
Software Update and Platform Migration

<https://campus.barracuda.com/doc/93195436/>

The software update and platform migration provides a dedicated resource to plan and execute tasks for a firmware update or platform migration. The goal is to minimize the risk of failure, avoid any unnecessary downtime, and show the customer how to take care of future updates. Barracuda Networks provides a Professional Service Engineer for up to 8 hours to complete the given tasks.

No preparation required for this service.

Contents of Software Update and Platform Migration

- Planning
- Update or migration
- Testing

Stage One: Implementation Review and Project Planning

A Barracuda Professional Services Engineer guides you through the following:

- A remote project kick-off meeting to explain the project requirements
- A detailed review of the update / migration
- A schedule for the installation

Stage Two: Update or Migration

The certified engineer will update / migrate the solution according to best practices and the requirements identified in the planning phase.

This includes the following:

- Updating or migrating the appliances (physical / virtual)
- Installing the latest generally-available code release
- Getting the solution working as expected

In addition, the Barracuda Professional Services Engineer works with you to remedy any technical anomalies.

Stage Three: Testing

The Barracuda Professional Services Engineer works on the final stage to fulfill the expectations of your business.

- Execute relevant test cases to confirm the configuration is working as expected
- Remedy any technical anomalies

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