



Barracuda

Managed XDR™

**BARRACUDA XDR
ONBOARDING**

Migrating Agents between Management Consoles

OBJECTIVE

Move SentinelOne Agents between different Management Console instances. For example, to move Agents from a monitored Management Console to a managed Management Console.

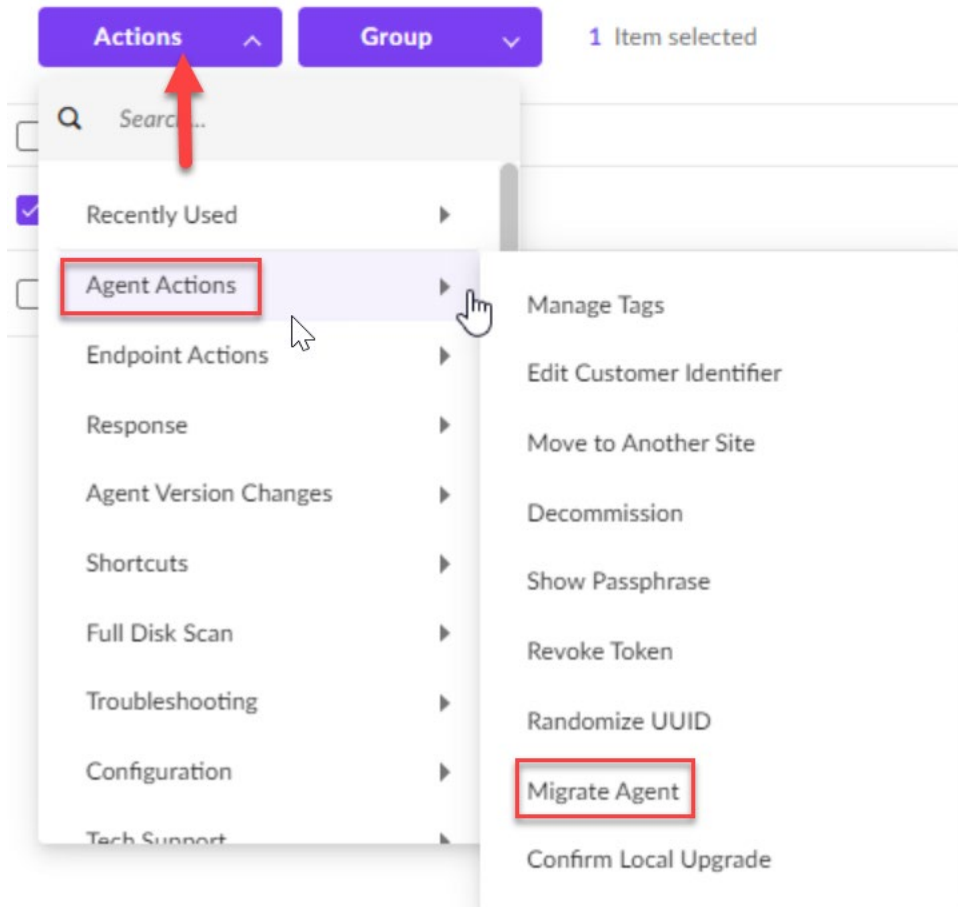
PREREQUISITES

- Global Admin or account permission of the originating console is required.
- Site token of the new Management Console is required – This is provided by Barracuda XDR.
- All unresolved incidents within the originating Management Console must be marked as resolved.
- Full disk scan must not be in progress at the time of Agent Migration (Comprehensive full disk scan is ran in the destination console upon migration).

TO MIGRATING AGENTS (INCOMING)

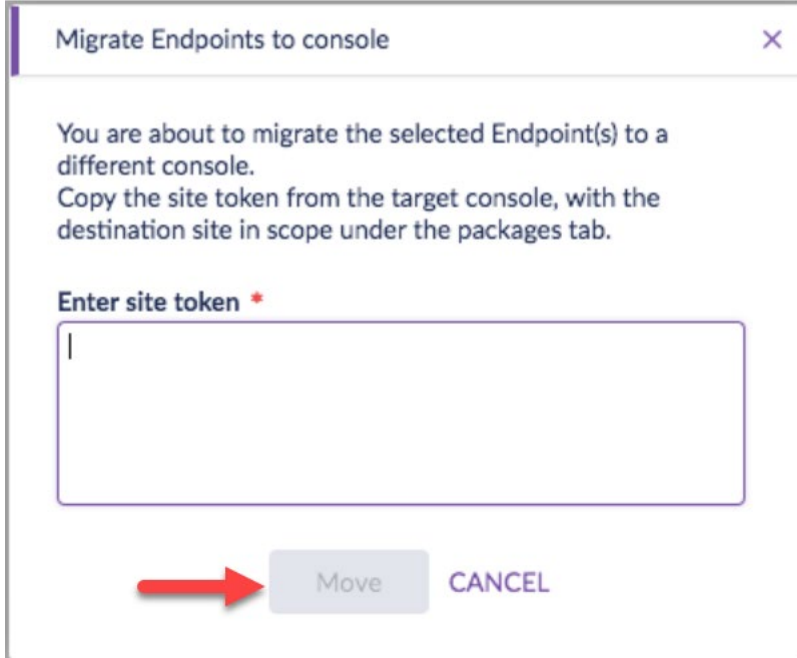
1. In the source management console, select the endpoint (s) to migrate.
You can select one or more endpoints, a group or a saved filter set, or all results of a search if they show on one page.

2. Click **Actions > Agent Actions > Migrate Agent**.



3. Copy the site token of the destination console. (The Barracuda XDR Site Token) This can be found on the Barracuda XDR Portal by navigating to **Downloads > Endpoint Protection**.

4. Paste the token into the site token field, click **Move** and **Approve** as Illustrated in the figure below.



5. The SentinelOne Agent connects to the new management console and reloads the services. If users see a pop-up notification from the operating system, such as 'Turn on virus protection', it means the agent is not yet loaded and connected. The message will disappear when the reload and connection is done. Local configuration files are kept with the Agent. New management assets or policies are applied after the next keep-alive communication with the new Management Console.

NOTE The Agent tries to connect to the new Management Console for 3 minutes. If the Agent can't connect, it stays in the original Management Console.

TO SEE AGENT MIGRATION STATUS

1. In the sidebar, click **Sentinels**.
This opens the endpoints page.

2. In the filters, scroll right to see the Console migration status.

Select filters...

Status	Has local config	Disk encryption	Pending uninstall	Architecture	Console migration status
13	No	Off	No	64 bit	N/A
4	Yes	On	Yes	32 bit	Failed
					Pending
					Migrated

Minimize

- **N/A** – No migration command was sent.
- **Pending** – The agent is trying to migrate. For agents that are online, after a maximum of four minutes, the status changes to **Migrated** or **Failed**. If the Agent is offline, the migration status will stay **Pending**. The migration status will change if the Agent comes online and handles the migrate command.
- **Migrated** – The agent moved successfully to the new Management Console. It'll show as Offline in the original Management Console. (Administrator of the original Management Console must decommission the Agents on their side at this point.)
- **Failed** – The Agent failed to move and stayed in the original Management Console.

IMPORTANT

Upon a successful Agent migration to Barracuda XDR, we advise our customers to ensure that agents are decommissioned, and the account expires in the originating management console. This is to prevent continuous billing by the previous vendor.

For all questions or inquiries about SentinelOne Agent migrations, please reach out to soc@barracuda.com.

Thank You!