

## Reboot the Barracuda Phone System in Recovery Mode

<https://campus.barracuda.com/doc/47579759/>

If your Barracuda Phone System experiences a serious issue that impacts its core functionality, you can use diagnostic and recovery tools available at the reboot menu to return your system to an operational state.

Before using the diagnostic and recovery tools, try the following:

- Use the built-in troubleshooting tools on the **CONFIGURATION > Troubleshooting** page to help diagnose the problem.
- Perform a system restore from the last known good backup file.
- Contact Barracuda Networks Technical Support for additional troubleshooting tips.

As a last resort, you can reboot your Barracuda Phone System and run a memory test or perform a complete system recovery, as described below.

To perform a system recovery or hardware test:

1. Connect a monitor and PS/2 keyboard directly to your Barracuda Phone System.
2. Reboot the system by doing one of the following:
  - Click **System Restart** on the **CONFIGURATION > Troubleshooting** page.
  - Press the **Power** button on the front panel to turn off the system, and then press the **Power** button again to turn the system back on.
3. The Barracuda splash screen displays with the following three boot options:  
Barracuda  
Recovery  
Hardware\_Test
4. Use your keyboard to select the desired boot option, and press **Enter**.

### Important

You must select the boot option within **three seconds** of the splash screen appearing. If you do not select an option within three seconds, the Barracuda Phone System defaults to starting up in the normal mode (first option).

To stop a hardware test, press **Ctrl-Alt-Del** to reboot your Barracuda Phone System.

Reboot Options	Description
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Barracuda	Starts the Barracuda Phone System in the normal (default) mode. This option is automatically selected if no other option is specified within the first three (3) seconds of the splash screen appearing.
Recovery	Displays the Recovery Console where you can select from the following options: <ul style="list-style-type: none"><li>• <b>Perform file system repair</b> - Repairs the file system on the Barracuda Phone System.</li><li>• <b>Perform full system re-image</b> - Restores the factory settings on your Barracuda Phone System, and clears out all configuration information.</li><li>• <b>Enable remote administration</b> - Initiates a connection to Barracuda Central that allows Barracuda Networks Technical Support to access the system. Another method for enabling this troubleshooting connection is to click <b>Establish Connection to Barracuda Networks</b> on the <b>CONFIGURATION &gt; Troubleshooting</b> page.</li><li>• <b>Run diagnostic memory test</b> - Runs a diagnostic memory test from the operating system. If problems are reported when running this option, it is recommended that you next run the Hardware_Test option.</li></ul>
Hardware_Test	Performs a thorough memory test that shows most memory-related errors within a two-hour time period. The memory test is performed outside of the operating system and can take a long time to complete. Reboot your Barracuda Phone System to stop the hardware test by pressing <b>Ctrl-Alt-Del</b> .

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