

Customizing Devices

<https://campus.barracuda.com/doc/96769899/>

You can customize the devices in the following ways:

- Assign an alias name to a device.
- Indicate that a device is a virtual machine.
- Assign an inventory tag to a device.
- Set a location for a device.
- Set a custom warranty expiration for a device.
- Set an end-of-life date for a device.
- Set a production date for a device.
- Enable or disable encryption for drives using BitLocker.
- Access a BitLocker recovery key
- Add a note about a device.
- Set a device to be part of a group.


This page also includes the following topics:

- View the vendor warranty expiration for a device.
- Immediately check to see if the vendor warranty has changed.

To assign an alias name to a device

Device names are automatically assigned to devices as they are discovered by Onsite Manager. The names, as they initially appear in Service Center are pulled from **WMI**, **SNMP**, or **DNS**, and are listed as the discovered name for the device. See [How device names are determined](#).


You can set alias names for devices to make them easier to identify in Service Center. Once you assign an alias name for a device, the name is used in reports and the Service Center.

1. In Service Center, click **Status > Devices**.
2. Locate the device to which you want to assign an alias name.
3. Click the device name.
4. Click the **Edit** icon  beside **Alias**.
5. Type a name and click **Apply**.

To indicate that a device is a virtual machine

Barracuda RMM detects **Hyper-V** and **VMWare** virtual environments during the asset scan and displays this information on the **Device Overview** page. See [Viewing Details about a Virtual Machine](#).


If the asset scan is unable to detect a virtual machine, you can edit the **Device Overview** page to indicate that the device is a virtual machine.

1. In Service Center, click **Status > Devices**.
2. Locate the device that you want to mark as a virtual machine.
3. Click the device name.
4. Click the **Edit** icon  beside **Virtual Machine**.
5. Select the **Force to yes** option button and click **Apply**.

To assign an inventory tag to a device


You can specify a unique identifying value for a device, such as a serial number or warranty reference number.

The inventory tag is a unique identifier that you can specify.

1. In Service Center, click **Status > Devices**.
2. Locate the device to which you want to assign an inventory tag.
3. Click the device name.
4. Click the **Edit** icon  beside **Inventory Tag**.
5. Type an inventory tag and click **Apply**.

To set a location for a device

You can specify the physical location of the device at the client premises.

1. In Service Center, click **Status > Devices**.
2. Locate the device to which you want to assign a location.
3. Click the device name.
4. Click the **Edit** icon  beside **Location**.
5. Type a location and click **Apply**.

To view the vendor warranty expiration for a device

A vendor warranty is the date a Windows device expires based on warranty information collected from supported vendors. Barracuda RMM collects warranty information for the following vendors:

- **Acer**
- **Compaq**
- **Dell**
- **Gateway**
- **HP**
- **IBM**
- **Lenovo**
- **Toshiba**

To retrieve the warranty information, Barracuda RMM requires the asset tag.

For **IBM** and **Lenovo**, Barracuda RMM requires both the asset tag and model number.

Barracuda RMM checks hourly for new devices from supported vendors. After the initial retrieval, Barracuda RMM refreshes the data monthly.

Barracuda RMM hides the **Vendor Warranty** box if it cannot automatically retrieve the information.

1. In Service Center, click **Status > Devices**.
2. Locate the device for which you want to retrieve the vendor warranty expiration.
3. Click the device name.


To immediately check to see if the vendor warranty has changed

- Click the **Refresh** icon  beside **Vendor Warranty**.


To set a custom warranty expiration for a device

You may need to manually set a warranty expiration for a device if Barracuda RMM cannot collect this information automatically.

You may also have negotiated an extended warranty for the customer that goes beyond the default supplied by the vendor. You can use this box to enter that custom warranty expiration.


1. In Service Center, click **Status > Devices**.
2. Locate the device to which you want to assign a warranty expiration.
3. Click the device name.
4. Click the **Edit** icon  beside **Custom Warranty**.
5. In the **Custom Warranty** section, click the calendar icon and select a date or type a date.
6. Click **Apply**.

To clear a custom warranty, perform the following steps.

1. Click the **Edit** icon  and delete the date.
2. Click **Apply**.


To set an end-of-life date for a device

You can set the expected life expectancy of the device.

1. In Service Center, click **Status > Devices**.
2. Locate the device to which you want to assign the end of life.
3. Click the device name.
4. Click the **Edit** icon  beside **End-of-Life Date**.
5. In the **End-of-Life Date** section, click the calendar icon and select a date or type a date.
6. Click **Apply**.

To set a production date for a device

You can set the expected production date for the device.

1. In Service Center, click **Status > Devices**.
2. Locate the device to which you want to assign a production date.
3. Click the device name.
4. Click the Edit icon  beside **ProductionDate**.
5. In the **ProductionDate** section, click the calendar icon and select a date or type a date.
6. Click **Apply**.

To enable or disable BitLocker encryption on a drive

Barracuda RMM lets you enable and disable encryption for drives that use BitLocker. In order to be able to enable or disable BitLocker encryption, drives must




- Have BitLocker enabled.
- Be the drive where the device's Operating System is installed.

The following operating systems include BitLocker:

- Windows 8 and higher
- Windows Server 2012 and higher

Trust Platform Module 1.2 and 2.0 are supported.

The BitLocker area displays the encryption status of drives.

Enabled	Disabled	Encryption in progress
		

1. In Service Center, click **Status > Devices**.
2. Click the device name.
3. In the **BitLocker** area, do one of the following:
 - Next to the drive you want to enable, click **Enable**.
 - Next to the drive you want to enable, click **Disable**.

Encryption and decryption of drives can take several hours.


To access a BitLocker recovery key for devices encrypted with BitLocker in Barracuda RMM

To access a BitLocker recovery key for a drive, the drive must be encrypted using BitLocker through Barracuda RMM. If a drive was encrypted outside of Barracuda RMM, even if it was encrypted using BitLocker, the recovery key is not available through Barracuda RMM. If the Enable button is displayed, or if the drive is currently being encrypted, the **Recovery Key** button is disabled.

1. In Service Center, click **Status > Devices**.
2. Click the device name.
3. In the **BitLocker** area, click **Recovery Key**.
4. Click **Copy**.

To add a note about a device

You can add a note about the device. Only one note can be used per device. Timestamps differentiate the notes.

1. In Service Center, click **Status > Devices**.
2. Locate the device to which you want to add a note.
3. Click the device name.
4. Click the **Plus** icon  beside **Notes**.
5. Type a note.
6. Click **Save**.

Figures

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