

## How to Reboot the System in Recovery Mode

<https://campus.barracuda.com/doc/2490445/>

This article refers to the Barracuda Message Archiver firmware version 5.0 or higher.

If your Barracuda Message Archiver experiences a serious issue that impacts its core functionality, you can use diagnostic and recovery tools available at the reboot menu to return your system to an operational state.

Before using the diagnostic and recovery tools, do the following:

- Use the built-in troubleshooting tools on the **ADVANCED > Troubleshooting** page to help diagnose the problem.
- Perform a system restore from the last known good backup file.
- Contact Barracuda Networks Technical Support for additional troubleshooting tips.

As a last resort, you can reboot your Barracuda Message Archiver and run a memory test or perform a complete system recovery, as described below.

To perform a system recovery or hardware test:

1. Connect a monitor and keyboard directly to your Barracuda Message Archiver.
2. Reboot the system by doing one of the following:
  - Click **Restart** on the **BASIC > Administration** page.
  - Press the **Power** button on the front panel to turn off the system, and then press the **Power** button again to turn the system back on.
3. The Barracuda splash screen displays with the following three boot options:  
Barracuda  
Recovery (Note that on the Barracuda Message Archiver Vx, you will see Connect to Barracuda)  
Hardware\_Test
4. Use your keyboard to select the desired boot option, and press **Enter**.

### Important

You must select the boot option within three seconds of the splash screen appearing. If you do not select an option within three seconds, the Barracuda Message Archiver defaults to starting up in the normal mode (first option).

To stop a hardware test, press **Ctrl-Alt-Del** to reboot your Barracuda Message Archiver.

Reboot Options	Description
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Barracuda	Starts the Barracuda Message Archiver in the normal (default) mode. This option is automatically selected if no other option is specified within the first three (3) seconds of the splash screen appearing.
Recovery (Connect to Barracuda on Vx)	<p>Displays the Recovery Console where you can select from the following options:</p> <ul style="list-style-type: none"> <li>• <b>Perform file system repair</b> - Repairs the file system on the Barracuda Message Archiver.</li> <li>• <b>Perform full system re-image</b> - Restores the factory settings on your Barracuda Message Archiver, and clears out all configuration information.</li> <li>• <b>Enable remote administration</b> - Initiates a connection to Barracuda Central that allows Barracuda Networks Technical Support to access the system. Another method for enabling this troubleshooting connection is to click <b>Establish Connection to Barracuda Networks</b> on the <b>ADVANCED &gt; Troubleshooting</b> page.</li> <li>• <b>Run diagnostic memory test</b> - Runs a diagnostic memory test from the operating system. If problems are reported when running this option, it is recommended that you next run the Hardware_Test option.</li> </ul>
Hardware_Test	<p>Performs a thorough memory test that shows most memory-related errors within a two-hour time period. The memory test is performed outside of the operating system and can take a long time to complete. Reboot your Barracuda Message Archiver to stop the hardware test by pressing <b>Ctrl-Alt-Del</b>.</p>

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