

So your Onsite Manager is performing poorly

<https://campus.barracuda.com/doc/93200263/>

Over time an Onsite Manager can begin to use more and more resources or the device the Onsite Manager is handled on is slowing down. There are a possible number of reasons for that. In this article, you will learn how to diagnose some of these and possibly mitigate them or at least better arm Support staff to be able to assist you. Some of the common symptoms we see in Support that indicates poor Onsite Manager performance might include:

- Device itself is slow.
- Site shows down in Barracuda RMM.
- MWExpertSystem service has stopped.
- Site is not Processing Commands.
- Service Center Receive Errors for the site.

Restart

The most common reason an Onsite Manager is running flat or slow is that it has been up and in service for a long time. Start by restarting **MWExpertSystem** service to see if there are any improvements. If not, schedule a restart of the Onsite Manager device.

Underpowered Onsite Manager

A common issue Support runs into about Onsite Manager performance is that the device you are using is underpowered. Refer to the Setup Guide for the ideal specs and supported operating systems for an Onsite Manager. If the Onsite Manager is a physical device, then you may want to migrate it to something a little more robust. See the following:

- [Barracuda Campus Barracuda RMM Documentation: Setup Guide and User Manual](#)
- [Migration KB](#)

Also, bear in mind that an Onsite Manager is best utilized when it is the only SQL heavy item on the device. Support would also like to take this opportunity to caution against putting an Onsite Manager on a Domain Controller for security reasons.

Overscanning in Network Discovery

Another common issue with Onsite Managers is when a site is configured to scan far more IP addresses than truly needed to manage a site. Be sure to keep your scan range down to what you need and not to overdo it as the scan takes priority for an Onsite Manager. To determine your scan range, do the following:

1. In your Service Center, click **Site Management > Sites**.
2. Click your Site.
3. Click **Network Discovery**.

It should also be noted that **scanning and managing over a VPN (tunnel-to-tunnel, etc), while possible, is both unsupported by Barracuda RMM and can cause false-positive errors and performance issues**. The support team simply does not encourage it. One Onsite Manager per physical location is recommended.

Equally, if you are scanning a /16 subnet, this would be a non-ideal setup as the scans will not complete within a timely manner and cause issues. The Barracuda RMM Development and Support teams recommend scanning only that which is local and necessary for your Onsite Manager to manage properly.

Incorrect SCMessaging URL

In some instances, the SCMessaging URL was not put incorrectly or there was a change to the Service Center that was not reflected properly on the OM. To verify this, do the following:

1. In your Service Center, select **Configuration > System Settings**.
2. Select **Communication Settings**.
3. Take note of the Public SCMessaging URL.
4. Log into the Onsite Manager.
5. Click **Start**.
6. Find the **Level Platforms** folder.
7. Select **Configure Onsite Manager**.
8. Run through the configuration and ensure the SCMessaging URL matches what is in your Service Center.

If the Configure Onsite Manager executable is not found in the start menu, please refer to this KB on [creating a shortcut to the file](#).

Devices scanning over WMI are using DCOM

Since an Onsite Manager communicates and manages through WMI, two conventions are used by Microsoft. The first, DCOM, is an older standard with some memory leak issues that causes an Onsite Manager to bleed resources slowly. Even one device showing as DCOM enabled will cause problems. There are two methods to checking if DCOM is enabled or not in your site.

1. Check by hand by going to the device overview page, and under status, it will show WMI Enabled: Yes (DCOM)
2. On the Onsite Manager launch SQL Server Management Studio and run this query.

```
use MWData
select * from device where WSMANEnabled=0 and WmiEnabled=1
and deviceguid not in
(
select deviceguid from DiscoveryDevice where IsLocal=1
)
```

If devices are showing in the list, they are using DCOM. The DNS name can note these devices and if they are excluded or not (excluded devices may need to be reincluded for the following steps). To fix this, you install/enable Microsoft Windows Management Framework. Below are three different methods to accomplish this goal.

Install and enable Microsoft Windows Management Framework

1. Click **Automation**.
2. Click **Calendar**.
3. Click **Run Now**.
4. Select **Items from Library**.
5. Select **Install Microsoft Windows Management Framework**.
6. Target the devices in the site.
7. Click **Run Now**.

Alternatively, you can also [manually install WinRM by downloading it directly](#).

Run the Windows Prep Utility on end Devices

1. Log into your **Service Center dashboard**
2. Click on **Site Management**
3. Then on **Sites**
4. Select the Site with the device stated to be scanning under DCOM
5. Click on **Resources**
6. **Download the Windows Prep Utility** and run it on the end device

Set WinRM Manually on an End Device

1. Log onto the End Device
2. Open a Command Prompt as administrator
3. type in ***winrm quickconfig***

This does not prompt for a reboot but requires one to take effect on each device.

Database Size

To check if your Database is maxing or near maxed out (10GB is the limit for SQL Express), do the following.

1. Open SQL Server Management Studio.
2. Log into **LPIMWOMEXPRESS** instance.
3. Expand the **Databases**.
4. Right-click **MWData**.
5. Select **Properties**.

If this is close to or exceeds 10GB, contact Support.

Patch Metadata Bloat

Over time and upgrades, metadata can become bloated. This last step is informational for you, but likely will help Support as you will want to call the team after this.

1. Open SQL Server Management Studio
2. Log into **LPIMWOMEXPRESS** instance.
3. Expand the **Databases**.
4. Right-click **MWData**.
5. Select **Reports**.
6. Select **Standard Reports**.
7. Select **Disk Usage by Top Tables**.

When contacting support, please ensure you have screenshots and [logs](#) to ensure we have a complete picture of the issue and can give quick assistance.

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