

Energize Updates

Barracuda's award-winning technical support is available 24x7 worldwide. Your time is valuable, which is why we will always connect you with a live person.

Barracuda Energize Updates is a subscription service for your physical appliance that provides your Barracuda Networks hardware solution with ongoing protection from the latest online threats. The team at Barracuda Central continuously monitors the internet for new trends in network security threats and develops strategies to mitigate those threats



Energize Updates deliver the latest definitions most appropriate to your product -- spam, virus, content categories, spyware filter, intrusion prevention, IM protocols, policies, security updates, attacks and document formats. These updates are sent out hourly or more frequently if needed, to ensure that you always have the latest and most comprehensive protection.

A subscription to Barracuda Energize Updates must be purchased with any Barracuda Networks appliance to provide complete protection from the latest internet threats. Subscriptions can be purchased for one, three or five year terms.

When Energize Updates are applied to a physical appliance, the hardware can be easily refreshed at any time through the "Barracuda Hardware Refresh Program." Any unused portion of Energize Updates subscription will automatically be transferred to the new hardware platform.

Frequently Asked Questions

When does the Energize Updates subscription expire?

Energize Updates begin on the date the Barracuda Networks product is activated and expires exactly one year, three years or five years from the delivery date, depending on the specific service plan purchased.

What services are included in Energize Updates?

Energize Updates includes technical support, firmware maintenance, security updates, and optional participation in the Barracuda early release firmware program. Technical support includes 24x7 email and phone support in the US (Pacific Time), Japan, China, Austria and the United Kingdom time zones. Firmware maintenance provides new firmware updates with feature enhancements and bug fixes. Security updates patch or repair any security vulnerabilities.

Can I upgrade to a three or five year subscription period if I originally purchased only one year?

Yes, you have 60 days from your date of purchase (initial purchase or renewal purchase) to extend your subscription period.

May I transfer Energize Updates subscriptions?

Energize Updates Subscriptions belong to the original purchaser and may NOT be transferred under any circumstances.

How do I renew my Energize Updates Subscription?

If you purchased your product directly from Barracuda Networks:

Before the Energize Updates subscription expires, please contact Barracuda Networks at (408) 342-5400 or 1 (888) Anti-Spam, Monday-Friday, 9 a.m. - 6 p.m. (PT) to renew. Please have your product serial number available.

If you purchased your product from a reseller:

Before the Energize Updates subscription expires, you should contact your reseller. The reseller will coordinate your renewal.

What happens if I let my Energize Updates expire?

Letting your Energize Updates expire immediately puts your company's passwords, usernames, intellectual property, and your employee's personal and banking information at risk. Without receiving real-time and hourly updates your network and users will no longer be protected from any future viruses, spyware, malware and spam that get released in the wild. Furthermore, you will no longer have access to our industry leading technical support team. Finally, software updates and subscription information provided by Barracuda Energize Updates or other services may be necessary for the continued operation of the software.

Can I renew after the expiration date of my Energize Updates?

Yes, you can renew at any time after the expiration date of your Energize Updates. Please note all subscriptions will start from the expiration of the previous subscription term.

I renewed four months late for a one-year term but only got eight months left of my subscription. Why?

All renewal subscriptions start from the expiration date of the previous subscription term. For example, if you renew four months late, your subscription will only have eight months left. Once the subscription is renewed, you will be sent all updates, patches and firmware releases you missed during your four-month lapse. This ensures you still get what you paid for, a 12-month subscription of updates and firmware releases.

By enforcing a policy of "continuous subscriptions" we can confidently stand behind the quality and performance of our products knowing they have received every security patch and firmware update released.

Benefits of Energize Updates

- ✓ **Enhanced Support**, which includes email and phone support 24x7 in the US (Pacific Time), Japan, China, Austria and the United Kingdom time zones.
- ✓ **Firmware Maintenance** which includes new firmware updates with feature enhancements and bug fixes.
- ✓ **Security Updates** to patch or repair any security vulnerabilities.
- ✓ **Optional participation in the Barracuda Early Release Firmware** program.

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