

## Updating Your Firmware and Definitions Offline

<https://campus.barracuda.com/doc/77401125/>

This article refers to versions 12.0.0 and 14.x. If your Barracuda Web Security Gateway is connected to the Internet, see [Updating Your Firmware and Definitions](#) to manually update the firmware version of the system, configure Automatic Updates, or revert to a previous version. This article applies to making updates to a Barracuda Web Security Gateway that is not connected to the Internet.

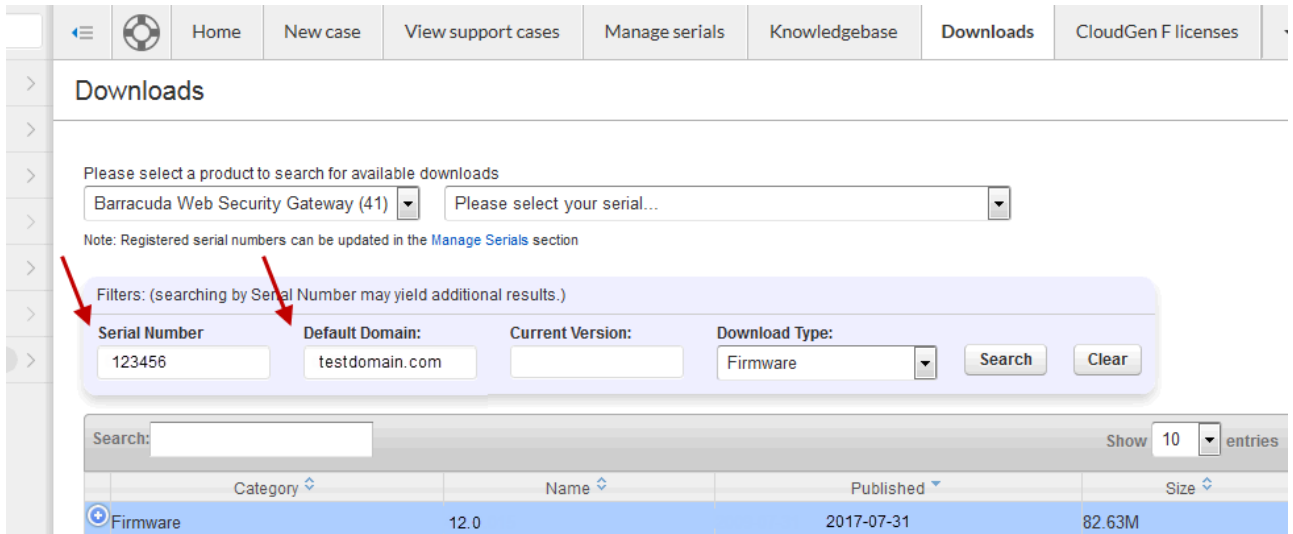
See also [When Your Energize Updates Subscription Expires](#).

Typically, it is not recommended that you revert the firmware back to an older version once a new version has been applied to your Barracuda Web Security Gateway. Contact [Barracuda Networks Support](#) to discuss specific situations prior to reverting to a previous firmware version.

## Update Your Barracuda Web Security Gateway Firmware

### Step 1. Download the latest firmware update from Barracuda Cloud Control.

1. If you already have a Barracuda Cloud Control account, log in at <https://login.barracudanetworks.com/>. If not, see [Create a Barracuda Cloud Control Account](#) to create a free account.
2. After you have logged into Barracuda Cloud Control, click on **Support** in the top menu.
3. On the **Support** page, click on **Downloads** in the top menu.
4. In the **Please select a product** drop-down, select **Barracuda Web Security Gateway** and then do the following:
  1. In the **Serial Number** field, enter the serial number of your Barracuda Web Security Gateway.
  2. In the **Default Domain** field, enter the Default Domain value from the **BASIC > IP Configuration** page of your Barracuda Web Security web interface.
  3. In the **Download Type** drop-down, select **Firmware**.
  4. Click **Search**.



Downloads

Please select a product to search for available downloads  
 Barracuda Web Security Gateway (41) Please select your serial...

Note: Registered serial numbers can be updated in the [Manage Serials](#) section

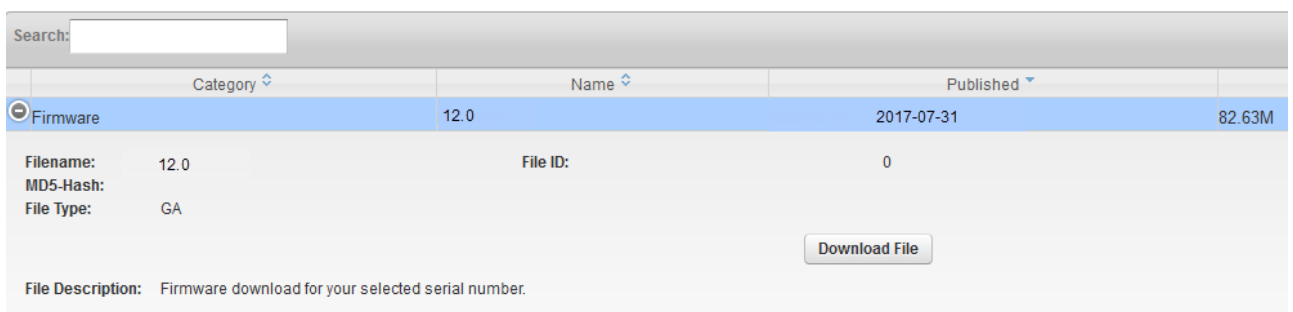
Filters: (searching by Serial Number may yield additional results.)

Serial Number: 123456 Default Domain: testdomain.com Current Version: Download Type: Firmware Search Clear

Search: Show 10 entries

Category	Name	Published	Size
Firmware	12.0	2017-07-31	82.63M

- Click the + to the left of the Firmware version you want to download to expand the version information. Click **Download File**.



Search:

Category	Name	Published	Size
Firmware	12.0	2017-07-31	82.63M

Filename: 12.0 File ID: 0  
 MD5-Hash: File Type: GA

Download File

File Description: Firmware download for your selected serial number.

- When prompted, save the file to a storage location you know your Barracuda Web Security Gateway can access.

## Step 2. Get the Feature Code to Prepare the Barracuda Web Security Gateway.

Contact [Barracuda Networks Support](#) or your Barracuda Networks sales representative or reseller and ask for a **Feature Code** for **Offline Updates**. This is a unique code.

## Step 3. Enable Offline Updates.

- Log into the Barracuda Web Security Gateway as  
**User:** *admin*  
**Password:** *admin* (or your unique password)
- Go to the **ADVANCED > Configuration** page in the web interface.
- In the **Feature Code** section, enter the code you received in Step 2, above, in the text box and click **Activate**. Make sure to enter the dashes with the **Feature Code** as described on the page. You'll see a message indicating that your offline update feature has been activated.

**Feature Code**

Feature Code:

*Include dashes when entering. Example: ZEU0Y-8Q3CN-FC2ZZ-U34MB*

4. In the **Offline Updates** section of the page, select **Yes** for **Enable Offline Updates** and click **Save**.

#### Step 4. Upload the Firmware Update file.

1. Go to the **ADVANCED > Firmware Update** page. The **Firmware Upload** section is revealed since you enabled offline updates. Near the **Firmware Update File** text box, click **Browse** and find the firmware file you downloaded in the steps above.
2. Click **Upload**. You'll see an Update in Progress message and, when the upload is complete, click **Apply**.
3. The system will reboot as part of the firmware update process.

#### Important

Applying a new firmware version results in a temporary loss of service. For this reason, you should apply new firmware versions during non-busy hours.

#### Update Your Barracuda Web Security Gateway Security Definitions

Follow the same procedures as in Step 1 above, but in step 4c., select the security definition update you want to install from the **Download Type** drop-down instead of selecting **Firmware**. After you have downloaded each type of definition file you want to install, continue with these steps on the Barracuda Web Security Gateway.

1. Go to the **ADVANCED > Energize Updates** page. The **Definition Update Upload** section is revealed since you enabled offline updates. Near the **Definition Update File** text box, click **Browse** and find the definitions file you downloaded in the steps above.
2. Click **Upload**. You'll see an Update in Progress message and, when the upload is complete, click **Apply**.
3. Do these steps for each type of security definition you want to install.

## Figures

1. SearchFWSerialNo.png
2. SelectedFirmware.png
3. Feature Code field.png

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