

## Secure Connector Troubleshooting

<https://campus.barracuda.com/doc/98210777/>

If required, you can reset the configuration on your Secure Connector to a fallback configuration.

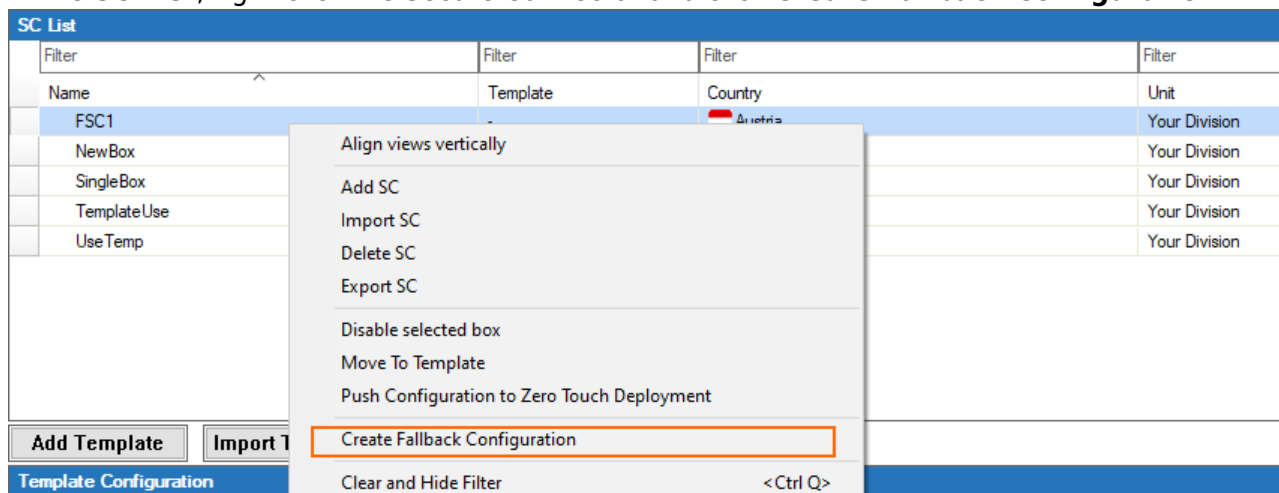
### Set a Fallback Configuration

To safeguard against misconfigurations, a fallback configuration can be set by the admin for each Secure Connector. This fallback configuration replaces the active configuration when the hardware reset button on the Secure Connector is pressed. If the fallback configuration is invalid, the Secure Connector is reset to the factory default settings.

On FSC firmware version 2.0.9 and higher, the fallback configuration is done automatically.

Go to **your SC cluster > Cluster Settings > Secure Connector Editor**. To set a fallback configuration:

1. In the **SC-List**, right-click the Secure Connector and click **Create Fallback Configuration**.



This configuration is now used when the hardware reset button on the Secure Connector is pressed. For more information, see "Reset a Secure Connector" below.

### Reset a Secure Connector

You can reset the configuration on your Secure Connector to the fallback configuration via either the

hardware reset button or the Secure Connector web interface. The fallback configuration is set in the Control Center. If no fallback configuration is set, or if the configuration is determined to be invalid, the factory default configuration is used. The configuration is activated immediately.

### Before You Begin

(FSC firmware version below 2.0.9 only) Set a fallback configuration for the Secure Connector.

### Reset the Configuration via Hardware Button

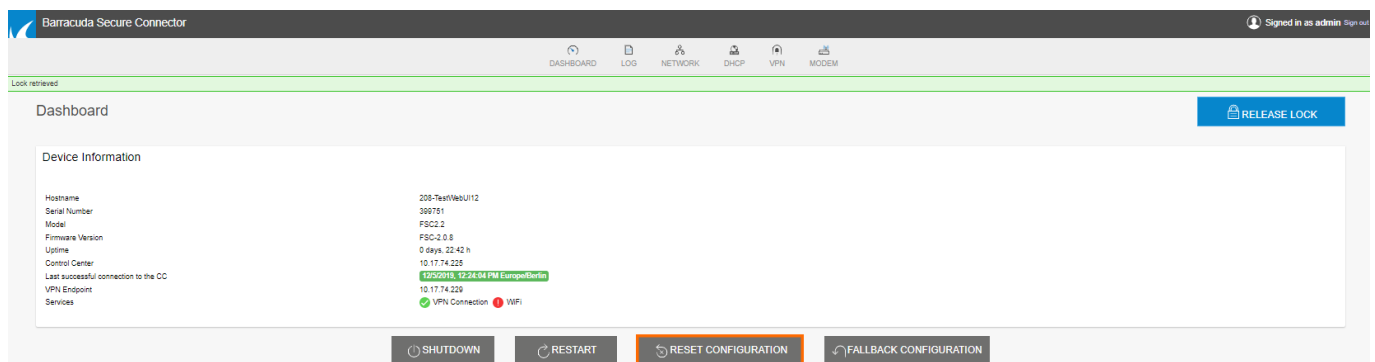
1. Power on your Secure Connector and wait for Secure Connector to boot.
2. Press the **RST** button for 5 seconds.

If the reset button is pressed for 5 seconds, the fallback configuration is loaded (blinking LED - red). Pressing the reset button for 10 seconds loads the default configuration (blinking LED - red and green).

3. The configuration is now reset and activated.

### Reset via Web Interface

1. Log into the web interface. The **Dashboard** tab opens.
2. Click **Retrieve Lock**.
3. In the **Device Information** section, click **Reset Configuration**.



## Figures

1. sc\_fallback01.png
2. sc\_config\_reset01.png

© Barracuda Networks Inc., 2024 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.