

Barracuda CloudGen Firewall

Available subscriptions

All Barracuda CloudGen Firewall subscriptions are available on a 1,3, or 5 year term - except for Warranty Extension with a 1 or 3 year subscription.

For HA deployments, any subscription has to be licensed separately for the HA partner system.

For further information, please contact your local partner or Barracuda sales at sales@barracuda.com.

	HARDWARE											VIRTUAL	PUBLIC CLOUD		
	F12	F18	F8X	F18X	F280	F380	F400	F600	F800	F900	F1000	VX	BYOL	PAYG	
AVAILABLE SOFTWARE / FEATURE SUBSCRIPTIONS															
Energize Updates	MANDATORY														
Malware Protection	OPTIONAL												-	-	-
Advanced Threat Protection	OPTIONAL												-	-	-
Advanced Remote Access	OPTIONAL												-	-	included
AVAILABLE HARDWARE/SUPPORT SUBSCRIPTIONS															
Warranty Extension	OPTIONAL											-	-	-	
Instant Replacement	OPTIONAL											-	-	-	
Premium Support	depends on product mix and size of deployment							OPTIONAL				-	-	-	
On-Site Cold Spare Unit	OPTIONAL											-	-	-	
AVAILABLE BUNDLE SUBSCRIPTIONS															
Advanced Threat and Malware Protection	OPTIONAL											-	-	-	
Total Protect	OPTIONAL											-	-	-	
Total Protect PLUS	OPTIONAL											-	-	-	

Available Software/Feature Subscriptions

Energize Updates (EU)

Barracuda Energize Updates help you secure your investment in the ever-changing IT world. Benefit from security updates to patch or repair any security vulnerabilities, keep your Barracuda Networks product up-to-date and fully functional at all times, and get access to our award-winning support:

- Basic support, i.e., email support 24/7, and phone support Monday through Friday from 9:00 am to 5:00 pm
- Firmware maintenance, which includes new firmware updates with feature enhancements and bug fixes
- Barracuda Early Release Firmware program (optional)
- Unlimited number of client-to-site VPN connections
- Security updates to patch or repair any security vulnerabilities
- URL filter based on Barracuda Web Filter online URL categorization in single-pass (i.e., used directly in the firewall engine) as well as in proxy mode
- Regular updates for Application Control database
- IPS signature and pattern updates

Malware Protection

The Malware Protection subscription provides gateway-based protection against malware, viruses, spyware, and other unwanted programs inside SMTP/S, HTTP/S, and FTP traffic. Using Malware Protection in proxy mode adds POP3 traffic:

- Configurable archive recursion depth
- Quarantine functionality for proxy
- Configurable unknown archive policy
- Configurable maximum archive size
- Archiver package support
- Office file-types support
- Proactive detection of new threats
- Advanced heuristics detection techniques
- Hundreds of thousands signatures

Advanced Threat Protection (ATP)¹

Prevent malicious files—even unknown ones—from entering the organization. Avoid network breaches, identify zero-day malware exploits, targeted attacks, advanced persistent threats and other advanced malware that routinely bypass traditional signature based IPS and antivirus engines before they do harm to your network.

Environment and Number of Files Inspected Per Month²

HARDWARE	# OF FILES	VIRTUAL	# OF FILES	PUBLIC CLOUD	# OF FILES
F12	108,000	VF10	43,200	Level 1	108,000
F18	108,000	VF25	43,200	Level 2	108,000
F8x	108,000	VF50	108,000	Level 4	216,000
F18x	108,000	VF100	216,000	Level 6	324,000
F280	216,000	VF250	324,000	Level 8	750,000
F380	260,000	VF500	432,000		
F400	324,000	VF1000	540,000		
F600	540,000	VF2000	648,000		
F800	750,000	VF4000	750,000		
F900	1,000,000	VF8000	1,000,000		
F1000	on request				

Advanced Remote Access

This optional subscription adds a customizable and easy-to-use portal-based SSL VPN as well as sophisticated Network Access Control (NAC) functionality and CudaLaunch support.

The Barracuda Network Access Client, when used with the F-Series firewall, provides centrally managed Network Access Control (NAC) and an advanced personal firewall. This allows enforcement of minimum Windows client security prerequisites before being allowed access to the network or access to a quarantine network. Security posture can be specified according to available Windows patch level, availability of antivirus and/or anti-spyware, and user ID.

Access restrictions are enforced locally on the client by the centrally managed personal Windows firewall as well as at the gateway. Using existing Barracuda CloudGen Firewall appliances, Barracuda Networks offers a ready-to-use Network Access Control framework without expensive investments into the basic network infrastructure.

¹ Requires a valid Malware Protection subscription.

² In case the monthly file capacity is reached, the system stops forwarding files to the ATP cloud for the rest of the current month.

Advanced Remote Access (continued)

All Barracuda Network Access Clients as well as all Barracuda CloudGen Firewall units acting as policy servers can be administered, monitored, and reviewed from a single Barracuda Firewall Control Center.

For Barracuda CloudGen Firewall deployments in public cloud offerings like Amazon Web Services and/or Azure with pay-as-you-go licensing, this subscription is included.

CudaLaunch

- Windows
- macOS
- iOS
- Android

User Session Limits

- Unlimited concurrent SSL VPN user sessions
- Unlimited concurrent CudaLaunch sessions
- Multiple concurrent client-to-site VPN sessions by the same user

Available hardware/support subscriptions

Instant Replacement (IR)

One hundred percent uptime is important in corporate environments, but sometimes equipment can fail. In the rare case that a Barracuda Networks product fails, Barracuda ships a replacement unit on the same or next business day. And by means of the Hardware Refresh Program, we ensure that customers benefit from the latest hardware improvements and firmware capabilities:

- Enhanced support providing phone and email support 24/7
- Hard disk replacement on models that have swappable RAID drives
- Free hardware refresh after four years of continuous IR coverage

Warranty Extension (WE)

Provides an extended warranty, and ships a replacement unit on the next business day (best effort) with standard mail upon notification of a failed unit.

Available for all Barracuda CloudGen Firewall F-Series hardware models. Warranty Extension must be purchased within 60 days of hardware purchase and is a continuous subscription from date of activation. Available as 1 and 3 year subscriptions with a maximum coverage of 5 years.

Comparison “Warranty Extension - Instant Replacement”

	WARRANTY EXTENSION	INSTANT REPLACEMENT
Replacement	Next business day (best effort)	Same day or next business day
Shipment	Standard	Express
Hard Disk Replacement (Swappable RAID)	Standard shipping	Standard shipping
Support	Basic support (with Energize Updates)	Enhanced support
Available Subscriptions	1, 3 years	1, 3, 5 years
Free Hardware Refresh After 4 Years	-	✓

Premium Support

Premium Support ensures that an organisation’s network is running at its peak performance by providing the highest level of 24/7 technical support for mission-critical environments. A dedicated Premium Support Account Manager and a team of technical engineers provide fast solutions to high-priority support issues, thereby ensuring that Barracuda Networks equipment maintains continuous uptime.

Key Benefits of Premium Support:

- Dedicated phone and email support 24/7
- Priority response time to resolve mission-critical issues
- Priority Level Agreement (PLAs) to guarantee that issues are handled, resolved, and closed quickly
- Dedicated Support Account Manager who is familiar with the customer’s environment
- Proactive ticket monitoring and reporting to provide comprehensive information and control

Available for all Barracuda CloudGen Firewall F-Series hardware and virtual models. Premium Support for Barracuda CloudGen Firewall F-Series hardware appliances can only be purchased in combination with Instant Replacement. Premium Support may be purchased on Barracuda CloudGen Firewall F-Series Vx virtual appliances without Instant Replacement. Available as 1, 3, and 5 year subscriptions. For more information on Premium Support please visit www.barracuda.com/support.

On-Site Cold Spare Unit

The cold spare unit provides Barracuda customers a cold standby appliance of the same type as the main unit.

This cold standby unit can be activated quickly in case the active unit fails for any reason. The cold standby appliance includes a “Cold Standby License” for the Barracuda CloudGen Firewall firmware only; no productive use for firewalling or other functions is possible. In this way, the firmware of the appliance can be upgraded to the patch level that corresponds to the main unit (fully licensed unit). If the main unit fails, the on-site cold spare unit may be used to temporarily host the license and backup file (“par” file, including the license) of the defective main unit for a period of up to 15 days.

If the defective unit is covered under Instant Replacement or is still under warranty, Barracuda Networks will ship the customer a replacement unit of the same type as the defective unit. The former cold spare unit inherits the license features of the former main unit by a swap with a new license issued, effectively transforming the cold spare to the new main unit. The shipped unit includes a cold spare license and effectively become the new cold spare.

The customer needs to ship the defective unit to Barracuda Networks or certify destruction. If the customer fails to do so, Barracuda reserves the right to charge the customer for a full Barracuda CloudGen Firewall F-Series unit.

Available bundle subscriptions

Bundle type	ADVANCED THREAT AND MALWARE PROTECTION	TOTAL PROTECT		TOTAL PROTECT PLUS	
	Subscription	Subscription	Hardware & subscription	Subscription	Hardware & subscription
Energize Updates ³	-	✓	✓	✓	✓
Dual malware protection	✓	✓	✓	✓	✓
Support	-	Standard 8x5	Standard 8x5	Standard 8x5	Enhanced 24x7
Hardware appliance included	-	-	✓	-	✓
Extended hardware warranty	-	-	Warranty Extension	-	Instant Replacement
Advanced Threat Protection (sandboxing) incl. spyware and botnet protection	✓	-	-	✓	✓
Advanced Remote Access	-	-	-	✓	✓

³ Includes: Application Control, IPS, site-to-site VPN, mail security, URL filter, WAN compression, SSL Interception, firmware updates, etc. Specifications subject to change without notice.

