

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 recommended that you first contact [Barracuda Networks Technical Support](#).

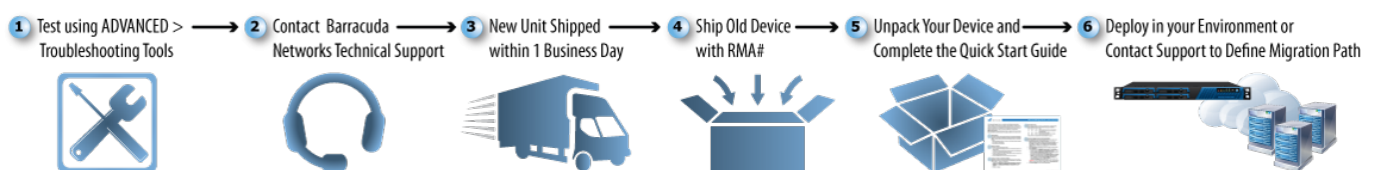
This article applies to the following products:

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

Barracuda Backup

Refer to these product spaces for their own specific migration information:

- [Barracuda Backup Server](#)
- [Barracuda Message Archiver](#)



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 Networks Support Center.

- **Network Connectivity Tests** – This section provides a suite of tools to diagnose potential network problems.

Help Content

Log into 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 Networks website.

Step 3. New Device Shipped within One Business Day

After 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.

Important for Barracuda Backup and Barracuda Message Archiver:

Barracuda Networks 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 Networks' 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

After 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>**

Note that when an RMA is processed, the Barracuda Networks Customer Services team will provide document(s) to the partner/customer which contains specific shipping instructions for the product that is being returned.

US and all other regions, except those listed below

Barracuda Networks Inc
5225 Hellyer Avenue #150
San Jose, CA 95138

European Union

Barracuda Networks c/o Base Logistics B.V.
Logistics Boulevard 5
4791 VC Klundert
The Netherlands

UK (items shipped from the UK warehouse)

Barracuda Networks Ltd
Unit 4b Beechwood
Lime Tree Way
Chineham Park
Basingstoke, Hampshire RG24 8WA
United Kingdom

NON European Union (E.g. Switzerland)

Barracuda Networks Ltd
Unit 4b Beechwood
Lime Tree Way
Chineham Park
Basingstoke, RG24 8WA
United Kingdom

Middle East (items shipped from US)

Barracuda Networks Inc
5225 Hellyer Avenue #150
San Jose, CA 95138

India

Barracuda Networks (I) Pvt Ltd
Prestige Blue Chip Software Park
Block 11 Level 111, (2nd Floor)

#9 Hosur Road, Opp Christ University
Bangalore, 560029
India

Japan

Barracuda Networks, K.K.
1F, 8-3-16 Nishi-gotanda
Shinagawa-ku, Tokyo 1410031
Japan

Step 5. Set Up the New Appliance

Install and configure the new appliance using the Barracuda Networks 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 Networks appliance.

Step 6. Data Migration and Deployment

Applies only to Barracuda Message Archiver and Barracuda Backup Server.

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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