
Contacting Partner Support

<https://campus.barracuda.com/doc/93198489/>

This section includes the following topics:

- How and when to contact partner support
- Common things you can check
- Preparing for support

How and When to Contact Partner Support

Our current Partner Support hours are Monday – Friday 8 am – 9 pm EST.

Contact Partner Support as follows:

- Phone at 1-800-569-0155 option 1.
- Live chat from the website or management portal.
- Emailing support@barracudamsp.com.

During the weekends and holidays, coverage during our normal business hours is provided via email only. Before contacting our Partner Support Team, attempt level-one troubleshooting of the issue.

Common Things You Can Check

Here are some common things you can check.

Access the logs through the management portal or on the local software.

When a failed Backup notice is received, try to reproduce the issue or manually run a backup.

Check the network and environmental variables that could cause a backup to fail.

Check Event Viewer for corresponding errors

- VSS writers
- Permissions
- Connection/Firewall/Anti-Virus

Preparing for Support

When you contact our Partner Support Team, be ready to provide the following:

- The user name of the client with the issue and the computer.
- Any warnings, exceptions, or error messages.
- If an existing case, Barracuda can access that open case to find all relevant information.
- Depending on the backup solution, a remote connection to the machine may be necessary.

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