How to Migrate an Onsite Manager Manually

https://campus.barracuda.com/doc/99123341/

Before migrating an Onsite Manager using this manual procedure, be certain you can't migrate it using the Onsite Manager Migration Tool. For more information, see How to Migrate an Onsite Manager.

Moving an Onsite Manager is an intensive and hands-on process. This guide will walk you through preparing and executing a proper migration to a new device within your environment. Read this How-To end to end to ensure you understand the process and reach out to Support if you are stuck.

Using the Onsite Manager installer downloaded from the Service Center is not supported. You will need the full installer from Barracuda Campus to proceed. Please see below.

Preparing for the Migration

Before you begin, you must ensure that the Onsite Manager is fully current. This can be checked in **Service Center** > **Update Center** > **Products**. The following steps assume you have updated the OM to the last release.

On both the existing OM and the new OM device, download and install SQL Server Management Studio (SSMS)

Barracuda RMM 2022.1 or Higher Upgrade SQL Requirement

If upgrading to Barracuda RMM 2022.1 or higher, you must update to SQL Server 2016 Express at a minimum (however, the Barracuda RMM Support team recommends SQL Server 2019 Express). Please see the Upgrading Microsoft SQL Server Express article for use with Barracuda RMM.

Installing SQL Server Express and Setting up the Instance

Follow the steps below to prepare a new device for the SQL Instance, Database Migration and OM installation.

Steps for setting up SQL Server 2022 Express on the NEW Onsite Manager Device

1. Download SQL Server 2022 Express
2. Move the SQL2022-SSEI-Expr.exe file into `C:\Temp` folder.
3. Open a Command Prompt as Administrator.
4. Run the following command: `C:\Temp\SQL2022-SSEI-Expr -x:C:\SQLServer`
5. Select Basic Install.
6. Accept the Microsoft SQL Server License Terms
7. Select Install on the location screen, and the download and installation process will begin
8. Once at the successful installation screen, click Close
9. Enter the following command in the same Command Prompt:

```
C:\SQL2022\Express_ENU\SETUP.exe ^
/QS ^
/ACTION=Install ^
/FEATURES=SQLEngine ^
/IAcceptSQLServerLicenseTerms=true ^
/SECURITYMODE=SQL ^
/SQLSVCSTARTUPTYPE=Automatic ^
/ADDCURRENTUSERASSQLADMIN=true ^
/TCPENABLED=1 ^
/NPENABLED=1 ^
/ENU ^
/INSTANCENAME=LPIMWOMEXPRESS ^
/SQLSVCACCOUNT="NT AUTHORITY\SYSTEM" ^
/SAPWD=(CHANGETHISPASSWORD) ^
/SQLSYSADMINACCOUNTS="BUILTIN\Administrators" ^
/INSTANCEDIR="C:\Program Files\Microsoft SQL Server"
```

Barracuda RMM Support Note

In the above command block, **please change /SAPWD=(CHANGETHISPASSWORD)** to be set as any password you would like and store that password. If you can attempt to reset the password by following this Microsoft Article; otherwise, contact Barracuda RMM Support for assistance.

This installs SQL Server 2022 Express and creates the SQL Instance required to migrate your On-Site Manager.

Performing the SQL Database Back-up

1. Uninstall your Onsite Manager from the old device.
2. Load SSMS and expand your LPIMWOMEXPRESS instance.
3. Expand Databases.
4. Right-click on MWData.
5. Select **Tasks**.
6. Select **Backup**.
7. Add a disk destination and back up the database.

Restore the MWData database

1. Transfer that backup up to the new OM device and save it to `C:\Temp`.
2. Open SSMS on the new OM.
3. Expand LPIMWOMEXPRESS.
4. Right-click **Databases**.
5. Select **Restore Database**.
6. Target the MWData backup in `C:\Temp`.
7. Set the database's compatibility under **Properties** > **Options** to the latest version available.

If you cannot access the device but have access to the overall files, browse to `C:\Program Files\Microsoft SQL Server\MSSQL13.LPIMWOMEXPRESS\MSSQL\DATA` folder and grab the MWData.mdf and MWData_Log.ldf files to attach (similar to the steps above, but attach rather than restore). **Before attaching the LDF and MDF files, you must move them into the same folder on the new OM device**.

Install the On-Site Manager and Complete the Migration

1. Download the Onsite Manager package from Barracuda Campus.
    1. Scroll down to **Begin the Download** and select the **Onsite Manager download**
2. Unblock the package, unzip and run SetupOM as administrator.
    1. Support recommends that as you installed SSMS already, run Advanced Installer and unselect SQL Tools
3. Continue through the installation and enter the public SCMessaging URL in your service center under **Configuration** > **System Settings** > **Communication Settings**.

Additional Information

- How to Create a database backup using SQL Management Studio
- How to Restore a database backup using SQL Management Studio

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