

## How to Update Firmware

<https://campus.barracuda.com/doc/39823275/>

When you log in to the system, the **Dashboard > System Dashboard Status** page displays. In the **Updates and Support** section, the currently installed firmware version displays. To access the latest General Release firmware version, click **Update Available** to go to the **Updates** page, or view the currently installed and latest General Release firmware versions on the **Configuration > Updates** page.

Before updating the firmware on your Barracuda Phone System, [back up the configuration](#). Always read the release notes prior to downloading new firmware to learn about features and fixes provided in the updated firmware version. Release notes for all versions can be reviewed prior to an update, and you can download the latest firmware before starting the upgrade process. Occasionally, new releases include new software for phones. **If the release notes indicate new software is available for phones / end-points, reboot them after the Phone System firmware upgrade finishes, when they appear as active registrations on the [REPORTS > Phone Registrations](#) page.** Go to the [CONFIGURATION > Troubleshooting](#) page to reboot all phones.

You must have an active Energize Updates subscription to update your firmware.

To update to a new General Release firmware version, use the following steps:

1. Go to the **CONFIGURATION > Updates** page. Click **Release Notes** in the **Available Updates** section.
2. In the Barracuda Phone System web interface, click **Start Download**; this button is disabled if the Barracuda Phone System is already up-to-date with the latest firmware. Downloading the firmware may take several minutes.

Your Barracuda Phone System will be offline during this time, so be sure to perform the update at a time when there is no phone traffic on your system. **DO NOT MANUALLY REBOOT YOUR SYSTEM** at any time during an update unless otherwise instructed by Technical Support. Do not turn off the appliance during this process.

3. Once the download is complete, click **Install**. Installing the firmware may take several minutes. The Barracuda Phone System will be offline during installation. The install should be scheduled to least impact your operations. This process automatically reboots your system when completed, which can cause your web interface to momentarily disconnect. This is normal and expected behavior, so there is no need to perform a manual reboot. A **Status** page displays the progress of the reboot. Once the reboot is complete, the login page reappears.

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