
Technical Support

<https://campus.barracuda.com/doc/12596/>

Barracuda Networks Technical Support Security and Privacy

See the Barracuda Website to view [Barracuda Networks Technical Support Security and Privacy](#).

Support Tunnel

When Barracuda Networks Technical Support needs to troubleshoot a Barracuda Backup appliance, the technician uses a support tunnel to remotely connect to that appliance. Go to the **ADVANCED > Troubleshooting** page in the web interface, and click the **Establish Connection to Barracuda Networks Support Center** button to create a secure troubleshooting connection from your appliance to the Barracuda Networks Technical Support servers. You should see a screen update similar to Figure 1 below. **Note** : The support tunnel will remain open even after you close the Troubleshooting window.

Barracuda Networks appliances connect to the Barracuda Networks Support Server located at this address:

- **term.cuda-support.com:22, 443, 8788** - support tunnel

When opening the support tunnel, the Barracuda Networks appliance attempts to connect directly to the Barracuda Networks Support Server **term.cuda-support.com** on port 22, 443, or 8788.

Open your network to allow the Barracuda Networks appliance outbound access to ALL on port 22, 443, or 8788.

You must have a valid external DNS to resolve support tunnel DNS entries.

Figure 1. Secure Troubleshooting Connection

Terminate connection to Barracuda Central

Technical Support access token (expires 2020-09-08T11:00:33PDT):

Technical Support access serial:

```
Error starting support tunnel: listen tcp4 127.0.0.1:3579: bind: address already in use
The serial for this connection is 1003805
Sep 7 10:59:45: open, ping is 63.736345ms
Sep 7 10:59:50: open, ping is 63.973217ms
Sep 7 10:59:55: open, ping is 63.606553ms
Sep 7 11:00:01: open, ping is 64.176703ms
Sep 7 11:00:06: open, ping is 63.381996ms
Sep 7 11:00:11: open, ping is 64.840288ms
Sep 7 11:00:16: open, ping is 63.739035ms
Sep 7 11:00:21: open, ping is 63.648453ms
Sep 7 11:00:26: open, ping is 63.866088ms
Sep 7 11:00:31: open, ping is 63.694187ms
Sep 7 11:00:36: open, ping is 63.839978ms
```

Important notes:

1. The Barracuda Networks appliance will attempt to connect to the hostname `term.cuda-support.com`. This is expected.
2. When opened, the support tunnel remains active for 72 hours.
3. Closing the popup windows does not close the support tunnel.
4. To manually close the support tunnel, click the **Terminate** button in the popup window.

For more information on required outbound connections, refer to [Required Outbound Connections for Barracuda Networks Appliances](#).

Open a Support Tunnel through the Web Interface

Use the following steps to open a support tunnel through the Barracuda Backup web interface:

1. Log into <https://login.barracuda.com/>, and select the appliance in the left pane.
2. Go to **System > Troubleshooting** page, and click the toggle to **Open** a support tunnel.
3. Click **Open**.
4. Once troubleshooting is complete, click the toggle to **Close** and disable the support tunnel.

Enable Remote Access to the Web Interface

Use the following steps to allow remote access to the Barracuda Backup web interface:

1. Log into <https://login.barracuda.com/>, and select the Barracuda Backup appliance in the left pane.
2. Click the **Backup** tab (next to the **Dashboard** tab). Then go to the **Admin > Advanced** page, and click the toggle to **Open** to allow remote access.
3. Once troubleshooting is complete, you can click the toggle to **Off** and disable remote access.

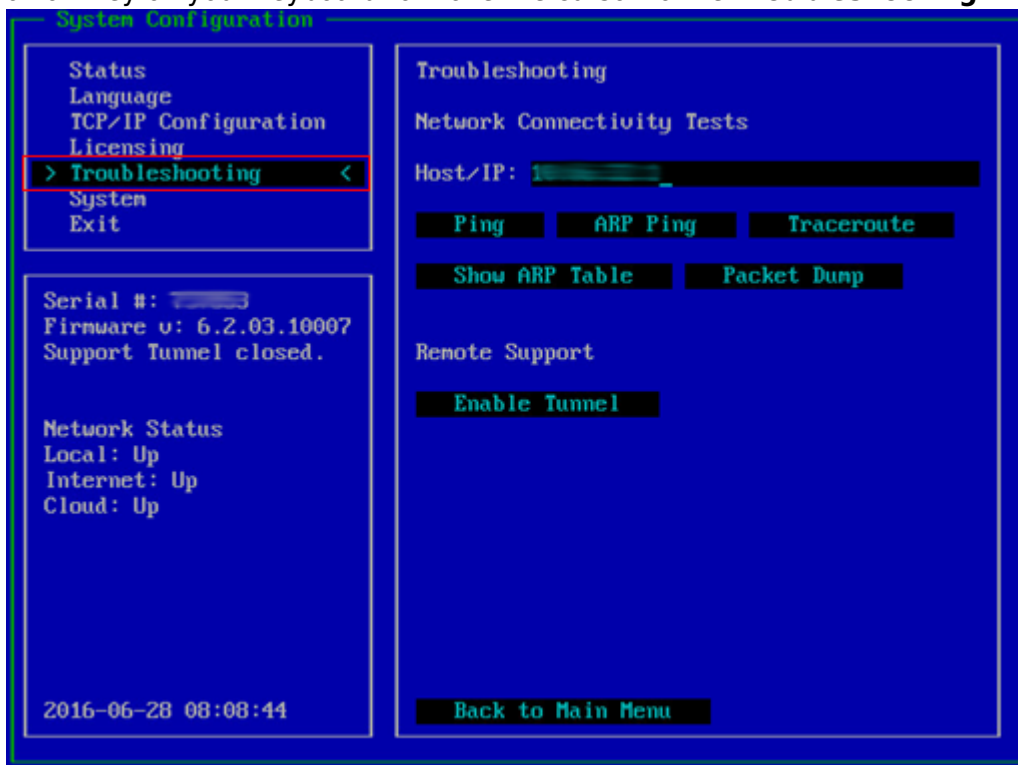
Open a Support Tunnel Using the Console

You can alternatively use the console screen on the Barracuda Backup appliance to open a support tunnel.

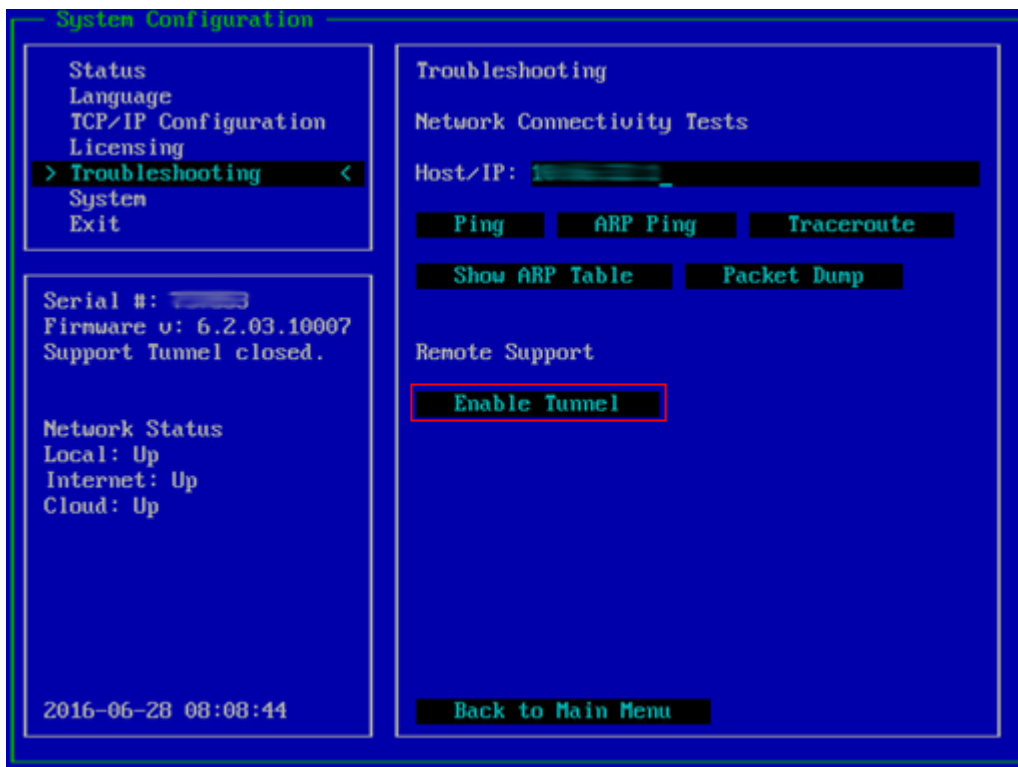
To access and interact with the console screen, you need a VGA Monitor and USB or PS/2 keyboard.

Use the following steps to open a support tunnel using the console:

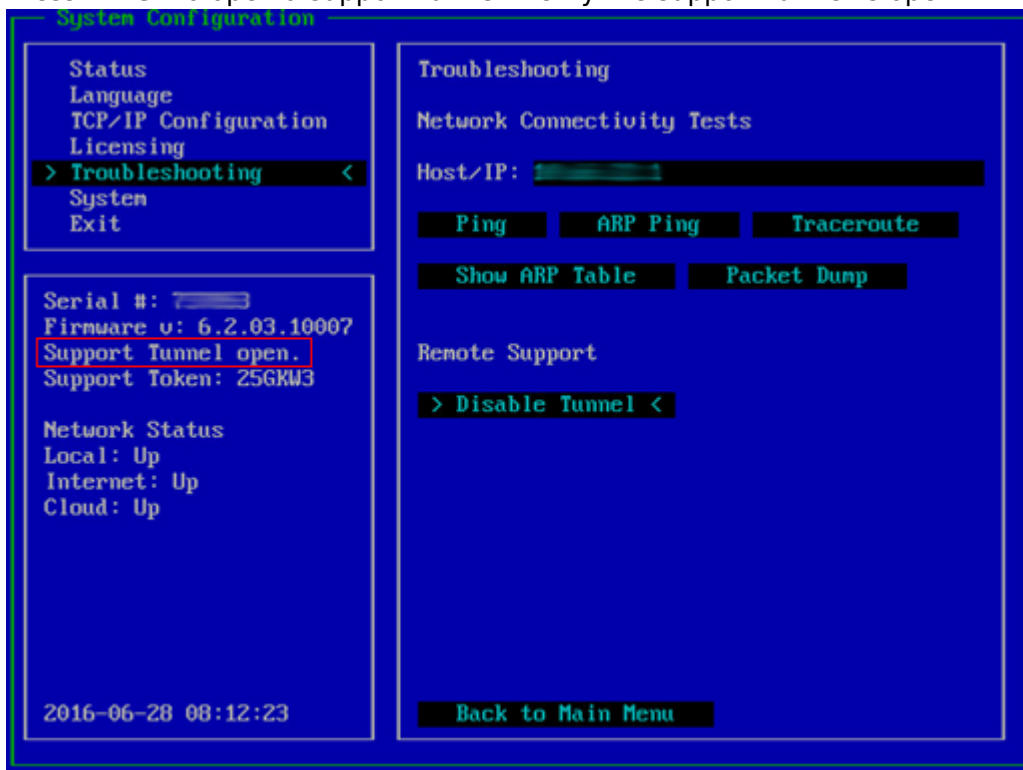
1. Connect the VGA monitor and keyboard to the Barracuda Backup appliance.
2. Use the keyboard arrows to highlight **Troubleshooting**, and press either **Enter** or the right arrow key on your keyboard to move the cursor to the **Troubleshooting** menu:



3. Use the arrow keys on your keyboard to move the cursor to **Enable Tunnel** in the **Remote Support** section:



4. Press **Enter** to open a support tunnel. Verify the support tunnel is open:



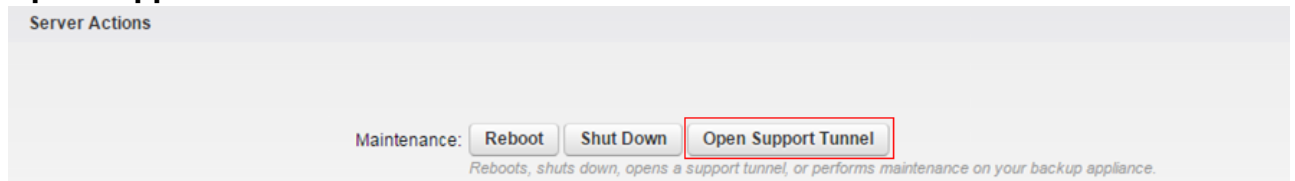
5. Once troubleshooting is complete, repeat steps 1-4 to **Disable** the support tunnel.

Open a Support Tunnel from Local Interface

Use the following steps to log in to the local interface and open a support tunnel for remote

diagnostics and technical support services over TCP port 22 outbound:

1. In a browser window, enter the Barracuda Backup appliance IP address.
2. Log in using your Barracuda Cloud Control credentials.
3. Go to the **System > Device Information** page, and in the **Server Actions** section, click **Open Support Tunnel**:



4. The button changes to **Close Support Tunnel**, and a message displays indicating that the tunnel is open.
5. Once troubleshooting is complete, click **Close Support Tunnel**.

Test Your Network

To test the connection to the support tunnel, complete the following steps:

1. Go to the **ADVANCED > Troubleshooting** page and scroll to the **Network Connectivity Tests** section. In the **Telnet Device** field, enter:
term.cuda-support.com 22, 443, 8788
2. Click **Begin Telnet**. You should connect if the port is open.

If you cannot connect to the support tunnel, there is a block on your network that must be resolved.

Customers or networks using an SSL relay (interceptor) will be unable to open a support tunnel. Barracuda Networks verifies the certificate in both directions and if something is intercepting that traffic the connection cannot be made.

For additional troubleshooting options, click **Help** on the **ADVANCED > Troubleshooting** page in the web interface.

Figures

1. SupportTunnel.png
2. 01console.png
3. 02console.png
4. 03console.png
5. server_action01.png

© Barracuda Networks Inc., 2026 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.