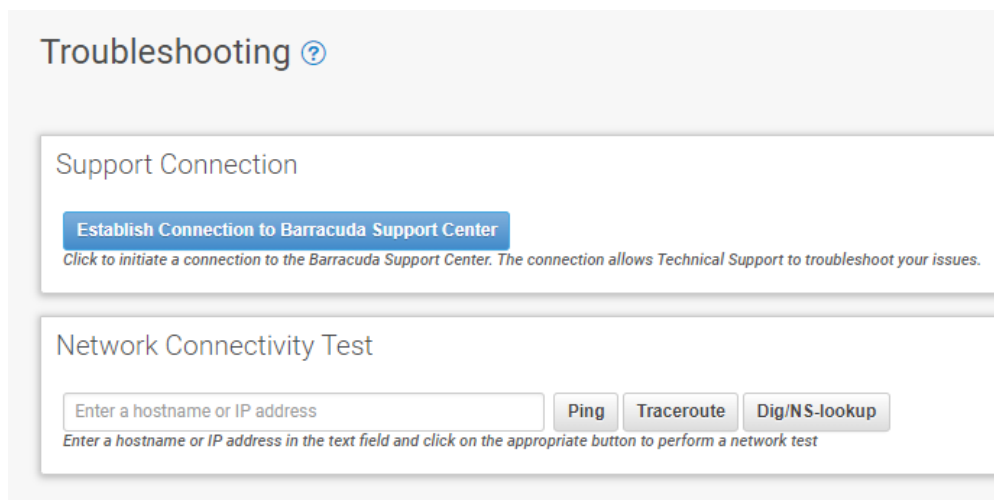


Troubleshooting

<https://campus.barracuda.com/doc/13488/>

The **ADVANCED > Troubleshooting** tab allows you to troubleshoot various issues.



The screenshot shows the 'Troubleshooting' section of the Barracuda Firewall Insights interface. It features a 'Support Connection' section with a button to 'Establish Connection to Barracuda Support Center' and a 'Network Connectivity Test' section with a text input field for a hostname or IP address and buttons for 'Ping', 'Traceroute', and 'Dig/NS-lookup'.

Basic Troubleshooting

This section describes issues that you can handle on your own. For help from a support technician, see **Support Connection** below.

Error Status for a Connected Device

If a connected device shows a connection error, check the following:

- Network connectivity between Barracuda Firewall Insights and the connected device, and between both devices and the Internet.
- Wire connections for any broken or damaged cables.
- The Shared Secret must be the same on both the Barracuda Firewall Insights and the connected device.
- The connected device must be set to connect to Barracuda Firewall Insights.

To Shut Down or Restart Your Firewall Insights

To restart or shut down the Barracuda Firewall Insights:

1. Go to **BASIC > Administration**.
2. In the **System Management** section, select:
 - **Shutdown** to power off the unit.

- **Restart** to reboot the unit.

Functions of the **ADVANCED > Troubleshooting** Page

Support Connection

For help from a Barracuda Networks technician to troubleshoot and diagnose a potential issue, click **Establish Connection to Barracuda Networks Support Center** to create a secure troubleshooting connection from your Barracuda Firewall Insights to the Barracuda Networks Technical Support servers.

To open a support connection:

1. Go to **ADVANCED > Troubleshooting**.
2. Click **Establish Connection to Barracuda Networks Support Center**.
A new window will appear that displays the following:
 - Access token and serial number required by the support technician in order to access your Barracuda Firewall Insights
 - Status of connection
 - Button to terminate connection
3. Work with the Support Representative to solve your issue.
4. When your support issue is resolved, click **Terminate Connection to Barracuda Central**.

After the connection is terminated, all existing connections with the support servers are immediately closed, and all new connection attempts will be rejected until the connection is re-established from Barracuda Firewall Insights.

This connection lasts only a few hours.

Performing a Network Connectivity Test

To perform a network connectivity test, enter a hostname or IP address, then select a test to run:

- **Ping** – Enter the IP address or hostname to ping, and click **Ping** to start the test.
- **Traceroute** – Enter the hostname or IP address to use for the command, and click **Traceroute** to start the test. Traceroutes are used to determine the network traffic route to navigate to its destination.
- **Dig/NS-lookup** – Enter the IP address or hostname to dig, and click **Dig/NS-lookup** to start the test.

Figures

1. ts.png

© Barracuda Networks Inc., 2025 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.