How to Recover a CloudGen Firewall or Control Center Appliance with a USB Flash Drive

https://campus.barracuda.com/doc/96026676/

To recover the Barracuda CloudGen Firewall, format a USB flash drive and import the CloudGen Firewall ISO image to the drive. You can also include PAR/PCA files and hotfixes. If you are including a PCA file, verify that the password for the PCA file is set to the serial number of your hardware appliance.

If you include hotfixes, they are installed in alphabetical order after the firmware in the post-install section. A reboot is required after hotfix installation.

Video: Resetting to Factory Defaults

In this video, you can see how to reset your hardware appliance to factory defaults.

0% of GWAY-7.0.0-672.iso downloaded from d.barracudanetworks.com
3 min 25 sec remaining

Pause   Cancel   ✕

Videolink:

https://campus.barracuda.com/

Before You Begin

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

- Create a PAR or PCA file from your current configuration.
- Empty USB flash drive of at least 2 GB, and no larger than 32 GB.
- Barracuda Firewall Install application.
- CloudGen Firewall ISO image.
- You must install the Visual C++ Redistributable for Visual Studio 2012 on your computer to use Barracuda F-Series Install.

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

You can download the Barracuda Firewall Install and ISO image from the Barracuda Networks download portal.

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. To include **PAR Files**, click **Modify**. **Import** one or more PAR or PCA files.

    > If more than one PAR file is added to the USB stick, you are prompted to select the PAR file during installation.

    > You can only use PCA files that were encrypted using the serial number of the appliance as the password. Decrypt the PCA file if a manual password was used or the serial number does not match the password of the PCA file. For more information, see phionar and conftool.

12. To include **Patches** or hotfixes, click **Modify**. **Import** the patch or hotfix archives.

    > Patches or hotfixes are installed in alphabetical order. Rename the archives as necessary to satisfy dependencies.

13. Click **Next**.
14. In the **Installation Mode Settings** section, click **Import** and import the Barracuda ISO image.
15. Click **Next**. The installation details window opens.
16. Click **Finis**h. The files are written to the USB flash drive.
17. When the **USB Drive Formatted Successfully** window opens, click **OK**. The USB flash drive is now prepared for installation.

Step 2. (Optional) Manually Add Hotfixes or Patches

To manually add hotfixes or patches to an existing recovery USB stick:

1. On the formatted USB flash drive, create the following directory:
   `/appliance/hotfixes`
2. In the `hotfixes` directory, add the hotfixes. It is recommended that you rename the hotfixes with prefixes, such as *01_* and *02_*.

Step 3. Install the Barracuda CloudGen Firewall or Control Center

Start the installation by inserting the USB drive and rebooting the CloudGen Firewall or Control Center.

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.
4. Remove the USB flash drive from the appliance and reboot the unit.
5. Launch Barracuda Firewall Admin and log into the Barracuda CloudGen Firewall.

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