

Activate and Update Barracuda Networks Products

<https://campus.barracuda.com/doc/44437048/>

Depending on whether your Barracuda Networks product has Internet access, you can complete either an online or offline (with some products) activation and update.

This article applies to the following Barracuda Networks products:

- [Barracuda Link Balancer](#)
- [Barracuda Load Balancer ADC](#)
- [Barracuda Email Security Gateway](#) – Online updates only.
- [Barracuda Web Application Firewall](#)
- [Barracuda Web Security Gateway](#)
- [Barracuda Backup](#) – Online updates only.
- [Barracuda Message Archiver](#)

For products not listed here, see the specific product space for activation setup.

Firewall Ports

Click on the product to view and verify the list of required firewall ports to open.

- [Barracuda Load Balance ADC](#)
- [Barracuda Email Security Gateway](#)
- [Barracuda Web Application Firewall](#)
- [Barracuda Web Security Gateway](#)
- [Barracuda Backup](#)
- [Barracuda Message Archiver](#)

Online Activation and Update

Complete the following steps to initiate the online activation process and update the system:

1. In a web browser, enter the IP address and default HTTP port of the device. For example, enter:
<http://192.168.200.200:8000/>
2. Log in using **admin** for the username. For the password:
If your appliance serial number is higher than 1311431, then the default administrator password is the *numeric portion of the serial number*. If your serial number is 1311431 or lower, then the default administrator password is *admin*. For help finding the serial number of your appliance,

see [Serial Number for Hardware and Virtual Appliances](#).

3. Go to the **BASIC > Dashboard** page, and view the **Subscription Status** section to verify that your **Energize Updates** subscription status displays as **Current**. If the device can access the activation servers, your **Energize Updates** and **Instant Replacement** subscriptions are most likely active. If not, a warning displays at the top of every page. You must activate your subscriptions before continuing. If the **Energize Updates** subscription status displays as **Not Activated**, complete the following:
 1. Click the activation link at the top of the page and complete your subscription activation.
 2. Go to the **Subscription Status** section of the **BASIC > Dashboard** page, and click **Refresh** to automatically update the **Energize Updates** subscription activation status.
4. Go to the **ADVANCED > Firmware Update** page and verify that the currently installed version is the latest general release. If you have the latest firmware version already installed, the **Download Now** button is disabled.
5. If there is a new **Latest General Release** available:
 1. Click **Download Now** and allow the update to finish downloading.
 2. After the update is completely downloaded, click **Apply Now**.

Do not reboot or turn off the device while the firmware is updating. After the process completes, the device automatically reboots and you are redirected to the login page.
6. Log in again, go to the **BASIC > Administration** page, and change the administrator password in the **Password Change** section.

Offline Activation and Update

Note that this section does NOT apply to the Barracuda Email Security Gateway or Barracuda Backup.

Step 1. Obtain Feature and Activation Codes

1. Contact [Barracuda Networks Technical Support](#) to obtain a **Feature Code** to enable offline updates.
2. Go to the [Barracuda Networks Product Activation page](#), complete the form, and obtain an **Activation Code**.

Step 2. Activate and Update Device

If your device does not have Internet access, use the following steps to manually enter your **Activation Code** to activate the device, and then enable offline updates to apply the update packages downloaded in *Step 2. Download Updates*.

1. In a web browser, enter the IP address and default HTTP port of the device. For example, enter: <http://192.168.200.200:8000/>
2. Log in using **admin** for the username. For the password:

If your appliance serial number is higher than 1311431, then the default administrator password is the *numeric portion of the serial number*. If your serial number is 1311431 or lower, then the default administrator password is *admin*. For help finding the serial number of your appliance, see [Serial Number for Hardware and Virtual Appliances](#).

3. Activate your device:
 1. Go to the **BASIC > Dashboard** page.
 2. In the **Subscription Status** section, enter the **Activation Code**, and then click **Activate**.
4. Enable offline updates:
 1. Append the URL with &expert=1 to enable expert mode; the **ADVANCED > Offline Update** page displays.
 2. Enter the **Feature Code**, and then click **Activate**.
 3. When the **Enable Offline Updates** setting appears, select **Yes**.
 4. Click **Save Changes**.
5. Update your firmware:
 1. Go to the **ADVANCED > Firmware Update** page.
 2. In the **Firmware Upload** section, click **Browse** to navigate to and select the firmware package that you downloaded from your Barracuda Cloud Control account.
 3. Click **Upload**. After the firmware package is completely uploaded, click **Apply Now**.

Do not reboot or turn off the device while the firmware is updating. After the process completes, the device automatically reboots and you are redirected to the login page.
6. Update definitions:
 1. Go to the **ADVANCED > Energize Updates** page.
 2. In the **Definition Update Upload** section, click **Browse** to navigate to and select a definition package that you downloaded from your Barracuda Cloud Control account.
 3. After the definition package is completely uploaded, click **Apply Now**.
 4. Repeat steps 6b and 6c until you have updated all of the definitions on the page.
7. Go to the **BASIC > Administration** page, and change the administrator password in the **Password Change** section.

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