

How to Replace a Failed System

<https://campus.barracuda.com/doc/3538967/>

Before you replace your Barracuda Load Balancer, use the tools provided on the **ADVANCED > Troubleshooting** page to try to resolve the problem.

In the event that a Barracuda Load Balancer fails and you cannot resolve the issue, customers that have purchased the Instant Replacement service can call Technical Support and arrange for a new unit to be shipped out within 24 hours.

After receiving the new system, ship the old Barracuda Load Balancer back to Barracuda Networks at the address below with an RMA number marked clearly on the package. Barracuda Networks Technical Support can provide details on the best way to return the unit.

Barracuda Networks
3175 S. Winchester Blvd
Campbell, CA 95008

To set up the new Barracuda Load Balancer so it has the same configuration as your old failed system, restore the backup file from the old system onto the new system, and then manually configure the new system's IP information on the **BASIC > IP Configuration** page. For information on restoring data, refer to [How to Back up and Restore Your System Configuration](#).

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