To Install Service Center - On Premise

https://campus.barracuda.com/doc/98220476/

Before proceeding, ensure that:

- the server meets Service Center system requirements for the expected monitoring load.
- the user account performing the installation must have Domain or Local Administration privileges, as applicable.
- ensure the FQDN has been registered with the DNS.
- all Microsoft installation source files are available.
- all Barracuda RMM installation source files are available locally.
- you have your VAR code so you can complete the registration. Your Senior Account Manager provides this, and it is the same as your account number.

The Hosted Service Center installer creates the Application Servers that receive incoming information from solution providers' customers' sites, and also provide the interface for users and PSA applications to interact with the system.

As the resource demand increases over time as VARs are added to the environment you will want to install multiple Application Servers.

Reboot After Install

If a reboot is required, you will be informed during the install process.

Virtual Directories and New Websites

Barracuda RMM creates three URLs for deployment. You can choose to create virtual directories or new websites.

The install creates the path the following way, based on the FQDN that you provide:

- Virtual directories – The component identifier is added to the end of the site path. See the Example 1 column in the table below.
- Separate sites – The component identifier is added to the beginning of the site URL. See the Example 2 column in the table below.

Component	Example 1 - Virtual Directories	Example 2 - New Sites
Public Service Center URL	http://www.mycompany.com/SC	http://sc.mycompany.com/
Public SCMessaging URL	http://www.mycompany.com/SCMessaging/ScWebservices.asmx	http://SCMessaging.mycompany.com/ScWebservices.asmx

Public Update Service URL	http://www.mycompany.com/MWUS	http://MWUS.mycompany.com

The File Storage Server

The File Storage Server is a repository for binary files used in automation:

- scripts
- script packages
- resource files

During install, the File Storage Service Setup Wizard guides you through installing the File Storage Service, allowing Barracuda RMM to access the File Storage Server seamlessly.

On Premise installs can use either a local path or a UNC path. If you use local location, be aware that the File Storage Server can use large amounts of hard drive space.

UNC paths

UNC paths must start with "\\". For UNC paths, you must provide the username and password. The user account can be a local administrator or domain administrator user.

Using one Public Update Service URL with multiple Service Centers

Advanced users can host a standalone Public Update Service URL with multiple Service Centers. For more information, contact Technical Support.

To install Service Center and components

1. Double-click **SetupSC.exe** to launch the Service Center installer.
2. Click **Verify Required Components** to confirm software requirements. Install any missing components by clicking the links presented, if any.
3. Under the **Options** section, select the **Install Service Center** check box.
4. Click **Install Service Center**.
5. Click **Next**.
   If any required Windows services are not running, you will be prompted to start them at this point. Also, if you are presented with the option, click **Configure** to update IIS and ASP.NET to work with Barracuda RMM.
6. Indicate where you want to create the Service Center databases by selecting **Local machine** or **Remote machine**. Click **Next**.
   > It is not recommended to use the built-in "**sa**" account for SQL Server. Instead, create a new account with the sysadmin role and ensure that **Enforce password expiration** is not selected.
   - If you select **Remote machine**, the **SQL Server Login** dialog box opens. Choose the **target SQL Server** from the list. Enter the **SQL login** and **password** and click **OK**. The

account must have the sysadmin server role. Click **Next**.

- If you select **Local machine**, choose the SQL instance to which the databases will be created. Click **Next**.

7. Indicate where you want to create the Service Center databases by selecting **Local machine** or **Remote machine**. Click **Next**.
8. The **SQL Server Login** dialog box opens. Choose the target SQL server from the list or manually type the server name or IP address. Enter the SQL authentication login and password. Click **Next**.
9. Click **Browse** to review the installation path and, if required, select a different location. Click **Next**.
10. Choose whether a proxy will be used.
    If using a proxy server, do the following:
    1. Enter the **Address**, **Port**, **Username** and **Password**.
    2. Define the authentication type by selecting either **Basic**, **Digest** or **Negotiate**.
    3. Click **Next**.
11. Indicate how you want the Service Center websites to be created by choosing either Virtual Directory or New Website. Click **Next**.

    If the computer is a Domain Controller, the only option you will have is to create virtual directories.

    - If using a virtual directory, select the parent website and enter **Virtual Directory Name**. Click **Next**.
    - If using a new website, enter the URL for Service Center. A corresponding DNS entry is required to view the site. Click **Next**.

    Ensure the FQDN has been registered with the DNS.

    The **Public Service Center Communication Settings** dialog box opens.
12. Enter the following information:
    - **Public facing Service Center URL**, which is the URL for Service Center, that must also be accessible from the Internet in order for Device Managers to obtain configuration information.
    - **Public SCMessaging URL**, which is the URL used by the Onsite Managers, Device Managers and other components of Barracuda RMM to report and send data to Service Center.
    - **Public Update Service URL**, which is the URL used by the Service Center application and by device managers under patch management to update Microsoft and Windows applications on devices.

      Notes
      If you use an https schema, before starting Service Center, use IIS to select a certificate for the website.
      Self-hosted partners with https enabled may require an additional certificate if a wildcard certificate is not being used.
13. Write the **URL** down because you will need it later when you install the Onsite Manager. Click **Next**.
14. Click **Install**.
15. Once the wizard completes, click **Continue** to begin the **Report Configuration Wizard**.
16. Once the wizard completes, click Continue to begin the **File Storage Setup** Wizard.
17. Once the wizard completes, click **Continue** to run **Reporting Services Configuration** utility.

18. From the **Barracuda RMM Service Center - Reporting Service Configuration**, select **Remote Machine** and enter the host name or IP address of the SQL Server in the **Machine Name** box.
Under **User Credentials with Access to Server**, select either **Local Administrator Account** or **Domain User Account** (specifying the User Name, including Domain, and Password) and click **OK**. Whichever account is selected, it must have access rights to create a local user on the remote machine.
19. Click **OK** when a dialog box shows your choices, and again when you are advised that the configuration succeeded.
20. Indicate where Microsoft SQL Reporting Services is installed by selecting either **Local Machine** or **Remote Machine.**
    - If you selected **Local Machine**, click **OK**. Select the check box for the **Reporting Services Instance** and click **OK**.
    - If you selected **Remote Machine**, select the machine where the SQL Reporting Services is installed. Enter a **User Name** and **Password** for a Local or Domain Administrator. If you are using a Domain Administrator, include the Domain in the User Name (such as, Domain\User). Click **OK**. Select the check box for the **Reporting Services Instance** and click **OK**.
    The **Select a Report Server** dialog box opens.
21. Select the check box for an SQL instance and click **OK**.
22. Click **OK** when advised that Report Server configuration succeeded.
23. The **Register Service Center** dialog box opens. Enter identifying information in the **Company Information** and **Contact Information** sections.
24. Type your **VAR Code** and then click **Register**.
25. Type your Installation Key into the **Key** box and then click **Register**.
26. Click **OK** when notified database creation may take several minutes.
27. Click **OK** to complete the installation when advised that Service Center was successfully registered.
28. Click **Exit** to close the installer. Start Service Center and log in with the default account Admin (no password required).