
How to Change the Barracuda Backup Agent Port Number

<https://campus.barracuda.com/doc/22511827/>

This article describes how to resolve the service start error 112.

Issue

You encounter the following error when installing the Barracuda Backup Agent on a server or workstation in your environment:

Barracuda Backup Agent setup received error "112 Service Error" while attempting to start service.

Cause

You may be running software that uses port 5120 on the selected system which is causing a conflict and generating the error.

Solution

If port 5120 is in use by another piece of software on your data source, Barracuda Networks recommends configuring the Barracuda Backup Agent to use port 5121.

Step 1. Determine the Ports Used by the System

Use the following steps to configure the port:

1. Log into the system where you received the error, and launch a web browser.
2. Go to the downloads page on the Microsoft TechNet site, and download and install [TCPView](#).
3. Launch TCPView; the ports that the system is currently using display in the web interface.
4. Review the list. If you see that port 5120 is in use, change the port number in the **config.ini** file as described in *step 2*.

Step 2. Add the Alternate Port Number config.ini

Use the following steps to change the port number through the **config.ini** file:

1. On the system where you received the error, locate the **config.ini** file, usually found in the **C:\Program Files\Barracuda\Barracuda Backup Agent\config** folder.
2. Open **config.ini** in a text editor such as Notepad, and add the line `port='port number'` beneath the [configuration] options. For example:
[configuration]
port=5121
3. Save and close the file.

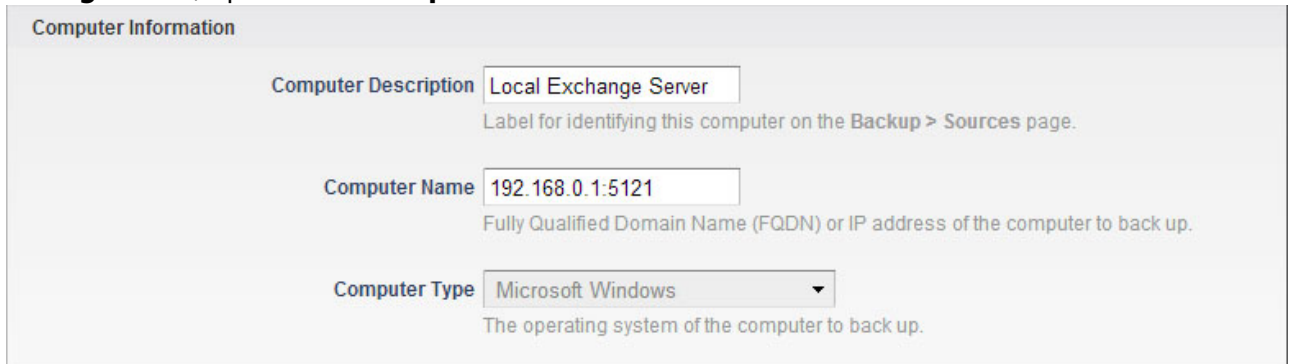
Step 3. Restart Services

1. Log into the system again.
2. Restart the Barracuda Backup Agent service.

Step 4. Update Data source

1. Log into Barracuda Backup, select the associated Barracuda Backup Server in the left pane, and go to the **Backup > Sources** page.
2. In the right pane, click **Edit** to the right of the system where the error occurred.
3. In the **Computer Name** field, append the IP address with the port number added in *Step 2* above.

For example, if your IP address is '192.168.0.1', and you added the line 'port=5121' to the **config.ini** file, update the **Computer Name** field as follows:



Computer Information

Computer Description
Label for identifying this computer on the Backup > Sources page.

Computer Name
Fully Qualified Domain Name (FQDN) or IP address of the computer to back up.

Computer Type
The operating system of the computer to back up.

Figures

1. computer_info.jpg

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