

Installing Premium Remote Control

<https://campus.barracuda.com/doc/98217101/>

Barracuda RMM comes pre-packaged with Premium Remote Control (PRC) for remote-to-end devices and is backboneed by [ISLOnline](#). This two-part component requires both the end device to have the Agent installed and the technician's computer to have the Control element installed. This article will go over both pieces and how to have them installed.

As of Barracuda RMM 12 SP4 (released in early August 2021), all Technician PCs that use Premium Remote Control to connect to clients must be reinstalled. Please follow the steps below.

What needs to be configured through a Firewall for Premium Remote Control to connect

- Allow *.**islonline.net**/*
- Ports **80**, **443** and **7615**
- For reference, please see <https://help.islonline.com/19799/166125>

Automatically Installing Premium Remote Control on all devices on a given site

- Log into Barracuda RMM
- Click on **Site Management**
- Then on **Sites**
- **Select the Site** you wish PRC installed to
- Navigate to **Configuration**
- **Modify** the Premium Remote Control configuration
- Select **Automatically Install Premium Remote Control**
 - *This screen, you can also enable or disable Require Consent, prompting end-users to allow connection*
- The installation will be completed after asset scans that occur every four hours

Installing Premium Remote Control on an individual End Device

- Log into Barracuda RMM
- Go to **Status**
- Select **Devices**

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- Navigate to a Device
 - Select **Premium Remote Control under Management** from the right-hand side
 - Click on the prompt to **Install Premium Remote Control**
 - Wait 5-10 minutes and refresh the page, and the prompt will change to Connect

Installing Premium Remote Control on a Technician's PC

- Log into Barracuda RMM
- Go to **Status**
- Select **Devices**
- Navigate to a Device
- Select **Premium Remote Control under Management** from the right-hand side
- On the bottom of this page **right click on "Download the application"**
- Select Save Link As
- Run the Executable and accept the UAC
 - If prompted to upgrade, select yes

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