
Contacting Partner Support

<https://campus.barracuda.com/doc/15439/>

This section includes the following topics:

- How and when to contact partner support
- Common things you can check
- Preparing for support

How and When to Contact Partner Support

Our current Partner Support hours are Monday – Friday 8 am – 9 pm EST.

Contact Partner Support as follows:

- Phone at 1-800-569-0155 option 1.
- Live chat from the website or management portal.
- Email support@barracuda.com.

During the weekends and holidays, coverage during our normal business hours is provided via email only. Before contacting our Partner Support Team, attempt level-one troubleshooting of the issue.

Common Things You Can Check

Here are some common things you can check.

- Access the logs through the management portal or on the local software.
- When a failed Backup notice is received, try to reproduce the issue or manually run a backup.
- Check the network and environmental variables that could cause a backup to fail.
- Check Event Viewer for corresponding errors
 - VSS writers
 - Permissions
 - Connection/Firewall/Anti-Virus

Preparing for Support

When you contact our Partner Support Team, be ready to provide the following:

- The user name of the client with the issue and the computer.
- Any warnings, exceptions, or error messages.
- If an existing case, Barracuda can access that open case to find all relevant information.
- Depending on the backup solution, a remote connection to the machine may be necessary.

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