
Download Barracuda RMM (Formerly Managed Workplace)

<https://campus.barracuda.com/doc/93194627/>

Barracuda Managed Workplace is now Barracuda RMM. Thank you for your patience as we rename Barracuda Managed Workplace to Barracuda RMM.

Choose your download one of the following:

- [Download Barracuda RMM 12 Service Pack 3 - Self-hosted](#)
- [Download Barracuda RMM 12 Service Pack 3 - Hosting Provider](#)

Download Barracuda RMM 12 Service Pack 3 - Self-hosted

Use these files if you host your own Service Center.

Make sure you follow the correct process for your upgrade or new installation by following the steps we've outlined here. You can upgrade to Barracuda RMM 12 SP3 from Barracuda RMM 12 SP1 or higher.

Thorough preparation is the key to any successful project on production servers.

Onsite Manager and Device Manager Upgrade

For this release of Barracuda RMM, all Onsite Managers and Device Managers are updated to 12 SP3 automatically. The update happens in the background, with no manual intervention required, starting 15 days after Service Center has been upgraded to 12 SP3, and is completed no more than 14 days after the OM and DM upgrade began.

Steps to Upgrade to 12 SP3 HF1

Before you begin

First and most importantly, ***back up your database.***

Take a moment to review:

- [Release Notes - 12 SP3](#)

- [Barracuda RMM 12 Service Pack 3 HotFix 1 Release Notes](#)
- [Barracuda RMM 12 Service Pack 3 HotFix 2](#)

Prerequisites

The Barracuda RMM installer will not allow you to proceed if you do not have the correct software configuration in place.

As an example, the Barracuda RMM install engine will abort your upgrade if it determines that Windows SQL 2008 Service Pack 1 has not been applied.

If you are using a self-hosted version of Barracuda RMM, before upgrading to Barracuda RMM 10 or higher, it is **highly recommended** that you set the **Max Degree of Parallelism** setting in the SQL **Server Properties** window. Enabling this setting improves SQL performance during and after the upgrade.

To set the Max Degree of Parallelism setting, perform the following steps:

1. In the SQL **Server Properties** window, click the **Advanced** page.
2. In the **Parallelism** area, for **the Max Degree of Parallelism** setting, enter 1. By default, this is set to 0.

If you are manually upgrading an Onsite Manager installed to a SQL instance other than LPIMWOMEXPRESS, please contact Support for assistance with moving your database to an instance using this name. Remote upgrades to Onsite Managers will continue to upgrade other instances without issue.

Barracuda RMM 12 SP3 requires .NET 4.6.0 or higher. If you do not have .NET 4.6.0 or higher installed, it will be installed as part of Barracuda RMM, which may require a restart. Please see "Reboot After Install" in the Barracuda RMM Setup Guide for details.

We invite you to **assess your current infrastructure** against the recommendations for Barracuda RMM:

- [Barracuda RMM 12 SP3 Setup Guide - On Premise](#)

Begin the Download

Backup your database (if you haven't already done so).

Download the Barracuda RMM software:

- [Service Center 12 SP3 Installer](#)
- [Onsite Manager 12 SP3](#)

After downloading the installation package, you ensure the zip file is not blocked by right-clicking the file, selecting **Properties**, and then selecting Unblock. Additionally, after extracting the files, you run the setup with elevated privileges, such as **Run as Administrator**.

Review the [Barracuda RMM 12 Service Pack 3 HotFix 1 Release Notes](#), then visit the Upgrade Center to download HotFix 1.

Review the [Barracuda RMM 12 Service Pack 3 HotFix 2 Release Notes](#), then visit the Upgrade Center to download HotFix 2.

You can upgrade to Barracuda RMM 12 SP3 from Barracuda RMM 12 SP1 or higher. The link may be found below:

- [Service Center MW12 SP1 Installer](#)
- [Onsite Manager MW12 SP1](#)

Download Barracuda RMM 12 Service Pack 3 - Hosting Provider

Use these files only if you offer service as a Hosting Provider.

Make sure you follow the correct process for your upgrade or new installation by following the steps we've outlined here. You can upgrade to Barracuda RMM 12 SP3 from Barracuda RMM 12 or higher.

Thorough preparation is the key to any successful project on production servers.

Onsite Manager and Device Manager Upgrade

For this release of Barracuda RMM, all Onsite Managers and Device Managers are updated to 12 SP3. The update happens in the background, with no manual intervention, starting 15 days after the upgrade to 12 SP3, and will be completed no more than 14 days after starting.

Steps to Upgrade to 12 SP3

Before you begin

First and most importantly, **back up your database**.

Take a moment to review:

- [Barracuda RMM 12 Service Pack 3 Release Notes](#)
- [Barracuda RMM 12 Service Pack 3 HotFix 1 Release Notes](#)
- [Barracuda RMM 12 Service Pack 3 HotFix 2 Release Notes](#)

Prerequisites

The Barracuda RMM installer will not allow you to proceed if you do not have the correct software configuration in place.

As an example, the Barracuda RMM install engine will abort your upgrade if it determines that Windows SQL 2008 Service Pack 1 has not been applied.

Barracuda RMM 10 or higher, it is *highly recommended* that you set the **Max Degree of Parallelism** setting in the SQL **Server Properties** window. Enabling this setting improves SQL performance during and after the upgrade.

To set the Max Degree of Parallelism setting

1. In the SQL **Server Properties** window, click the **Advanced** page.
2. In the **Parallelism** area, for the **Max Degree of Parallelism** setting, enter 1. By default, this is set to 0.

If you are manually upgrading an Onsite Manager installed to a SQL instance other than LPIMWOMEXPRESS, please contact Support for assistance with moving your database to an instance using this name. Remote upgrades to Onsite Managers will continue to upgrade other instances without issue.

Barracuda RMM 12 SP3 requires .NET 4.6.0 or higher. If you do not have .NET 4.6.0 or higher

installed, it will be installed as part of Barracuda RMM, which may require a restart. Please see “Reboot After Install” in the Barracuda RMM Setup Guide for details.

We invite you to **assess your current infrastructure** against the recommendations for Barracuda RMM.

[Barracuda RMM 12 SP3 Setup Guide](#)

Download the software

Back up your database (if you haven't already done so).

Download the Barracuda RMM software:

- [Database Upgrade Tool](#)
- [Hosted Files](#)
- [OM Files](#)

After downloading the package, you must ensure the zip file is not blocked by right-clicking the file, selecting **Properties**, and then selecting Unblock. Additionally, after extracting the files, you must run the setup with elevated privileges, such as **Run as Administrator**.

Review the [Barracuda RMM 12 Service Pack 3 HotFix 1 Release Notes](#), then visit the Upgrade Center to download HotFix 1.

Review the [Barracuda RMM 12 Service Pack 3 HotFix 2 Release Notes](#), then visit the Upgrade Center to download HotFix 2.

You can upgrade to Barracuda RMM 12 SP3 from Barracuda RMM 12 SP1 or higher. The link may be found below:

- [Database Upgrade Tool](#)
- [Hosted Files](#)
- [OM Files](#)

Download packages

HotFix 1

Users who require the HotFix 1 download packages can find them below:

ReadMes

- http://download.mw-rmm.barracudamsp.com/downloads/MW12SP3/SCHF1/MW_SC_OM_DM_HF_12.3.0.2086_readme.txt
- http://download.mw-rmm.barracudamsp.com/downloads/MW12SP3/SCHF1/MW_SC_OM_DM_HF_12.3.0.2086_SecondAppServer_readme.txt

Files

- http://download.mw-rmm.barracudamsp.com/downloads/MW12SP3/SCHF1/MW_SC_OM_DM_HF_12.3.0.2086.exe
- http://download.mw-rmm.barracudamsp.com/downloads/MW12SP3/SCHF1/MW_SC_OM_DM_HF_12.3.0.2086_SecondAppServer.exe

HotFix 2

Users who require the HotFix 2 download package can find it below:

- https://download.mw-rmm.barracudamsp.com/downloads/MW12SP3/SCHf2/MW_SC_OM_DM_HF_12.3.0.2428.exe

NOTE: Apply HotFix 2 only after HotFix 1.

© Barracuda Networks Inc., 2021 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.