

How to Recover a CloudGen WAN Hardware Appliance with a USB Flash Drive

<https://campus.barracuda.com/doc/93195075/>

To recover the Barracuda CloudGen WAN, format a USB flash drive and import the CloudGen WAN ISO image to the drive.

Before You Begin

Before installing the Barracuda CloudGen WAN, you must have the following:

- Empty USB flash drive of at least 2 GB, and no larger than 32 GB.
- Download Barracuda Firewall Install application from the [Barracuda Download Portal](#).
- Download the CloudGen WAN ISO image from the [Barracuda Download Portal](#).
- You must install the [Visual C++ Redistributable for Visual Studio 2012](#) on your computer to use Barracuda Firewall Install.

Barracuda Firewall Install must have the same major version as the target firmware that should be installed on the USB flash drive.

Step 1. Prepare the USB Flash Drive for Installation

1. Insert the USB flash drive into an available USB port on your client.
2. Launch Barracuda Firewall Install with administrative privileges.
3. Select **Auto Installation USB Flash Drive**.
4. Click **Next**.
5. From the **Write to USB flash drive** list, select **Yes**.
6. From the **Save to** list, select your USB flash drive.
7. Click **Next**.
8. Select the **Format USB flash drive** check box.
9. To import an ISO image, click **Import** and select **copy ISO Image** from your disk.
10. Select the ISO image on your disk and click **OK**.
11. Click **Next**.
12. In the **Installation Mode Settings** section, click **Import** and import the Barracuda ISO image.
13. Click **Next**. The installation details window opens.
14. Click **Finish**. The files are written to the USB flash drive.
15. When the **USB Drive Formatted Successfully** window opens, click **OK**. The USB flash drive is

now prepared for installation.

Step 2. Install the Barracuda CloudGen WAN

Start the installation by inserting the USB drive and rebooting the CloudGen WAN.

1. Safely remove the USB flash drive from your client.
2. Plug the USB flash drive into your Barracuda Networks appliance and then power the unit on.
3. An acoustic signal indicates the successful installation.

After starting the appliance with the USB flash drive, you will hear a loud acoustic signal.
Note that it can take up to 20 minutes before this signal rings.
4. Remove the USB flash drive from the appliance and reboot the unit.

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