

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
3175 S. Winchester Blvd
Campbell, CA 95008

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](#).

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