Download Barracuda RMM - Hosting Provider

https://campus.barracuda.com/doc/98218317/

Download Barracuda RMM Service Pack 2023.4 - Hosting Provider

Use these files if you host your own Service Center. If you host your environment, see Download Barracuda RMM - Self-Hosted.

Make sure you follow the correct process for your upgrade or new installation by following the steps we've outlined here. You can upgrade to Barracuda RMM 2023.4 from Barracuda RMM 2023.2 or higher.

Thorough preparation is the key to any successful project on production servers.

For this release of Barracuda RMM, Onsite Managers and Device Managers 2023.2 and higher are updated to 2023.4. The update happens in the background, with no manual intervention required, starting 28 days after Service Center has been upgraded to Barracuda RMM 2023.4, and is completed no more than 14 days after the OM and DM upgrade began.

NOTE OMs and DMs version 12.4-12.6.1 can be upgraded manually. Upgrades for 12.3 and lower are no longer supported.

Steps to Upgrade to Barracuda RMM 2023.4

Before you begin

First and most importantly, ***back up your database***.

Take a moment to review:

- Barracuda RMM 2023.4 Release Notes

Prerequisites

Microsoft ASP.NET Core is a new prerequisite for Service Center and is available at https://dotnet.microsoft.com/en-us/download.

The Barracuda RMM installer will not allow you to proceed if you do not have the correct software configuration in place.

As an example, the Barracuda RMM install engine will abort your upgrade if it determines that

Windows SQL 2008 Service Pack 1 has not been applied.

For Barracuda RMM 10 or higher, it is *highly recommended* that you set the ***Max Degree of Parallelism*** setting in the SQL **Server Properties** window. Enabling this setting improves SQL performance during and after the upgrade.

To set the Max Degree of Parallelism setting

1. In the SQL **Server Properties** window, click the **Advanced** page.
2. In the **Parallelism** area, for the **Max Degree of Parallelism** setting, enter 1. By default, this is set to 0.

If you are manually upgrading an Onsite Manager installed to a SQL instance other than LPIMWOMEXPRESS, please contact Support for assistance with moving your database to an instance using this name. Remote upgrades to Onsite Managers will continue to upgrade other instances without issue.

Releases higher than Barracuda RMM 12 SP4 require .NET 4.6.0 or higher. If you do not have .NET 4.6.0 or higher installed, it will be installed as part of Barracuda RMM, which may require a restart. See “Reboot After Install” in the Barracuda RMM Setup Guide for details.

We invite you to ***assess your current infrastructure*** against the recommendations for Barracuda RMM.

Setup Guide - Hosting Provider

Download the software

Back up your database (if you haven't already done so).

Download the Barracuda RMM software:

- Database Upgrade Tool
- Hosted Files
- Onsite Manager Files

After downloading the package, you must ensure the zip file is not blocked by right-clicking the file, selecting **Properties**, and then selecting Unblock. Additionally, after extracting the files, you must run the setup with elevated privileges, such as **Run as Administrator**.

You can upgrade to Barracuda RMM 2023.4 from Barracuda RMM 2023.2 or higher. See Previous Versions of Barracuda RMM.

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