

How to Reboot the System in Recovery Mode

<https://campus.barracuda.com/doc/3538966/>

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

Before you use 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 Load Balancer and run a memory test or perform a complete system recovery, as described in this section.

To perform a system recovery or hardware test:

1. Connect a monitor and keyboard directly to your Barracuda Load Balancer.
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
Hardware_Test
4. Use your keyboard to select the desired boot option, and click **Enter**.
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 Load Balancer defaults to starting up in the normal mode (first option).

Reboot Options

Reboot Options	Description
Barracuda	Starts the Barracuda Load Balancer 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	<p>Displays the Recovery Console where you can select the following options:</p> <ul style="list-style-type: none">• Perform file system repair—Repairs the file system on the Barracuda Load Balancer.• Perform full system re-image—Restores the factory settings on your Barracuda Load Balancer and clears out all configuration information.• Enable remote administration—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 Establish Connection to Barracuda Central on the ADVANCED > Troubleshooting page.• Run diagnostic memory test—Runs a diagnostic memory test from the operating system. If problems are reported when running this option, we recommend running the Hardware_Test option next.
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.</p> <p>Reboot your Barracuda Load Balancer to stop the hardware test. You may do this by pressing Ctrl-Alt-Del on the keyboard. You can also reboot a Barracuda Load Balancer 240, 340 or 440 by pressing the RESET button on the front panel of the appliance.</p>

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