

## Appliance Replacement, RMA, and Data Migration

<https://campus.barracuda.com/doc/41105409/>

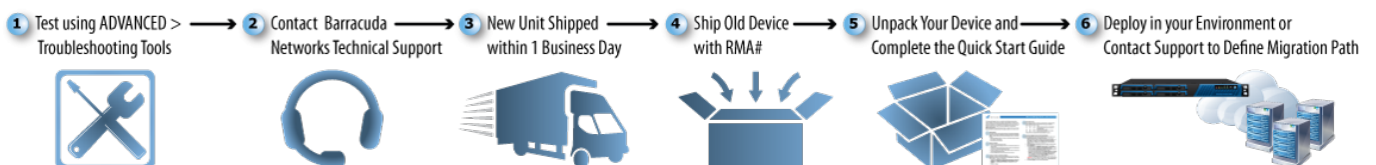
This article refers to all Barracuda Networks appliances, except where noted.

If you are replacing a system in a High Availability (HA) configuration, it is *highly* recommended that you first contact [Barracuda Networks Technical Support](#).

This article applies to the following products:

- [Barracuda Control Server](#)
- [Barracuda NextGen Firewall X](#)
- [Barracuda Link Balancer](#)
- [Barracuda Load Balancer](#)
- [Barracuda Load Balancer ADC](#)
- [Barracuda Message Archiver](#)
- [Barracuda NextGen Firewall F](#)
- [Barracuda Email Security Gateway](#)
- [Barracuda Web Application Firewall](#)
- [Barracuda Web Security Gateway](#)

For details on replacing a Barracuda Backup appliance, refer to [Barracuda Backup Replacement and Data Migration](#).



### Step 1. Troubleshoot Your Device

Before you replace your appliance, use the tools provided on the **ADVANCED > Troubleshooting** page in the web interface, or contact [Barracuda Networks Technical Support](#) to try to resolve the problem:

- **Support Connection** - Use this section to initiate a Connection to the Barracuda Support Center.
- **Network Connectivity Tests** - This section provides a suite of tools to diagnose potential network problems.

Log in to the web interface, and click the **Help** button on the **ADVANCED > Troubleshooting** page for more information.

## Step 2. Contact Support

Contact Barracuda Networks Technical Support to determine if RMA is the path forward. Eligibility comes from the following conditions:

- **Failed Device Instant Replacement** – If you purchased the Instant Replacement (IR) service and Barracuda Networks Technical Support determines resolution requires a replacement appliance; *or*
- **Hardware Refresh Program** – If you have maintained the IR Service for over four years and are eligible for a replacement unit as part of the Hardware Refresh Program. For more information on this program, refer to [Instant Replacement](#) on the Barracuda website.

## Step 3. New Device Shipped within One Business Day

Once Barracuda Networks Technical Support determines you are eligible for a new device, they provide you with a Return Material Authorization (RMA) number which you must include with the returned device. A new device is shipped to you within one business day.

Barracuda appliances contain sensitive data that must be handled delicately during the replacement process. When you receive the new device, contact Barracuda Networks Technical Support immediately for assistance. To help ensure data integrity, it is important you not attempt to deploy your new device before working with the migration team. Barracuda's dedicated appliance migration team will assist with transferring the data and configuration from your existing appliance to the replacement to ensure data integrity.

## Step 4. Return the Old Device

Once you receive the new system, ship the old device back to Barracuda Networks at the address below with the RMA number clearly marked on the package: **attn: RMA # <your RMA number>**

Barracuda Networks Technical Support can provide details on the best way to return the unit.

- **US and all except the below regions:**

Barracuda Networks, Inc.  
5225 Hellyer Avenue  
San Jose, CA 95138

- **Europe:**

Barracuda Networks Ltd.  
Brunel House  
Stephenson Road  
Houndmills, Basingstoke RG21 6XR  
United Kingdom

- **China:**

Barracuda Networks Technology Co, Ltd.  
4F Building 2  
Shanghai New Withub S&T Creation Center  
No. 799 Hutai Road  
Shanghai, 200072  
China

- **Japan:**

Barracuda Networks, K.K. (Japan)  
5F, 8-3-16, Nishi-gotanda  
Shinagawa-ku, Tokyo 141-0031  
Japan

- **India:**

Barracuda Networks  
201, Indraprastha Equinox  
23, 100 Ft Intermediate Ring Road  
Koramangala, Bangalore 560095  
India

## Step 5. Set Up the New Appliance

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Install and configure the new appliance using the Barracuda Quick Start Guide included with the device. Alternatively, you can follow the instructions in the Getting Started section of this library for the selected Barracuda appliance.

## **Step 6. Data Migration and Deployment**

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Consult your Barracuda Networks Product Specialist before migrating existing content to a new device model, or contact [Barracuda Networks Technical Support](#) to define the best migration path for your environment.

## Figures

1. appliance\_replacement.png

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