

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.

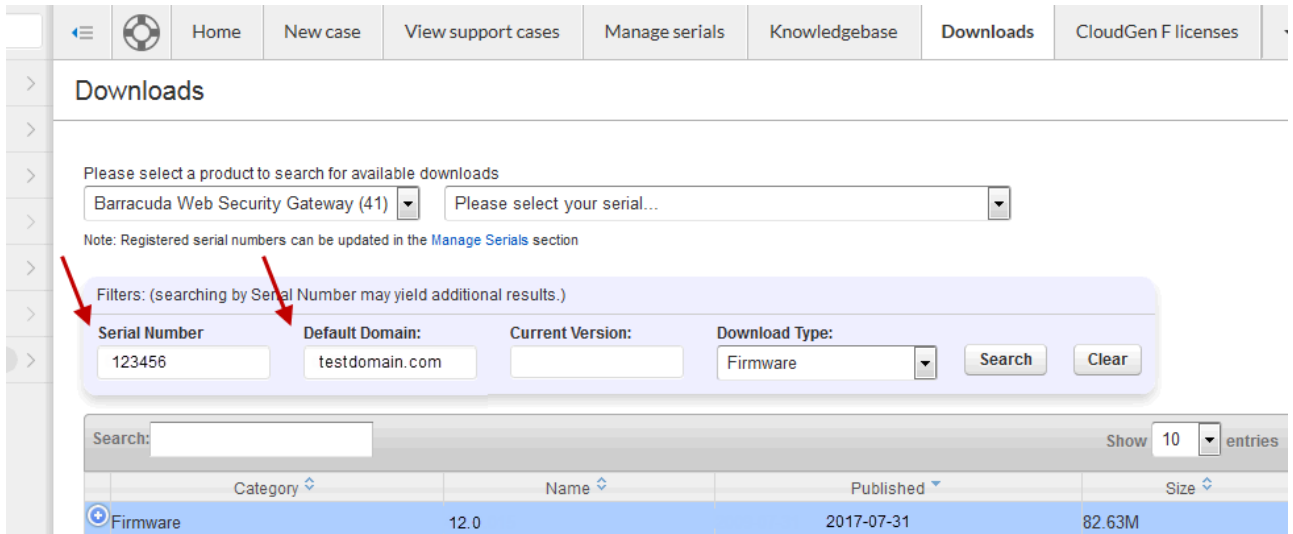
See also [When Your Energize Updates Subscription Expires](#).

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 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

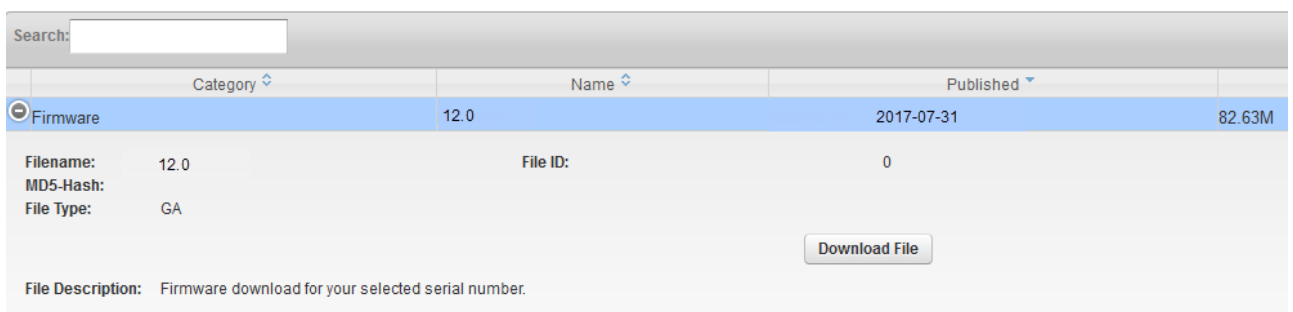
Filters: (searching by Serial Number may yield additional results.)

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 Support](#) or your Barracuda 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

© Barracuda Networks Inc., 2019 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.