

Barracuda Firewall Care – RMA Request

For a quick settlement of the Firewall Care process, we are forced to get a detailed and technically correct RMA description during the application procedure. To enable this

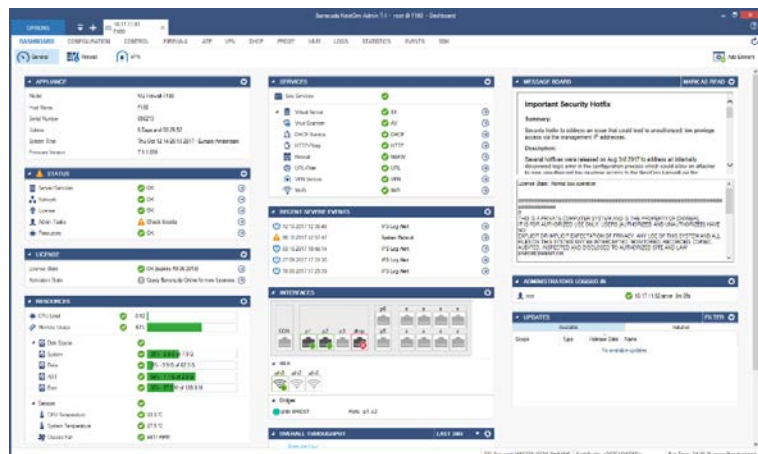
STEP 1 - Get basic information:

- Hardware Model (e.g. F600a.F20)
- Serial Number
- Firmware Release (last update and hotfixes)
- Active Licenses

If possible: The best way to get all this information is to make a screen-shot of the Dashboard with the following Elements shown:

- Appliance
- Status
- License
- Resources
- Services
- Recent Severe Events
- Interfaces

Please attach the Screenshot to the support case ticket.



STEP 2 – RMA Must Haves:

- Barracuda Family (e.g. Barracuda NextGen Firewall)
- Barracuda Model (e.g. Barracuda NextGen Firewall F180)
- Unit Serial Number (e.g. 123456)
- Firmware Version (e.g. 7.0.1)
- Description: Please describe the problem as detailed as possible.
- Categorize the issue by **RMA reason**. Please see list below.
- **Comment all steps you tried to fix the issue, before you deciding that it is a hardware failure and there is no option left as to replace the unit.**
- **If you get an error message, please provide screen shot or picture or write it down.**

RMA REASONS

RMA Reason	Notes
BIOS Errors	<ul style="list-style-type: none"> • Box doesn't boot at all or doesn't boot from USB. • Check recovery stick. Use correct NGInstall version. Format USB drive. • Serial output? Please provide screen shot if possible. • Try plug-off/on power several times.
Bad Motherboard	<ul style="list-style-type: none"> • Power LED working? • Status LED steady or blinking and/or continuous Beep? • Box in ART mode? • Try to reboot and plug-off/on power several times. • Try new installation via recovery USB stick. Use latest FW release: http://dlportal.barracudanetworks.com • Serial output? Please send screen shot if possible. Only use it if there is no other option. Make sure you described it well.
CPU Fan	<ul style="list-style-type: none"> • Show screenshot of Dashboard/Resources view. • Check model revision in Box Properties. (e.g. F400 7ports vs. F400 8/12 ports) • Check Sensor Output and Advanced Configuration>Bootloader if ACPI on (Disable ACPI = NO) • Don't Use Linux "Sensors" tool as this information is misleading. Sensors is not a supported tool. Use only NGAdmin.
System Fan	<ul style="list-style-type: none"> • Show screenshot of Dashboard/Resources view. • Check model revision in Box Properties. (e.g. F400 7ports vs. F400 8/12 ports) • Check Sensor Output and Advanced Configuration>Bootloader if ACPI on (Disable ACPI = NO) • Don't Use Linux "Sensors" tool as this information is misleading. Sensors is not a support tool. Use only NGAdmin.
Hardware Failure	<ul style="list-style-type: none"> • Check model revision in Box Properties. (e.g. F400 7ports vs. F400 8/12 ports) • Only use it if there is no other option. Make sure you described it well. • Try to reboot and plug-off/on power several times. • Try new installation via recovery USB stick. Use latest FW release: http://dlportal.barracudanetworks.com • Serial output? Please send screen shot if possible.
HDD/SSD	<ul style="list-style-type: none"> • Show screenshot of Dashboard/Resources view. • Installation failed? Cannot find disk? • Serial output? Please provide picture of status LED and/or screen shot. • Bad performance? • Check Media-Wear-Out-Indicator "0" and Percentage Used Endurance Indicator „255“ in combination with high CPU load or bad performance. • Please see: https://campus.barracuda.com/product/nextgenfirewallf/doc/70585837/interpreting-ssd-wearout-indicators-for-nextgen-firewall-hardware-models/?sl=AV99S4Jkl66nY8StaKBa&so=1
LCD Display	<ul style="list-style-type: none"> • Wrong information or not working? • Please provide picture.
LED	<ul style="list-style-type: none"> • Which LED is not working? • Please provide picture.
Memory	<ul style="list-style-type: none"> • Show screenshot of Dashboard/Resources view. • Please provide more details

	<ul style="list-style-type: none"> • Needs remote access. • HW-tool.
Network Interface Card Port Copper Port 1G SFP Port 10G SFP	<ul style="list-style-type: none"> • Which interface? Show screenshot of Dashboard/Interfaces view. • Check cabling, • Check if port LED working. Please provide picture. • Try spare Ethernet cable. • Does the Interface come up? • Check model revision in Box Properties. (e.g. F400 7ports vs. F400 8/12 ports)
Power Supply Unit	<ul style="list-style-type: none"> • Desktop or Rack Appliance w/o Redundant Power Supply? • Check cabling. • Check power plug-in. • Try other cabling or spare PSU brick (external).
Rack Mount	<ul style="list-style-type: none"> • Broken, does not fit or was not included in packaging?
Sensors module issues	<ul style="list-style-type: none"> • Which sensor? Show screenshot of Dashboard/Resources view. • Check if correct Model revision in Box Properties. (e.g. F400 7ports vs. F400 8/12 ports) • Check Sensor Output and Advanced Configuration>Bootloader if ACPI on (Disable ACPI = NO) • Don't Use Linux "Sensors" tool as this information is misleading, Sensors is not supported tool. Use only NGAdmin.
WiFi Access Point	<ul style="list-style-type: none"> • Show screenshot of Dashboard/Interfaces view. • Please check licenses (e.g. F18 vs. F80) • Bad signal/coverage? • Check if antennas are mounted well? • Check configuration details. • Try different Channels and Transmission Power.
F82.DSL failure	<ul style="list-style-type: none"> • F82.DSLA / DSLB appliance with built-in DSL modem. • DSLA = Annex A – all countries except (Germany and Andorra) • DSLB = Annex B – Germany and Andorra only • Please provide information about provider and specific dial-in parameters • DSL or SFP port not working? • Standard or Advanced Mode? • LEDs working? • Correct cabling (DSL A – RJ11, DSL B – RJ45) • Check modem card firmware – Use modem Web-UI for in deep troubleshooting • Check if NG-Admin writing correct parameter on modem.
Continuous Reboot	<ul style="list-style-type: none"> • Check Power LED? • Status LED steady or blinking and/or continuous Beep? • Make sure box is not in ART mode? • Try to reboot and plug-off/on power several times. • Try new installation via recovery USB stick. Use latest FW release: http://dlportal.barracudanetworks.com • Serial output? Please send screen shot if possible.
Unable to boot	<ul style="list-style-type: none"> • Check Power LED? • Status LED steady or blinking and/or continuous Beep? • Make sure box is not in ART mode? • Try to reboot and plug-off/on power several times. • Try new installation via recovery USB stick. Use latest FW release: http://dlportal.barracudanetworks.com

	• Serial output? Please send screen shot if possible.
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