

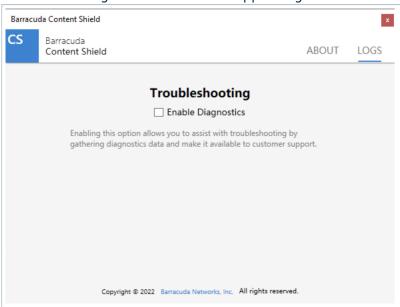
Agent Settings

https://campus.barracuda.com/doc/15670/

These settings apply to the Barracuda Content Shield (BCS) Suite, if you have it deployed on endpoint machines.

Agent Security and Utilization

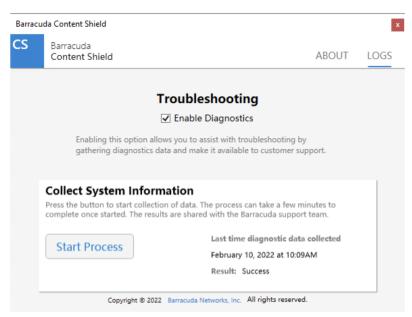
- Allow Log Collection (Windows only): If set to ON, the user can enable a feature on the
 agent to collect and send log diagnostics data to Barracuda Networks Support. When this
 feature is enabled on the Agent Settings page, a LOGS tab appears in the upper right in the
 agent UI after the next successful configuration sync on the endpoint. To collection support log
 data:
 - 1. The user clicks the **LOGS** tab, and then checks **Enable Diagnostics** on the Troubleshooting screen to enable support log collection:



2. Next, the user can trigger log collection by clicking **Start Process**. Log collection can take several minutes to complete.

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3. After log collection has completed, the last diagnostics collection date and the Result (e.g. "Success") are displayed to the right of **Start Process**.

Note: This functionality is blocked for 5 minutes after the log collection is triggered in order to maintain system performance.

- 4. The log data is sent from the agent to Barracuda Networks Support.
- Tamper Proof: When set to *ON*, this feature prevents the user from removing the BCS agent from the endpoint. This requires creating an **Agent Password**, which must be used when uninstalling the agent at the endpoint. **You will not be able to uninstall the agent on the endpoint if you set this feature to** *ON* **and do not have the password**. However, by setting this option to *OFF*, you can bypass the Tamper Proof feature and uninstall the agent on the endpoint without the password. See <u>Preventing Users from Uninstalling the Barracuda</u> Content Shield Suite for details on how to use this feature.
- Max CPU Usage: Configure the maximum CPU resource you want to allow the BCS agent to use on the endpoint.

Agent Update

Click **Apply Agent Updates** to select how you want to apply updates to the BCS Suite on endpoint machines. **Note that Automatic updates only apply to Windows machines**.

- Manually
- Automatically When Devices Reboot
- **Automatically at a Specific Time** When you select this option, additional fields are presented for specifying the time at which agent updates will be initiated. The selection applies to the device's local time zone.

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Define All Local Domains

Best Practice: If you are using the BCS agent with a DNS proxy solution, do the following:

In the **LOCAL DOMAINS** text box, add any local (internal) domains/hostnames that should be resolved by the DNS server configured on the endpoint computer, instead of the DNS server selected by BCS Plus.

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Barracuda Content Shield



Figures

- 1. Troubleshooting1.png
- 2. DiagnosticsComplete.png

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