

# Barracuda RMM Knowledgebase Home

https://campus.barracuda.com/doc/93196528/

# **New Articles**

- Upgrade to macOS Device Manager 2023.4 and Higher Appears as "Failed"

  New
  - ew .
- Communication with macOS Device Lost After Upgrade to macOS Device Manager 2023.4 New
- Video: How to use Policies, Services, and Service Plans (9 minutes)
   New
- Video: Setting up Auto Application Rules (13 minutes)
   New

Sharing Sensitive Information with the Barracuda RMM Support Team

# **Advanced Software Management**

 Advanced Software Management: Patching a Single Application or Applications from a Single Vendor

### **Alerting**

- Blank Windows Event Details
- How to configure Service Center Alert Settings for email notifications
- Sending Your Customers Alert Notification Emails

### **Automation**

- Automatic installation of applications using Barracuda RMM
- Call Files to Execute Using Scripts
- Export and Import Automated Tasks
- Importing Barracuda RMM Scripts
- Installing MSI or Executable from Web through Automation
- Requirements for Automated Tasks



- Work With User Variables Through Automation
- Import Ninite Pro Scripts

### **Avast Antivirus**

- Cleanly reinstall Avast Antivirus
- Servers crashing with Avast Installed
- Installing and Managing Avast Antivirus
- Troubleshooting your Integrated Avast Antivirus
- <u>Updating Integrated Avast Antivirus</u>

### **ConnectWise**

- Child tickets from ConnectWise do not close
- How to resolve a Connectwise System API access error

# **Device Manager**

- Automatic deployment of Device Managers on Windows Laptops
- Automatic Onsite/Device Manager Upgrade Feature FAQ
- Deploying Device Managers using Microsoft's Intune
- <u>Down Device Threshold Settings during COVID-19 Pandemic</u>
- How to Automate Silent Device Manager Deployment
- Reinstall Device Manager locally (script)
- Uninstalling Device Managers

#### How-To

- How to Create a Crash Dump
- How to Enable PowerShell Scripting on Managed Devices
- How to Work with Printer Transforms

### **Integrations**

- <u>Deploying Barracuda Content Shield Plus Using Quick Task Automation</u>
- How to Migrate SentinelOne from another instance to another



- Removing Infrascale BDR from Barracuda RMM
- Removing the Support Assistant
- Troubleshooting Intronis Backup Agent Deployment
- Uninstalling Advanced Software Management

### **MacOS**

- How to Configure SNMP on Apple OS devices
- Install Device Manager on macOS 13.4 Ventura and above
- macOS Download Prep Utility Fails to Execute
- Manually configuring MacOS/OSX for Barracuda RMM
- Using the Mac OS Prep Script
- Resolving Python Execution Failure on macOS due to XCode Command Line Tools Issue

# Monitoring

- How to collect and monitor tiered Windows Event Logs
- Creating Custom Log Monitors
- Enabling Syslog from Linux Device
- Monitor File Sizes

### **On-Premise**

- Creating a separate IIS Application Pool for the Service Center SCMessaging web page
- How to Successfully Configure SQL Report Server Integration for On-Premise Partners
- Managing SQL Transaction Log File Growth
- Uninstalling the Service Center

## **Onsite Manager**

- Automatic Onsite/Device Manager Upgrade Feature FAQ
- How to Disable ARP Scanning
- How to Disable Ping Sweeps
- How to Enable/Disable WSMan Monitoring in Onsite Manager
- How to Migrate an Onsite Manager
- How to Migrate an Onsite Manager Manually
- Register or Configure Onsite Manager links missing from the Start Menu
- So your Onsite Manager is performing poorly



- Uninstalling Onsite Managers
- <u>Upgrading an OnSite Manager from 12.6.x to 2023.4 (and beyond)</u>
- Upgrading Microsoft SQL Server Express for use with Barracuda RMM
- What is Simplified Deployment?

# **Patch Management**

- AutoReboot Behavior During Patch Distribution
- Checking for Windows Updates from the command line/remote tools
- Do Not Reboot options under Patch Management
- Handling Dual Scan issue with Patch Management
- How to Clear BITS queue with jobs in a Transient Error state
- Managing Windows Versions and Patching
- Must have updates for Windows 7 SP1 / 2008 R2 SP1
- Patching policy cannot be applied due to "Failed to execute script LGPEdit.exe"
- Required updates for Windows 8.1 / Server 2012 R2
- Understanding the Site Security Dashboard
- <u>Using the Barracuda RMM WsusClientDiagnostic tool</u>
- Windows update related error code references

#### Remote

- Fully uninstall Premium Remote Control from an End Device
- How to Update Premium Remote Control Manually
- How to Use Remote Control in Microsoft Edge (Chromium)
- Premium Remote Control Generate a new UID for a cloned device
- Remote Control and Deep Packet Installation
- Troubleshooting Remote Desktop Connections

## Reporting

- Explanation of Executive Summary
- How to Deliver a Report Using a Different Time Zone
- How to Install and Update Reports
- How to Use Aggregate Reports for Multiple Sites

## **SentinelOne**



Deploying SentinelOne with Barracuda RMM

#### **Service Modules**

- How to Install and Update Service Modules
- How to Resolve Issues with the Hyper-V Service Module failing to collect data

# **Site Management**

- Best Practices for Barracuda RMM Credentials
- Creating an Administrator for a Single Site
- Device Detection and Merging
- Device Managers are Duplicating without Device Manager Icon over VPN
- Devices Missing from a Site
- Devices not appearing WMI enabled in the Service Center
- How ICMP Network Discovery Works
- How to Decommission a Site
- How to Update Barracuda RMM Products
- How to Uninstall (or Decommission) Barracuda RMM
- How to Work with Printer Transforms
- Resolve "1 is not a supported code page" error from Barracuda RMM logs

#### **SNMP**

- How Barracuda RMM identifies the network role of SNMP devices
- How to Capture, Parse and Troubleshoot SNMP traps using Wireshark
- How to Configure SNMP on Apple OS devices
- How to Perform an SNMP Walk

## **Third-Party Tools**

- Import Ninite Pro Scripts
- PAExec and RemCom running on devices managed by Barracuda RMM
- Patching a Single Application or Applications from a Single Vendor
- Uninstalling Advanced Software Management



# **Troubleshooting**

- Collecting logs for Barracuda RMM Support
- Enabling Admin Share on Managed Devices
- How to resolve alerts showing the wrong time zone in Alerts Viewer
- How to Resolve an Incorrect Proxy Detection
- Invalid Credentials Alert
- Locations and Descriptions of Barracuda RMM Log Files
- Loss of Monitoring Protocol
- Manually Configuring the Windows Management Framework
- Modifying Default Autotask Label for Specific Fields
- Reports Emails Failing
- Resetting Local Group Policy on an End Device
- Service Unavailable Message is Displayed after Applying a Service Center Hotfix
- Setting MWService as a service account
- System State Troubleshooting
- Using Multi-factor Authentication in Barracuda RMM

# **Update**

Automatic Onsite/Device Manager Upgrade Feature FAQ

### **User Configuration**

Configuring Remote Control for End User

### **WMI**

- Create a Performance Counter for a custom WMI class
- How to manually configure the Windows Management Framework
- All things WSMan

## **Video Training**

- How to use Policies, Services, and Service Plans (9 minutes)
- Setting up Auto Application Rules (13 minutes)



- Barracuda RMM Tips and Tricks Videos
- Identifying Monitoring and Configuration Gaps Tips and Tricks (Video)
- Managed Avast Antivirus Tips and Tricks (Video)
- Manual Patch Approval Tips and Tricks (Video)
- Patch Management Tips and Tricks (Video)
- Premium Remote Control Tips and Tricks (Video)
- Supporting Remote Workers (Video)
- WMI and Troubleshooting Tips and Tricks (Video)



# **Figures**

- 1. image2023-7-10 10:34:21.png
- 2. image2023-7-10 10:34:21.png
- 3. New.png
- 4. New.png

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