

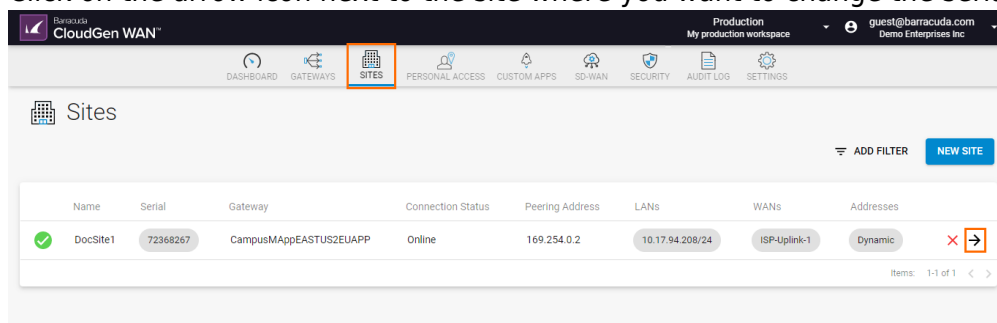
How to Change the Serial Number

<https://campus.barracuda.com/doc/95257831/>

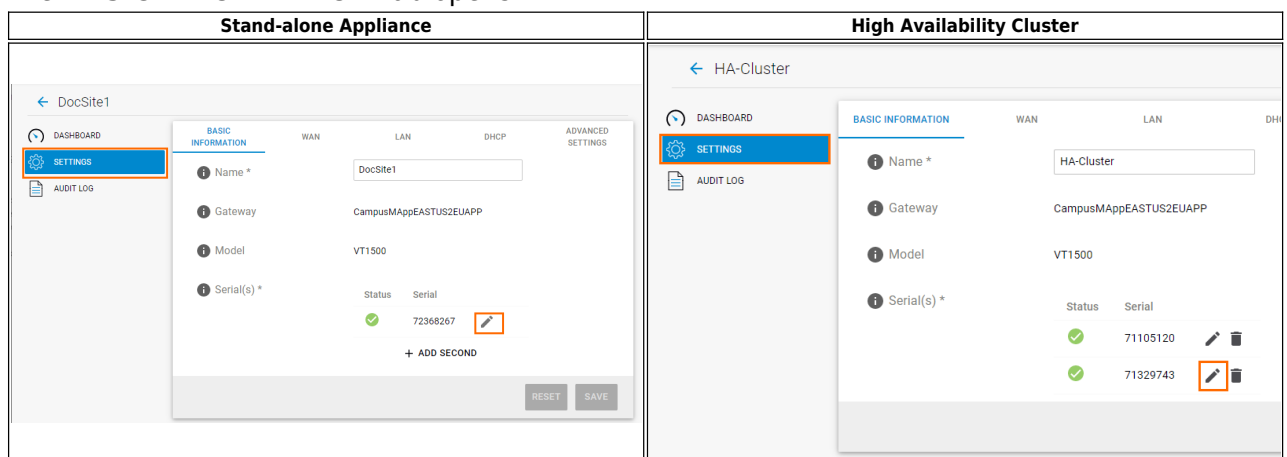
You can change the serial number of an existing [Site Configuration](#) of appliances configured as stand-alones or as a [High Availability](#) cluster. Changing the serial number is necessary in case of a return merchandise authorization (RMA) when an appliance has been replaced.

Change Serial Number

1. Go to <https://cloudgenwan.barracudanetworks.com/> and log in with your existing Barracuda Cloud Control account.
2. At the top, select the workspace containing your site.
3. Click **SITES**.
4. Click on the arrow icon next to the site where you want to change the serial number.



5. The site menu opens.
6. Click **SETTINGS**.
7. The **BASIC INFORMATION** tab opens.



8. Click on the pencil icon next to the serial number you want to edit.
9. The **Swap Serial** window opens.
 1. From the list of appliances linked to your account, select the serial of the appliance you want to use instead of the current appliance. Note: If your appliance is not listed, see Step b.

Swap Serial

×

Select the serial for the replacement appliance you want to attach to this site from below. Appliances can only be replaced with another appliance of the same model.

🔍

 Search Serials

| | SERIAL | MODEL | LOCATION | ORDER ID | ORDER DATE |
|-------------------------------------|----------|--------|--|------------|------------|
| <input checked="" type="checkbox"/> | 73192083 | VT1500 | Seefeld in Tirol, Tyrol, 6100, Austria | 1490127839 | 2020-05-20 |
| <input type="checkbox"/> | 75703756 | VT1500 | Innsbruck, Tyrol, 6020, Austria | 1490127839 | 2021-03-19 |
| <input type="checkbox"/> | 77557892 | VT1500 | Innsbruck, Tyrol, 6020, Austria | 1490127839 | 2020-06-10 |
| <input type="checkbox"/> | 79127279 | VT1500 | Maurach, Tyrol, 6212, Austria | 1490127839 | 2020-12-18 |
| <input type="checkbox"/> | 92575454 | VT1500 | Innsbruck, Tyrol, 6020, Austria | 1490127839 | 2020-03-18 |

CANCEL

OK

- If your appliance is not listed, you can add it by using the serial number and the linking code found both on the back of the Quick Start Guide delivered with your appliance and in your Barracuda Networks confirmation email. Note: After ordering, it might take up to 3 hours before your device is listed.
 - Click **Add missing site appliance by serial and linking code/license token**. Then, specify values for the following:
 - **Serial** – Enter the serial number of your appliance.
 - **Code/Token** – Enter the linking code (for your hardware appliance), or the token of your VTx appliance.

Swap Serial

☐

79127279

VT1500

Maurach,
Tyrol, 6212,
Austria

1490127839

2020-12-18

☐

92575454

VT1500

Innsbruck,
Tyrol, 6020,
Austria

1490127839

2020-03-18

☐

96183820

VT1500

Innsbruck,
Tyrol, 6020,
Austria

1490127839

2020-03-17

☐

99778215

VT1500

1490127839

2020-05-13

1

1 - 7 of 7 items

^ Add missing site appliance by serial and linking code/license token

These are found on your Barracuda Networks confirmation email

Serial *

<Serial>

Code/Token *

<Code/Token>

ADD

Changes will only take effect once saved.

Once saved, you can disconnect the old appliance. Then connect the new appliance, initially connecting port **P4** of the appliance into a DHCP enabled internet connection to allow for the automatic configuration of your appliance. If you wish to use another port this can be configured directly on the appliance.

CANCEL

OK

- Click **ADD**.

3. Click **OK**.

10. The **BASIC INFORMATION** window opens.

DASHBOARD

SETTINGS

AUDIT LOG

BASIC INFORMATION

WAN

LAN

DHCP

ADVANCED SETTINGS

Name *

DocSite1

Gateway

CampusMAppEASTUS2EUAPP

Model

VT1500

Serial(s) *

Status

Serial

?

96183820

+ ADD SECOND

RESET

SAVE

11. Click **SAVE**.

12. Once saved, you can disconnect the old appliance. Then, connect the new appliance by initially connecting port **P4** of the appliance into a DHCP-enabled Internet connection to allow for the

automatic configuration of your appliance.

To re-use an appliance (for example, the one with the serial number you just removed), you must first perform a factory reset. For more information, see [How to Recover a CloudGen WAN Hardware Appliance with a USB Flash Drive](#).

Figures

1. sites.png
2. change_serial_single.png
3. ha_Serial.png
4. swap_Serial.png
5. add_w_token.png
6. save2a.png

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