

How to Update Barracuda RMM Products

<https://campus.barracuda.com/doc/98217139/>

Service Center products include Onsite Manager, Device Manager, Support Assistant, and Antivirus client. When updates are available, a green icon appears beside Update Center > Products in the navigation pane.

You can update all Service Center products across all sites, or you can select which products to update at certain sites. The Update Center also allows you to quickly identify sites with unsupported versions of Service Center products, which are indicated with a red icon :



Indicates an unsupported version

An unsupported version is defined as a Service Center product that is more than 2 versions previous to the current version of Service Center. When a Service Center product is unsupported, it is not tested for use with the current version of Service Center and might not function at full capacity.

When a Support Assistant device is not connected, the Service Center buffers the upgrade script until that device reconnects.

Updating Service Center Products

1. In Service Center, click **Update Center** and then click **Products**.
2. Do one of the following:
 - To update all sites, select the checkbox in the header row.
 - To update sites with unsupported versions, select the check box beside each site with an unsupported version icon.
3. Optionally, you can apply updates by content type by clicking **Advanced Options** and selecting any of the following check boxes:
 - **Update Onsite Managers for selected sites**
 - **Update Device Managers for selected sites**
 - **Update Support Assistants for selected sites**
4. Click **Update**.

Upgrading Onsite Managers across different sites

You can upgrade Onsite Managers at every site, or you can choose to upgrade Onsite Managers at

select sites.

1. In the Service Center, click **Update Center** and then click **Products**.
2. Select the checkbox beside each site for which you wish to upgrade Onsite Managers, or select the checkbox at the top to select all sites.
3. Click **Advanced Options**.
4. Select the **Update Onsite Managers for Selected Sites** check box.
5. Click **Update**.

Rebooting Onsite Managers

If a reboot is required during the installation or upgrade of Onsite Managers, and the reboot does not occur, you can force a reboot from the Service Center. By forcing a reboot, a reboot script is run on the device and starts within a minute. The user will not have time to save any open work or be allowed to stop the reboot. Once the system reboots, the installation or upgrade completes.


1. In the Service Center, click **Update Center** and then click **Products**.
2. Select the check boxes for the sites where you want Onsite Managers rebooted.
3. Click **More Actions**.
4. Click **Reboot Onsite Managers in Pending Report**.

Updating Device Managers

You can update Device Managers at one or more sites using the Update Center. When you update Device Managers, both types of Device Managers (For Windows and for OS X) are updated.

1. In the Service Center, click **Update Center** and then click **Products**.
2. Select the check boxed for the sites where you want Device Managers updated.
3. Click **Advanced Options**.
4. Select the **Update Device Managers for Selected Sites** check box.
5. Click **Update**.

The end user must log off and log in again to complete the update.

If an update fails, logs provide notification. If a Device Manager update fails, there is an indication on the Device Manager page that it failed. To see the reason for the failed update, hover your mouse over the  icon.

Upgrading Support Assistant to one or more devices

1. In the Service Center click **Status > Support Assistant**.
2. To filter the device by site, select a site from the drop list in the top right of the page.
3. Select the checkbox beside each device for which you want to upgrade Support Assistant.
To upgrade Support Assistant for all devices listed, select the checkbox at the top of the checkbox column.
4. Click **Upgrade**.

For information about installing Onsite Managers please see the Setup Guide.

Figures

1. clipboard_e4c14efc2939d192af559b2622f9b897e.png
2. clipboard_e955a0c636792f93a164942a86081cd36.png

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