

Open a Support Tunnel on Multiple Devices

<https://campus.barracuda.com/doc/11796897/>

With the Barracuda Control Server, you can troubleshoot problem devices in a remote location from your office, or anywhere, by opening a support tunnel on one or more of your Barracuda Networks products at the same time. Barracuda Networks Technical Support can then assist you with any or all of the devices connected to your Barracuda Control Server. Using the Barracuda Web Application Firewall as an example, you click on **ADVANCED > Troubleshooting**.

BASIC	SECURITY POLICIES	WEBSITES	ACCESS CONTROL	ADVANCED	
Backup	Energize Updates	Firmware Update	Export Logs	Network Firewall	Policy Tuner
Templates	View Internal Patterns	Libraries	Admin Access Control	Exception Heuristics	Advanced IP Config
High Availability	Appearance	System Configuration	Secure Administration	Troubleshooting	XML Protection
Cloud Control	Task Manager	Vulnerability Reports			

Support Connection					Open All	Close All
Unit	Access Serial	Access Token	Expires	Actions		
Barracuda Web Application Firewall	261171			Open		
Barracuda Web Application Firewall	261178			Open		

In this example, each Barracuda Web Application Firewall is listed by serial number. If the **Action** column shows Open, there is not a support tunnel currently open to the device. Click **Open** to open a support tunnel. You can then click **Close** at any time to close the support tunnel.

Figures

1. fig2_7.jpg

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