged in user.

- Onsite Manager Utilities do not work with Device Manager.
- If a WMI-enabled device has a credential management override, then Onsite Manager Utilities will not have access to the device, resulting in greyed-out functionality. If this occurs, you can verify that a credential override has been applied to the device in the Credentials tab in Site Management. See [Managing Site Credentials](#).

For example, you can run network diagnostic tests such as **Ping Device** and **Trace Route to Device**, perform remote management and troubleshooting tasks using **Registry Editor** or computer management, or take control of the remote computer using the **Command Prompt**, all without affecting the user that is logged into the remote computer.

**File Explorer** Allows you to view, delete or modify files on any remote Windows computer.

**Event Viewer** Allows you to view and manage the **Windows Event Log** for the remote computer.

**Windows Services** Allows you to view, stop, restart or edit the properties of any services installed on the remote computer.

**Task Manager** Allows you to view running processes and user sessions on the remote computer and investigate process session ID information via a built in Google search.

**Registry Editor** Allows you to view, delete, or modify the registry of any remote Windows computer.

**System Information** Allows you to quickly obtain the system information from any Windows computer including uptime statistics, boot information, page file statistics, for example.

**IP Config/all** Displays the current network configuration for every interface on a Windows computer.

**Trace Route to Device** Performs a trace route from Onsite Manager to any remote device to help troubleshoot networking problems.

**Ping Device** Performs a ping from Onsite Manager to any remote device.

**Telnet** Uses the default **Windows Telnet** client to connect to devices supporting this protocol.

**Remote Shell** Launches a remote DOS session on any Windows computer.

**Reboot** Instructs a Windows computer to reboot.

**Shutdown** Instructs a Windows computer to power down.

To help you troubleshoot multiple devices, you can launch one utility or more utilities for any device, and you can connect to multiple devices at one time.

The existing **Windows Service Account** used for monitoring is leveraged to enable remote access to the utilities that apply only to Windows, such as **Remote DOS**, **System Information**, and **Registry Editor**. So, the **Service Account** must have full Administrator access to the **Domain**, including remote logon, with no restrictions.

### To establish a remote session to use the Onsite Manager Utilities

1. In Service Center, click **Status > Devices**.
2. Click the **Site** or **Service Group** button and corresponding selection list entries to show the site or group that has the device with which you want to establish a remote session.
3. Click the **Device Name**.
4. Click **Remote Control** on the right sidebar.  
If an **Internet Explorer** dialog box appears, warning you that the page is accessing information that is not under its control, click **Yes**.
5. In the **Remote Services** section, from the **Service** list, select **Onsite Manager Utilities**.
6. In the **Onsite Manager Utilities Configuration** section, confirm the **Remote Machine IP** address is correct.
7. Click **Connect**.
8. In the main menu on the left side of the window, click a tool name.
9. When you are done using the **Onsite Manager Utilities**, click **Close** to close the window.

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