
Testing Network Connectivity

<https://campus.barracuda.com/doc/40534552/>

See also:

- [System Management](#)
- [Monitoring the System](#)

Use the **Configuration > Troubleshooting** page to identify and resolve connectivity issues.

Support Tunnel Connection

You use the support tunnel when talking to a Barracuda Networks support technician. The support tunnel key displays in NATO call sign notation so it can more easily be conveyed over the phone. The connection is an SSH tunnel on TCP port 22 and it allows the support technician to access your system for troubleshooting.

Test Connectivity

Test the Barracuda Phone System connectivity from any networked computer by setting the browser address line to the Barracuda Phone System IP address, for example, enter:
`http://192.168.200.200.`

Connect to Barracuda Networks Support Servers with Network Connectivity

If network connectivity is verified, navigate to the **CONFIGURATION > Troubleshooting** page where you can establish a Support Tunnel to Barracuda Networks Technical Support Center to allow technical support engineers to assist you with any issues you are experiencing. Select **Enabled** in the **Enable/Disable Tunnel** section, and then click **Start Support Tunnel** to open a support tunnel, and **Stop Support Tunnel** to close it.

Connecting to Barracuda Networks without Network Connectivity

If the Barracuda Phone System is not accessible from the network, attach a monitor and keyboard

directly to the appliance so that you can establish a Support Tunnel to Barracuda Networks Technical Support Center. This connection allows Barracuda Networks Technical Support to troubleshoot the system and restore connectivity.

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