
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\<> 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\<> 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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