

## **RMM Service Center Migration FAQ**

- 1. What is changing?**
  - a. Your RMM Service Center is being moved from EU04 to **EU01** or **EU02** depending on your location.
- 2. Will this impact my account's credentials?**
  - a. No, your account login and password will remain the same.
- 3. What will my service center login URL be?**
  - a. Below are the new URLs to EU01/EU02 cloud login pages:
    - <https://eu01.mw-rmm.barracudamsp.com/sc/>
    - <https://eu02.mw-rmm.barracudamsp.com/sc/>
- 4. Will this impact Multi-Factor Authentication?**
  - a. No, this change does not impact Multi-Factor Authentication.
- 5. Will I need to make changes to my onsite managers or device managers to have them report in?**
  - a. No, the URL change will be detected automatically. You do not need to re-register your onsite managers or reinstall your device managers.
- 6. Will I need to change any SPF records or exchange rules?**
  - a. No, SPF records will not change as the same SMTP server is used for all hosted environments.
- 7. Will I need to change the email address alerts are sent from?**
  - a. Yes, the default FROM address for alerts will change. This only affects service centers that have not overridden the FROM address in Configuration -> System Settings -> Alert Configuration. For example, [alerts-eu04@mw-rmm.barracudamsp.com](mailto:alerts-eu04@mw-rmm.barracudamsp.com) becomes [alerts-eu01@mw-rmm.barracudamsp.com](mailto:alerts-eu01@mw-rmm.barracudamsp.com) or [alerts-eu02@mw-rmm.barracudamsp.com](mailto:alerts-eu02@mw-rmm.barracudamsp.com).
- 8. Will I need to change my Data Layer Reporting connection?**
  - a. Yes, Data Layer Reporting connection will need to be updated. For example: <https://eu04.mw-rmm.barracuda.com/OData/v1> will become <https://eu01.mw-rmm.barracuda.com/OData/v1> or <https://eu02.mw-rmm.barracuda.com/OData/v1>.
- 9. Will I need to update my PSA integration?**
  - a. Yes, all PSA integrations will need to be updated to reflect this new URL. In ConnectWise, you will need to change the ticket callback URL. In Autotask, you will need to change the callback URL, as well as any Livelinks you have configured. For Salesforce, you will need to update the Remote Site Settings. For any custom integrations, the callback URL will need to be updated and any deep links into RMM (if they exist) will need to be updated. Please refer to the [Autotask](#), [ConnectWise Manage](#), and [Salesforce](#) Integration Guides for more details.