

## Secure Connector Troubleshooting

<https://campus.barracuda.com/doc/91128344/>

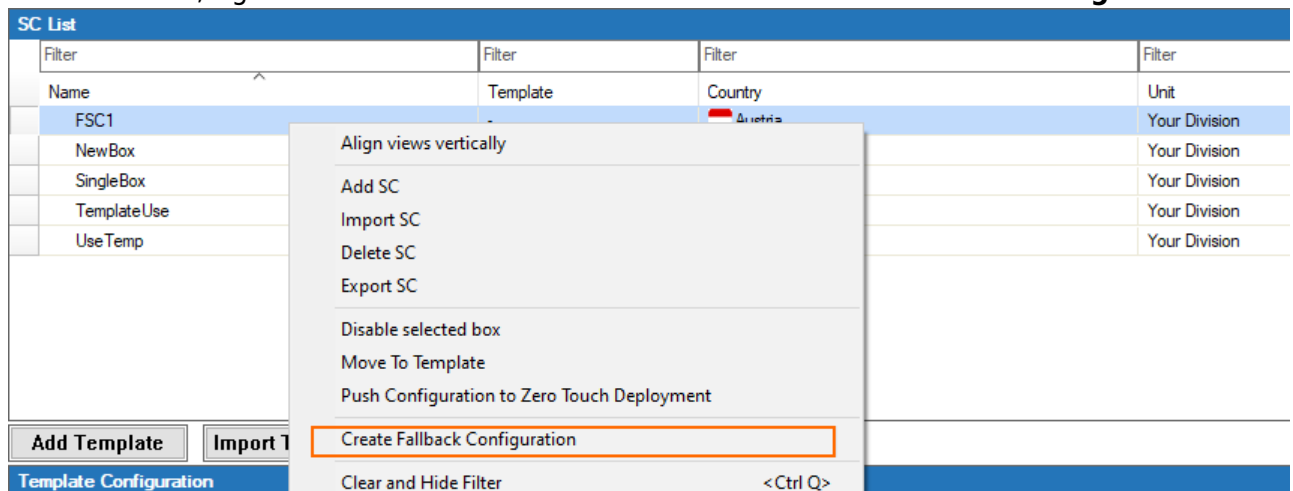
If required, you can reset the configuration on your Secure Connector to a fallback configuration.

### Set a Fallback Configuration

To safeguard against misconfigurations, a fallback configuration can be set by the admin for each Secure Connector. This fallback configuration replaces the active configuration when the hardware reset button on the Secure Connector is pressed. If the fallback configuration is invalid, the Secure Connector is reset to the factory default settings.

To set a fallback configuration:

1. Go to **your SC cluster > Cluster Settings > Secure Connector Editor**.
2. In the **SC-List**, right-click the Secure Connector and click **Create Fallback Configuration**.



This configuration is now used when the hardware reset button on the Secure Connector is pressed. For more information, see **Reset a Secure Connector**.

### Reset a Secure Connector

You can reset the configuration on your Secure Connector to the fallback configuration via either the hardware reset button or the Secure Connector web interface. The fallback configuration is set in the Control Center. If no fallback configuration is set, or if the configuration is determined to be invalid, the factory default configuration is used. The configuration is activated immediately.

## Before You Begin

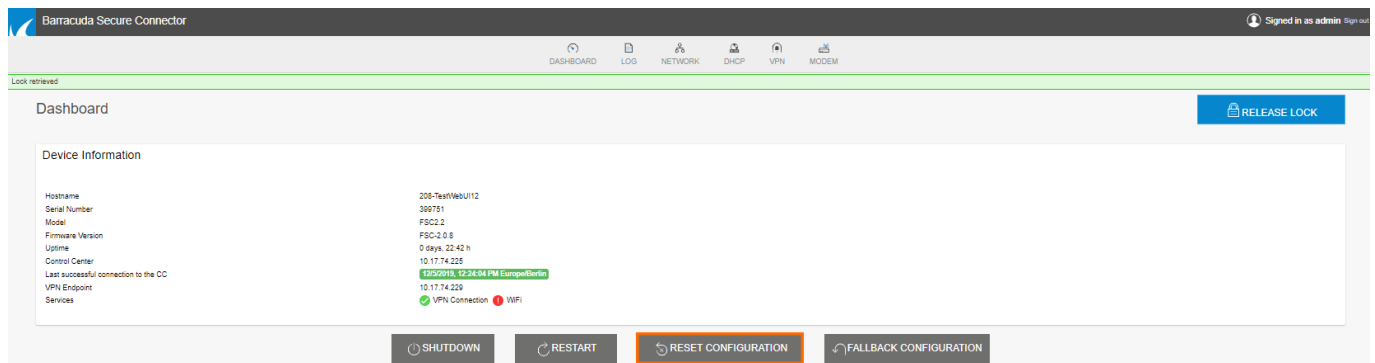
Set a fallback configuration for the Secure Connector.

## Reset the Configuration via Hardware Button

1. Power on your Secure Connector and wait for Secure Connector to boot.
2. Press the **RST** button for 10 seconds.
3. The configuration is now reset and activated.

## Reset via Web Interface

1. Log into the web interface. The **Dashboard** tab opens.
2. Click **Retrieve Lock**.
3. In the **Device Information** section, click **Reset Configuration**.



The screenshot shows the Barracuda Secure Connector web interface. The top navigation bar includes 'Dashboard', 'Log', 'Network', 'DHCP', 'VPN', and 'Modem'. The main content area is titled 'Dashboard' and contains a 'Device Information' section. The 'Device Information' section displays the following details:

Hostname	208-TestNbnU112
Serial Number	388781
Model	FSC2.2
Firmware Version	FSC2.0.8
Uptime	0 days 22:42 h
Control Center	10.17.74.229
Last successful connection to the CC	10/25/2018, 12:24:54 PM Europe/Berlin
VPN Endpoint	10.17.74.229
Services	VPN Connection <span style="color: green;">●</span> WFI <span style="color: red;">●</span>

At the bottom of the interface, there are four buttons: 'SHUTDOWN', 'RESTART', 'RESET CONFIGURATION' (highlighted with an orange border), and 'FALLBACK CONFIGURATION'. A 'RELEASE LOCK' button is also visible in the top right corner of the dashboard area.

## Figures

1. sc\_fallback01.png
2. sc\_config\_reset01.png

© Barracuda Networks Inc., 2020 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.