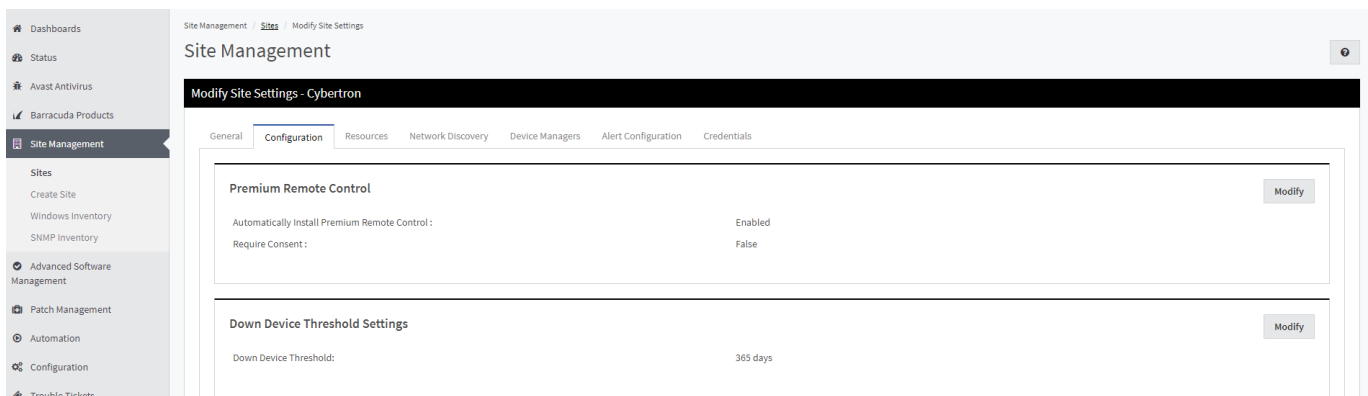


Down Device Threshold Settings during COVID-19 Pandemic

<https://campus.barracuda.com/doc/98217242/>

The COVID-19 Pandemic has challenged workforces to work remotely and as such our partners have been noticing a unique issue with Device Managers (DMs). Those devices with DMs installed on them back at offices or untouched locations are missing from Barracuda RMM, but in reality, are still up and accessible using third party remote tools. We have identified this as an issue and it will be adjusted in coming releases of Barracuda RMM, but this article will address the Down Device Threshold Settings and how to adjust them from the default 30 days.

1. In your Service Center, click **Site Management**.
2. Select **Sites**.
3. Now click on the Site you want to modify.
4. Select **Configuration**.
5. Modify the **Down Device Threshold Settings**.
 - We recommend 365 days, or longer, just in case.



The screenshot shows the Barracuda RMM interface. On the left is a sidebar with navigation options: Dashboards, Status, Avast Antivirus, Barracuda Products, Site Management (selected), Sites, Create Site, Windows Inventory, SNMP Inventory, Advanced Software Management, Patch Management, Automation, Configuration, and Trouble Tickets. The main content area is titled 'Site Management' and 'Modify Site Settings - Cybertron'. It has tabs for General, Configuration (selected), Resources, Network Discovery, Device Managers, Alert Configuration, and Credentials. Under the Configuration tab, there are two sections: 'Premium Remote Control' and 'Down Device Threshold Settings'. The 'Premium Remote Control' section has two settings: 'Automatically Install Premium Remote Control' (set to Enabled) and 'Require Consent' (set to False). The 'Down Device Threshold Settings' section has one setting: 'Down Device Threshold' (set to 365 days). Both sections have a 'Modify' button in the top right corner.

DMs might need to be reinstalled in order to reconnect them to the Service Center.

Figures

1. Covid.png

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