Automatic Onsite/Device Manager Upgrade Feature FAQ

https://campus.barracuda.com/doc/98217321/

What is Automatic Onsite/Device Manager Upgrade?

As of Barracuda RMM 12 SP1 and up, Onsite and Device Managers will be automatically upgraded to the latest release version. For Barracuda RMM 12 SP1, Onsite and Device Managers version 11 SP4 and below are upgraded to the latest Barracuda RMM Onsite and Device Manager version.

For other versions of Barracuda RMM, see the Release Notes for details of what versions of Onsite Manager and Device Managers are upgraded.

Why was this feature being added to Barracuda RMM?

This feature ensures all our partners can leverage the latest and greatest Barracuda RMM features. This includes any backend security updates we have implemented, newly introduced features, and to provide a common experience amongst our partners.

Does this new feature impact all Barracuda RMM deployments?

Both hosted, and self-hosted deployments automatically upgrade to Barracuda RMM Onsite and Device Manager after the Service Center has been upgraded without any impact on the MSP.

How will this feature impact self-hosted MSPs?

Since the automatic upgrades are controlled by the Service Centers, the automatic upgrade of Onsite and Device Managers begins 30 days after the Service Center is upgraded.

What is the impact of this upgrade?

During the upgrade process, the Onsite or Device Manager will be offline for up to 15 minutes. However, the offline period may be longer for environments that are missing pre-requisite software,

such as Microsoft .NET Framework 4.6 or the Group Policy Management Console. If the Onsite or Device Manager does not return online after the upgrade, please get in touch with Barracuda RMM Support.

Can MSPs choose not to partake in this feature?

This is a mandatory feature for all Barracuda RMM partners. MSPs can still use the manual upgrade option for their Onsite and Device Manager. The automatic upgrade feature will upgrade Onsite and Device Manager 30 days after the Service Center has been upgraded, allowing our partners to plan accordingly.

Is there a consistent time for when the automatic upgrades will take place?

The upgrades are staggered and will occur at different times 30 days after the Service Center has been upgraded. We recommend that MSPs plan manual upgrades for critical sites and systems during the 30-day delay period or upgrade them before release.

Are all Onsite and Device Managers upgraded simultaneously, or is it staggered?

The upgrades are staggered and will occur at different times 30 days after the Service Center has been upgraded. We recommend our MSPs plan manual upgrades for critical sites and systems during the 30-day delay period or upgrade them before release.

Will accessing my Barracuda RMM Service Center be interrupted during the automatic upgrade?

No, there is no interruption to the Service Center during the Onsite or Device Manager upgrade.

I have Device Managers that do not support Microsoft .NET Framework 4.6 or higher, what can I do?

The automatic upgrade will fail, and the Device Manager will remain in the same version as the previous one. You can reinstall the Device Manager by downloading a copy from the Site Management

page. This should rebound that device, provided it is on a supported Operating System.

> **Barracuda RMM Support Note**
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> As of Barracuda RMM 2023.3 .NET Framework 4.8 is required, and we no longer support Windows Server 2008 R2, Windows SBS 2011 and Windows 7 or 8, which will report offline with Device Managers installed.

If a Device Manager is offline during the scheduled automatic upgrade period, how will the Device Manager be upgraded?

If a Device Manager is offline for longer than 14 days after the automatic upgrade process has begun, the Device Manager will not be upgraded. We recommend a manual upgrade at your earliest convenience.

I have Onsite Managers that do not support Microsoft .NET Framework 4.6 or higher, what should I do?

We recommend migrating the Onsite Manager to a newer operating system that supports Microsoft .NET Framework 4.6 or higher. To migrate the Onsite Manager, please refer to this [Knowledge Base article](#).

> **Barracuda RMM Support Note**
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> Onsite Managers running on any 12.x version must be manually upgraded. Any Onsite Managers operating on Server 2008 R2 must be migrated to the modern operating system (Server 2012 R2 will also be deprecated as of October 2023). Any Onsite Managers not on SQL 2019 Express will need to upgrade SQL. Please use this [knowledge base article](#).

Is a system reboot required for upgraded Onsite and Device Managers?

Onsite or Device Manager v10.2.1.74 or higher should not require a reboot. Onsite or Device Manager v.10.2.0.43 or older may require a reboot if Microsoft .NET Framework 4.6 or higher is not installed. If the Microsoft .NET Framework 4.6 or higher is not installed, the automatic upgrade will also install this

software, but it will not force a reboot. MSP can schedule a reboot at a convenient time for you and your customer. Once the reboot is complete, you may proceed with the upgrade.

My Onsite Manager is still using a Microsoft SQL 2005 Express, what should I do?

We recommend migrating the Onsite Manager to a newer operating system with Microsoft SQL 2014 Express support. Optionally, if the operating system supports it, you may also perform what would be considered an in-place migration by following the Onsite Manager Migration article in the Knowledge Base. This KB article provides the additional steps of uninstalling the Microsoft SQL 2005 Express instance and installing a new Microsoft SQL 2014 Express instance.

What is the recommended best practice to upgrade Onsite Manager v10.0.1.99 and older?

For Onsite Manager older than v11.0, we recommend that you perform a manual upgrade. Please get in touch with the Barracuda RMM Support Team if you have any questions.

Will the Integrated Antivirus be upgraded at the same time?

No, the Integrated Antivirus will not be upgraded, but the Avast Agent will be upgraded to the latest version available.

What can cause the automatic upgrade to fail?

If the Onsite or Device Manager is installed on an unsupported Operating System such as Vista or Server 2003 or if the Onsite Manager is installed with unsupported SQL Express 2005.