How to Resolve "Failed to connect to backup agent software" Error

https://campus.barracuda.com/doc/19694564/

The Barracuda Agent is a light weight agent that performs source deduplication, and securely transfers changes over port 5120. Use the following steps to resolve the "Failed to connect to backup agent software" error:
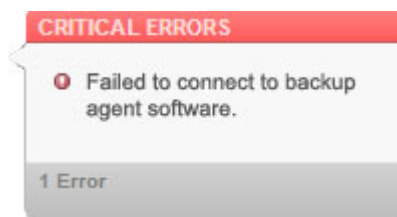
Step 1. Verify Barracuda Backup Agent is Started

1. Log in to the Barracuda Backup web interface, and go to the **Backup > Sources** page.
2. Determine which source is unable to connect to the Backup Agent:
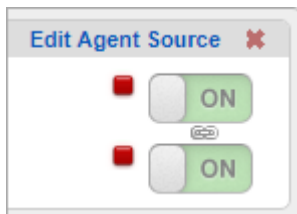
3. Log in to that appliance, open **Services**, and verify that the Barracuda Backup Agent Service **Status** is **Started**.
4. If the Service is not started, right-click **Barracuda Backup Agent**, and click **Start**.

If you are still unable to connect to the Agent, go to *Step 2. Update Source Name*.

Step 2. Domain Name Resolution

From another computer on the same network as your Barracuda Backup device, verify that you can ping or resolve the fully qualified domain name (FQDN) that you configured the source with. If you are unable to ping or resolve the issue is most likely related to DNS issues within your network. As a workaround, try to connect directly to the IP address of the source by following the steps below:

1. Log in to the Barracuda Backup web interface, and go to the **Backup > Sources** page.
2. Click **Edit** to the right of the data source.
3. If you entered the FQDN in the **Computer name** field when setting up the source, replace the

FQDN with the IP address, and click **Save**.

If you are still unable to connect to the Agent, go to *Step 3. Verify Firewall Rules*.

Step 3. Verify Firewall Rules

If you have a Firewall enabled, verify you have both an inbound and outbound rule created and enabled for Barracuda Backup.

If you are still unable to connect to the Agent, go to *Step 4. Ping Barracuda Backup from the Source*.

Step 4. Ping Barracuda Backup from the Source

You can use the **ping** command to check whether the Barracuda Backup IP address is accessible from the source.

1. Log in to the source that is unable to connect to the Backup Agent.
2. Ping the IP address of the Barracuda Backup appliance.

For additional information and ping command options, refer to the Microsoft TechNet article Using the ping command.

If you are still unable to connect to the Agent, go to *Step 5. Test and Reinstall Agent*.

Step 5. Test and Reinstall Agent

1. Log in to Barracuda Backup and download and install the latest Barracuda Agent from the **System > Software Downloads** page.
2. Once the Agent is installed, go to the **Backup > Sources** page.
3. To the right of the source unable to connect, click **Edit Agent Source**.
4. In the **Agent Software** section, click **Test Software Connectivity**.

Figures

1. agent_connect_error.jpg
2. EditAgentSource.png