

How Energize Updates Subscriptions Work

<https://campus.barracuda.com/doc/45026558/>

Energize Updates provide protection against the latest Internet threats. Updates are sent out hourly or, if necessary, more frequently, to ensure your Barracuda Networks product has the latest and most comprehensive protection. Additionally, Energize Updates includes:

- Basic support – 24x7 email support and phone support between the hours of 9 a.m. and 5 p.m. Monday through Friday in the US (Pacific Time), Japan, China, Austria and the United Kingdom time zones.
- Firmware Maintenance – New firmware updates with feature enhancements and bug fixes.
- Security Updates – Patch or repair security vulnerabilities.
- Early Release Firmware – Optional participation in the Barracuda Early Release Firmware program.

Purchase Energize Updates Subscriptions

An Energize Updates Subscription is mandatory with the purchase of any Barracuda Networks appliance to provide complete protection from the latest internet threats. Subscriptions can be purchased for one, three, or five year terms for a specific hardware platform.

Hardware Refresh

Refresh your hardware at any time through the Barracuda Hardware Refresh Program. Any unused portion of your Energize Updates Subscription is automatically transferred to the new hardware platform.

Subscription Activation and Expiration

The Energize Update Service begins on the date the Barracuda Networks product is *activated* and *expires* based on the purchased service plan, e.g., exactly one year, three years or five years from the delivery date. **Important:** The BCC section (**ADVANCED > Cloud Control** page) will be disabled on the cloud side if the subscriptions expire.

Subscription Upgrade

You can upgrade from your purchased service plan. You have 60 days from the date of purchase,

either *initial* purchase or *renewal* purchase, to extend your subscription period.

An Energize Updates Subscription belongs to the original purchaser and cannot be transferred under any circumstances.

Subscription Renewal - Before Expiration

Before the subscription expires:

- **Purchase directly from Barracuda Networks** – Contact Barracuda Networks at (408) 342-5400 or 1 (888) Anti-Spam, Monday-Friday, 9 a.m. - 6 p.m. (PT) to renew. You must have your product serial number available.
- **Purchase from a Reseller** – Contact your Reseller, who will coordinate your renewal.

Subscription Renewal - Expired

Avoid allowing your subscription to lapse; doing so places your company's passwords, usernames, intellectual property and your employee's personal and banking information at risk. Without receiving real-time and hourly updates, your network and users are no longer protected from any future viruses, spyware, malware, and spam. Additionally, you will not have access to the Barracuda Networks support team.

How to Renew Your Subscription

If your subscription does lapse, you can still renew. However, it is important to note that the renewal starts from the *expiration* of the previous subscription term. For example, if you allow your subscription to lapse for four months and then renew the subscription for a one year term, you will have eight months on your subscription renewal. Once your subscription is renewed, all updates, patches, and firmware releases you missed during the lapsed time period are applied, ensuring you get what you paid for: a 12 month subscription of updates and firmware releases.

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