

Replacing a Failed System

<https://campus.barracuda.com/doc/23725694/>

This article refers to all Barracuda Networks appliances, except where noted.

To replace a system in a High Availability (HA) configuration, it is *highly* recommended that you first contact [Barracuda Networks Technical Support](#).

Troubleshooting

This section applies to the following products:

- Barracuda Control Server
- Barracuda Firewall
- Barracuda Link Balancer
- Barracuda Load Balancer
- Barracuda Load Balancer ADC
- Barracuda Message Archiver
- Barracuda NextGen Firewall F
- Barracuda Email Security Gateway
- Barracuda Web Application Firewall
- Barracuda Web Security Gateway

For details on replacing a Barracuda Backup appliance, refer to [Replacements and Data Migrations](#).

Before you replace your appliance, use the tools provided on the **ADVANCED > Troubleshooting** page in the web interface to try to resolve the problem:

- **Support Connection** - Use this section to initiate a Connection to the Barracuda Support Center.
- **Network Connectivity Tests** - This section provides a suite of tools to diagnose potential network problems.

Log in to the web interface, and click the **Help** button on the **ADVANCED > Troubleshooting** page for more information.

Use the articles in the [Troubleshooting and Error Messages](#) section to help resolve issues encountered on a Barracuda Backup appliance.

Instant Replacement Service

If you purchased the Instant Replacement service and a device failure cannot be resolved, contact Barracuda Networks Technical Support to arrange for a new unit to be shipped to you within 24 hours.

After receiving the new system, ship the old device back to Barracuda Networks at the address below with the Return Material Authorization (RMA) number clearly marked on the package; Barracuda Networks Technical Support can provide details on the best way to return the unit:

Barracuda Networks, Inc.
5225 Hellyer Avenue
San Jose, CA 95138

attn: RMA # <your RMA number>

© Barracuda Networks Inc., 2019 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.