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## Replacing a Failed System

<https://campus.barracuda.com/doc/41101833/>

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Before you replace your Barracuda Email Security Gateway, use the tools provided on the **ADVANCED > Troubleshooting** page to try to resolve the problem, or call [Barracuda Networks Technical Support](#).

### Barracuda Instant Replacement Service

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In the event that a Barracuda Email Security Gateway 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 Email Security Gateway 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

attn: RMA # <your RMA number>

To set up the new Barracuda Email Security Gateway so it has the same configuration as your old failed system, first manually configure the new system's IP information on the **BASIC > IP Configuration** page, and then restore the backup file from the old system onto the new system. For information on restoring data, refer to [How to Back Up and Restore System Information](#). For information on returned device management, refer to [How Barracuda Networks Manages Returned Device Drives](#).

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