

## How to Migrate an Onsite Manager

<https://campus.barracuda.com/doc/98217166/>

The Onsite Manager Migration Tool walks you through moving a Barracuda RMM Onsite Manager from the device where it currently exists to a new target device without disrupting the Barracuda RMM environment. The sites, devices, and all policies in the environment are maintained.

### Preparing to Migrate an Onsite Manager to a Different Device

Databases cannot be backed up to or restored from user profile folders. For example, C:\Users\<USERNAME> where <USERNAME> is the name of a user.

Before backing up the Onsite Manager database, check the following:

- If your NEW Onsite Manager device has a record in Service Center, ensure it is WMI-enabled and the full asset info has been collected from the Service Center.
- If your NEW Onsite Manager device does not have a record in Service Center, continue with the backup.

#### Glossary

**Existing device**—The device where the Onsite Manager and MWData database currently reside.

**Target device**—The device you are moving the Onsite Manager and MWData database to.

**Onsite Manager Migration Tool**—An application that steps you through migrating an Onsite Manager with no data loss.

### Downloading the Onsite Manager Migration Tool

The following are the steps when migrating an Onsite Manager from one device to a different one.

#### To download and extract the Onsite Manager Migration Tool

1. Download the Onsite Manager Migration Tool from <https://download.mw-rmm.barracudamsp.com/Downloads/SetupPackages/OMInstall/OMMigrationTool.zip>.
2. Extract the downloaded .zip file to a folder on the existing device. Don't use a user profile folder, for example, C:\Users\<USERNAME> where <USERNAME> is a user's name or the

backed-up database file won't appear in the Output folder.

## Migrating an Onsite Manager

- The Onsite Manager Migration Tool steps you through migrating an Onsite Manager from one device to a different device. The following are the steps you will be guided through:
- Backing up the MWData database on the existing device using the Onsite Manager Migration Tool.
- Uninstalling the Onsite Manager from the existing device using the Onsite Manager Migration Tool.
- Using Windows File Explorer, zipping the tool package, including its output folder and the backed-up database, and sending it to the target device for the Onsite Manager.
  - This step is not done using the Onsite Manager Migration Tool.
- Installing Microsoft SQL Express on the target device using the Onsite Manager Migration Tool.
- Restoring the MWData database on the target device using the Onsite Manager Migration Tool.
- Installing the Onsite Manager on the target device using the Onsite Manager Migration Tool.

### To Migrate an Onsite Manager to a Different Device

1. Navigate to the folder where you extracted the .zip file on the existing device, then double-click OMMigrationTool.exe to run it.

If you run the Onsite Manager Migration Tool on the existing device, the following are displayed automatically:

**Service Center SCMessaging URL**—The path to the URL Service Center uses for messaging.

**Onsite Manager installation path**—The path to the Onsite Manager on the existing device.

**Onsite Manager database version**—The version of the existing MWData database.

**OM Migration tool output path**—The file path to where the Onsite Manager will be installed on the target device.

Warnings may be displayed in the **Device Status** area. For example, suppose the Onsite Manager Migration Tool is running on a device that doesn't have an Onsite Manager on it. In that case, the **Device Status** warns that the MWData database does not exist.

2. On the **1 - Backup Database** tab, do the following:
  - (Optional) Edit the file path to where the database backup file will be stored.
  - Click **Backup MWDataDatabase**.
3. On the **2 - Uninstall Onsite Manager** tab, do the following:
  - (Optional) Edit the file path to where **MWExpertSystem.exe.config** is stored on the existing device.
  - (Optional) Type the file path to the **OMNetworkService.exe.config** is stored on the existing device.
  - Click **Uninstall Onsite Manager**.

This step is not done using the Onsite Manager Migration Tool.

4. Using **Windows File Explorer**, zip the tool package to include its output folder and send it to

the target device for the Onsite Manager.

5. On the **4 - Install Microsoft SQL EXPRESS** tab, do the following:
  - (Optional) Edit the **Downloading URL** file path to change where the Microsoft SQL Express .exe downloads on the target device.
  - (Optional) Edit the **Installation** path to where Microsoft SQL Server is installed on the target device.
  - Type the **SQL account sa password**.
    - *If you are unsure of the sa password, you can attempt to reset the password by following this [Microsoft Article](#); otherwise, contact Barracuda RMM Support for assistance.*
  - Click **Install SQL Express**.
  - (Optional) To install **Microsoft SQL Management Studio**, edit the **Downloading URL** to change where the .exe is downloaded. Click **Install Management Studio**.
6. On the **5 - Restore Database** tab, click **Restore MWData Database**.

The database is restored on the target device.
7. On the **6 - Install Onsite Manager** tab, do the following:
  - (Optional) Edit the **Onsite Manager primary package downloading URL**.
  - (Optional) Edit the **Onsite Manager secondary package downloading URL**.
  - Click **Install Onsite Manager**.
  - (Optional) Edit the **Onsite Manager app configure - MWExpertSystem.exe.config backup file path**.
  - (Optional) Edit the **Onsite Manager app configure - OMNetworkService.exe.config backup file path**.
  - (Optional) Click **Restore Configuration Files**.
  - (Optional) Click **Restart OM Services**.

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