

Replacing a Failed System

<https://campus.barracuda.com/doc/39817146/>

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

In the event that a Barracuda Web Application Firewall fails and you cannot resolve the issue, customers that have purchased the Instant Replacement service can call [Barracuda Networks Technical Support](#) and arrange for a new unit to be shipped out within 24 hours.

After receiving the new system, ship the old Barracuda Web Application Firewall 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, Inc.

Attn: RMA # <your RMA number>

**5225 Hellyer Avenue
San Jose, CA 95138 USA**

To set up the new Barracuda Web Application Firewall with the same configuration of your old failed system, restore the backup file from the old system to the new system, and then manually configure the new system's IP address information on the **BASIC > IP Configuration** page. For information on restoring data, refer to [Backing Up and Restoring Your System Configuration](#).

© Barracuda Networks Inc., 2024 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.