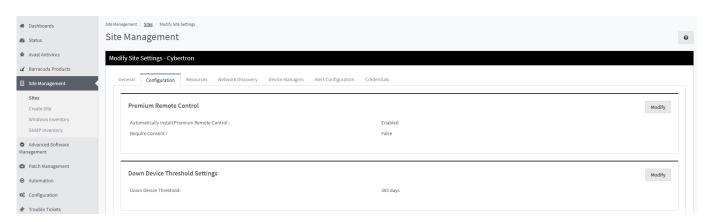# Down Device Threshold Settings during COVID-19 Pandemic

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.

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

Figures

1. Covid.png