SELF-HOSTING

Self-hosting Families Sponsorships

bitwarden

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Members of enterprise organizations are offered a **free Families organization** sponsorship that can be applied to a new or pre-existing Families organization and redeemed directly from the web vault.

> ⓘ **Note**
>
> If you're looking for information on updating a license for a non-sponsored self-hosted Families organization, see here.

You will need to enable automatic billing sync to allow your self-hosted enterprise organization to issue sponsorships for cloud Families organizations. To set up automatic sync:

Step 1: Enable cloud communication

First, you'll need to configure your server to allow communication with our cloud systems.

> ⓘ **Note**
>
> This step must be completed by someone with access to your self-hosted instance's configuration files.

In order to enable cloud communication, set the following line in `bwdata/env/global.override.env` to `true`:

```Bash
globalSettings__enableCloudCommunication=true
```

If your cloud organization was created on EU servers, you'll also need to set the following values:

```Bash
globalSettings__baseServiceUri__cloudRegion=EU
globalSettings__installation__identityUri=https://identity.bitwarden.eu
globalSettings__installation__apiUri=https://api.bitwarden.eu
globalSettings__pushRelayBaseUri=https://push.bitwarden.eu
```

> ⓘ **Note**
>
> The value for `globalSettings__baseServiceUri__cloudRegion` must match the data region that was selected when retrieving your Installation ID & Key.

Once you have set these values, apply your changes by running the `./bitwarden.sh restart` command.

> ⓘ **Note**
>
> Enabling automatic sync requires communication with Bitwarden's cloud systems. If your environment uses a firewall to block outbound traffic, you will need to allow `https://api.bitwarden.com` or `.eu` and `https://identity.bitwarden.com` or `.eu`.

Step 2: Retrieve billing sync token

Once cloud communication is enabled at the server-level, a sync token needs to be passed from the cloud organization you use for billing to your self-hosted organization. To retrieve your sync token from the cloud web vault you must be an organization owner. To retrieve the token:

1. Open the cloud web app and open the Admin Console using the product switcher:
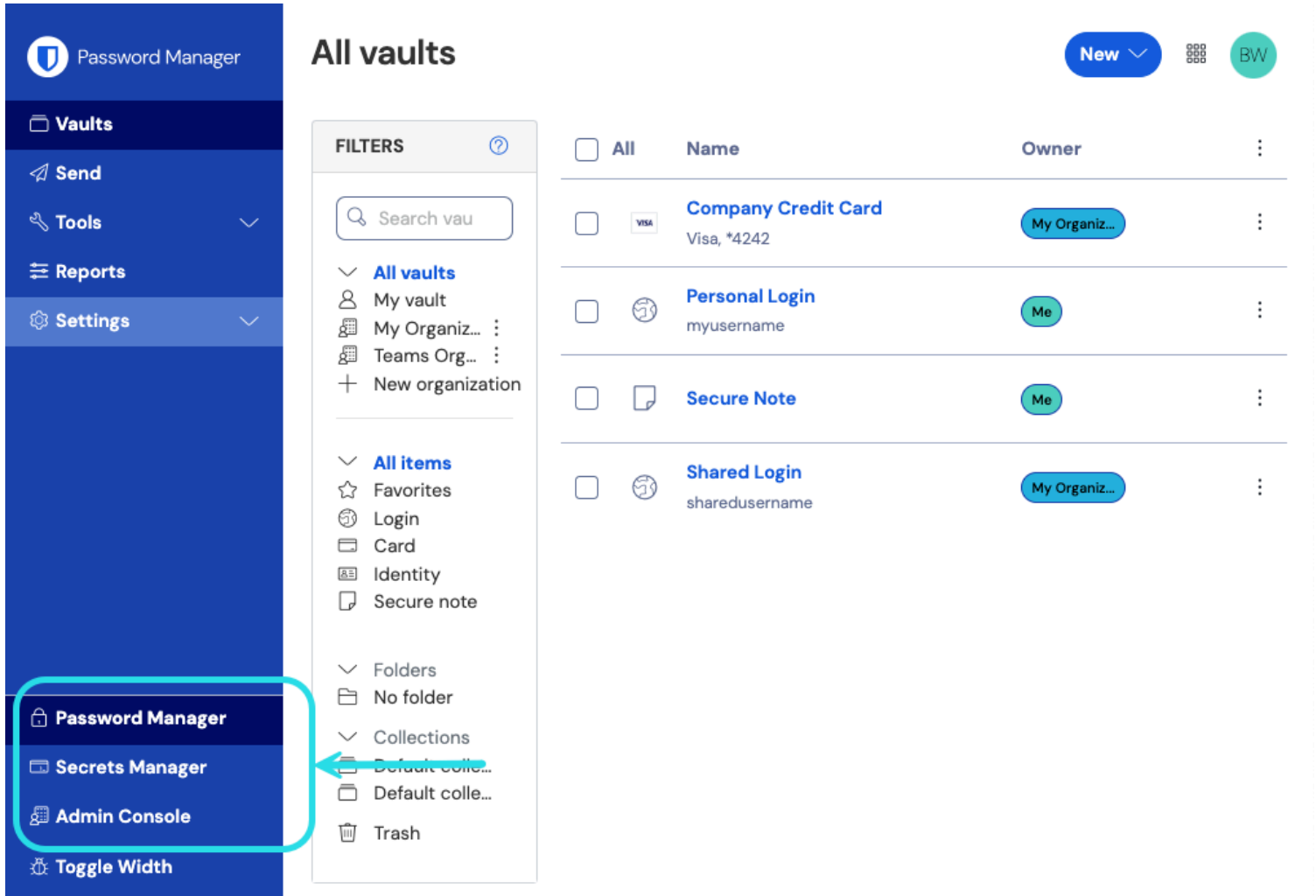
Product switcher

2. Navigate to **Billing → Subscription**.

3. Scroll down to the Self-hosting section and select the **Set up billing sync** button.

4. Enter your master password and select **Generate token**.

5. Copy the generated token.

Step 3: Apply billing sync token

To apply the billing sync token to your self-hosted organization:

> ⚠ **Warning**
>
> At this stage, if you're upgrading your self-hosted deployment from an earlier version, you may need to manually update your license file before proceeding.

1. Open the self-hosted Admin Console and navigate to **Billing → Subscription**.

2. In the License and billing management section, choose the **Automatic sync** option.

3. Select the **Manage billing sync** button.

4. Paste your generated **Billing sync token** and select **Save**.

> ⓘ **Note**
>
> Sync for Families for Enterprise will occur once daily once you've triggered your first sync. The **Last sync** field in this section will report **Never** until you trigger your first sync.
>
> Sync for license updates must always be done manually by selecting the **Sync license** button (see the next section for details).

Step 4: Trigger sync

Trigger a sync once you've completed setup. Billing sync will occur **once daily**, however you can manually trigger a sync at any time. To trigger a sync:

1. Open the self-hosted System Administrator Portal and navigate to **Organization** and select the enterprise organization.

2. Locate the Connections section and select the **Manually Sync** button.

> ⓘ **Note**
>
> If you receive a `version not supported` error message, update your server and try uploading your license file again. To update your server, make a backup of the `bwdata` directory and follow these instructions.

In between syncs, users may see the status `Awaiting Sync` after redeeming or changing a sponsorship. This indicates your self-hosted Bitwarden server is waiting to sync with the Bitwarden cloud before a sponsorship can be fully redeemed or changed.