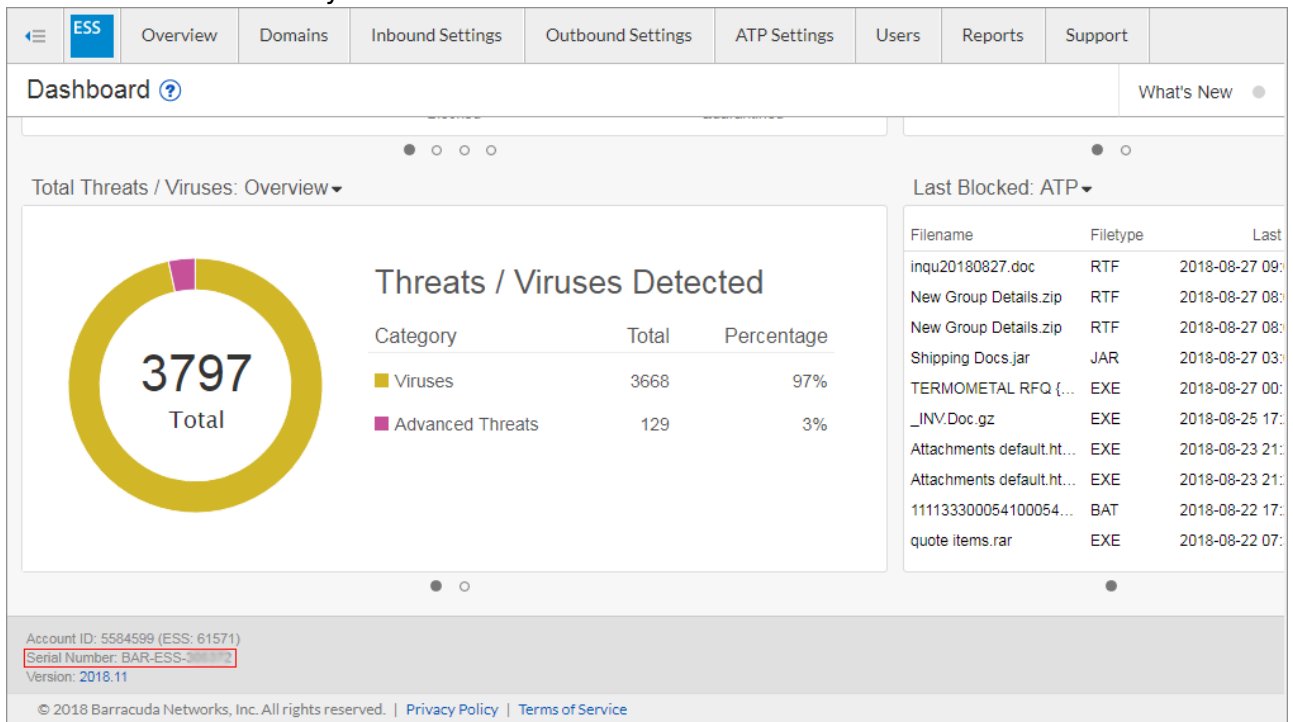


Contacting Barracuda Networks

<https://campus.barracuda.com/doc/78807695/>

Use the following tips if you are having difficulty finding your account information when contacting Barracuda Networks for support, trial extension, or another issue with Barracuda Email Security Service:

1. If you have purchased Barracuda Essentials, use the serial number while communicating with Barracuda. The serial number is located at the bottom of the **Overview > Dashboard** page in Barracuda Email Security Service:



Category	Total	Percentage
Viruses	3668	97%
Advanced Threats	129	3%

Filename	Filetype	Last
inqu20180827.doc	RTF	2018-08-27 09:
New Group Details.zip	RTF	2018-08-27 08:
New Group Details.zip	RTF	2018-08-27 08:
Shipping Docs.jar	JAR	2018-08-27 03:
TERMOMETAL RFQ {...	EXE	2018-08-27 00:
_INV.Doc.gz	EXE	2018-08-25 17:
Attachments default.ht...	EXE	2018-08-23 21:
Attachments default.ht...	EXE	2018-08-23 21:
111133300054100054...	BAT	2018-08-22 17:
quote items.rar	EXE	2018-08-22 07:

Account ID: 5584599 (ESS: 61571)
Serial Number: BAR-ESS-3000172
Version: 2018.11

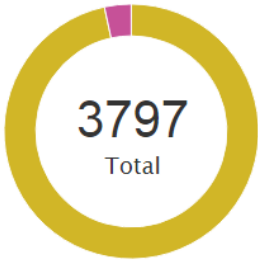
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2. If you have not purchased Barracuda Essentials or Barracuda Email Security Service and it is on a trial, include the Barracuda Email Security Service account ID located at the bottom of the **Overview > Dashboard** page:

←
ESS
Overview
Domains
Inbound Settings
Outbound Settings
ATP Settings
Users
Reports
Support

Dashboard ?
What's New ●

Total Threats / Viruses: Overview ▾



3797

Total

Threats / Viruses Detected

Category	Total	Percentage
■ Viruses	3668	97%
■ Advanced Threats	129	3%

Last Blocked: ATP ▾

Filename	Filetype	Last
inqu20180827.doc	RTF	2018-08-27 09:
New Group Details.zip	RTF	2018-08-27 08:
New Group Details.zip	RTF	2018-08-27 08:
Shipping Docs.jar	JAR	2018-08-27 03:
TERMOMETAL RFQ {...	EXE	2018-08-27 00:
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Attachments default.ht...	EXE	2018-08-23 21:
111133300054100054...	BAT	2018-08-22 17:
quote items.rar	EXE	2018-08-22 07:

Account ID: 5584599 (ESS: 61571)

Serial Number: BAR-ESS-3000072

Version: 2018.11

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Figures

1. FindSerialNumber.png
2. FindAccountID.png

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