

Troubleshooting

<https://campus.barracuda.com/doc/19333786/>

The **ADVANCED > Troubleshooting** page provides various tools that help troubleshoot network connectivity issues that may be impacting the performance of your Barracuda Load Balancer ADC.

From this page you can open a secure troubleshooting connection from your Barracuda Load Balancer ADC to Barracuda Central, allowing a Barracuda Networks technician to diagnose and troubleshoot an issue with your system.

To open a troubleshooting connection:

1. Click **Establish Connection to Barracuda Support Servers**.
2. Provide the support engineer with the displayed serial number.
3. After the issue is resolved, click **Terminate connection to Barracuda Central** to close the connection between your Barracuda Load Balancer ADC and Barracuda Central.

Network Connectivity Tests

You can use the tools in this section to diagnose potential network problems on the Barracuda Load Balancer ADC:

- **Ping Device** – An interface to the ping command on the Barracuda Load Balancer ADC. To verify connectivity with any network host, enter the IP address or hostname to ping, and then click **Begin Ping**.
- **Telnet Device** – An interface to the telnet command on the Barracuda Load Balancer ADC. To verify connectivity and initial response from the remote server, enter the IP address or hostname of the remote server, and then click **Begin Telnet**.

This session is non-interactive.

- **Dig/NS-lookup Device** – An interface to the dig command on the Barracuda Load Balancer ADC. To look up any type of DNS record (such as A, MX, SOA, TXT, or NS), enter the IP address or hostname of the device in the **Dig/NS-lookup Device** field, and then click **Begin Dig**.
- **TCP Dump** – An interface to the TCP dump command on the Barracuda Load Balancer ADC. To monitor network traffic packets, enter the TCP dump command options, and then click **Begin TCP Dump**.
- **Traceroute Device** – An interface to the traceroute command on the Barracuda Load Balancer ADC. To determine the path taken by traffic to its destination, enter the destination and click **Begin Traceroute**.
- **Wget Web Page** – Execute the Wget command with spider option. Enter a URL and click **Begin**

Wget. Wget will not download the pages; it only checks that they are there. Pages are not returned or cached. You can use a host name or an IP address in the URL. Wget supports HTTP, HTTPS, and FTP protocols, as well as retrieval through HTTP proxies.

Advanced TCP Dump

The Advanced TCP Dump option allows you to execute a TCP dump command on the Barracuda Load Balancer ADC and write the results to a file for downloading. The maximum number of packets that can be captured for each run is limited to 10,000. The IP Address and Port fields are optional.

Network Information

These commands are primarily for use by Barracuda Networks Technical Support.

- **Show ARPs** - This command displays the ARP (Address Resolution Protocol) entries for this Barracuda Load Balancer ADC. It shows the MAC address and the corresponding IP address of each interface.
- **Show Routes** - This command displays the IP routing table on the Barracuda Load Balancer ADC. It shows the destination network address, gateway network address, and subnetwork mask for the physical and virtual interfaces.
- **Show Interfaces** - This command displays the MAC address for each interface used by the Barracuda Load Balancer ADC.

© Barracuda Networks Inc., 2020 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.