

Invalid Credentials Alert

https://campus.barracuda.com/doc/98217094/

Troubleshooting Steps

- 1. Try a remote session to a device reporting WMI not enable with the MWService Account(if it fails proceed to step 2).
- 2. Remote to the Onsite Manager machine.
- 3. Open your **Start Menu** on the Windows device and search for configure Onsite Manager.
- 4. Run the **Configure Onsite Manager** tool and you should see the account used by the Onsite Manager (MWService)

AVG Managed Wor	kplace 11.1.0 - Onsite Manager	,	See All Manage All Service All
Service Account Communication Settings Registration Finished	A Windows domain administrator account account does not exist on the domain cor "MWService" and a strong password are Username: Password: Confirm Password:	t is required to access the devices on th troller, it will be created automatically. recommended. domain\MWSERVICE •••••••	e network. If the The username
		< Previous	Next > Cancel

- 5. If you're not sure of the password you might need to reset the account password in Active Directory.
- 6. Once you have the correct password input the new password in the configuration tool and click next and next again then register the Onsite Manager.

This updates the MWService account credentials on your site affected in the Service Center. Give it up to 15 minutes for the scan to complete and update WMI access to your devices.

Barracuda RMM



Figures

1. clipboard_eaae64e82bfde560346c88c2180635390.png

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