

How to Generate a System Report for Barracuda Networks Technical Support

<https://campus.barracuda.com/doc/41116261/>

For troubleshooting your Barracuda NG Firewall, you can generate a custom report with selected information about your system. The system report is saved as a tar archive (*.tgz) that can be emailed to Barracuda Networks Technical Support.

In this article:

System Report Details

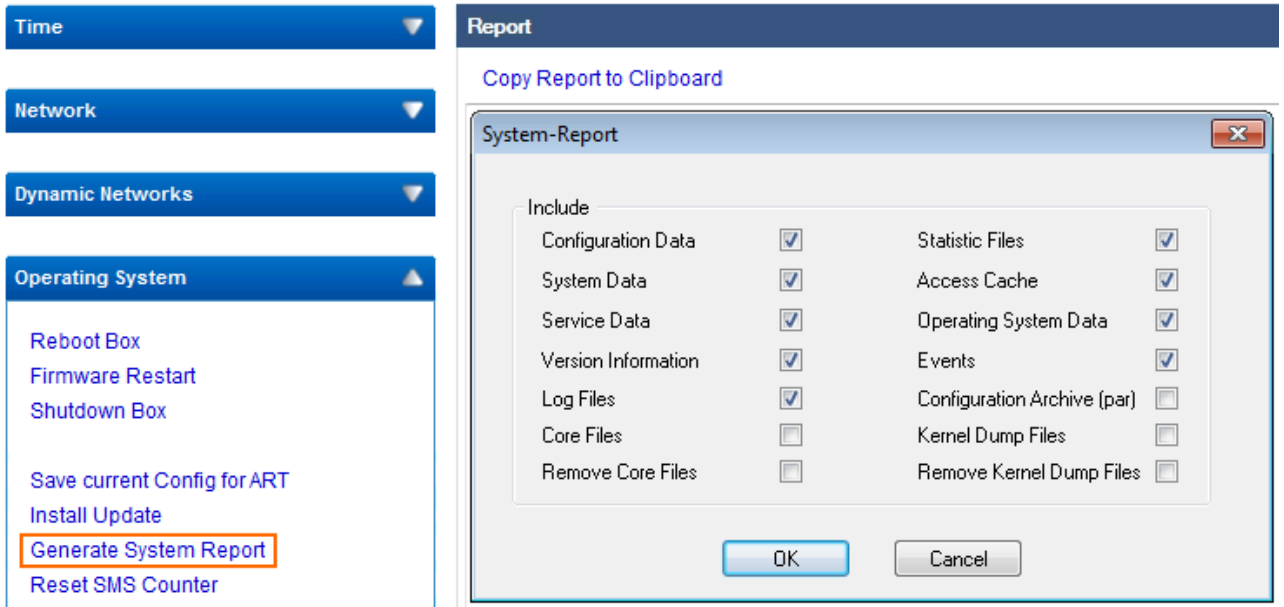
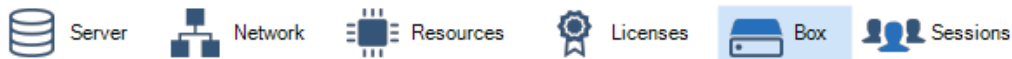
A system report file can contain information defined in the following parameters:

Confidential data, such as passwords and keys, are not included in the system report unless you include a PAR file. Passwords and keys are included in PAR files.

- **Configuration Data** - System configuration information.
- **System Data** - Basic information about the system.
- **Service Data** - Information about introduced services and their configuration.
- **Version Information** - The currently installed version of the system.
- **Log Files** - All log files on the system.
- **Core Files** - Core files generated by the system.
- **Remove Core Files** - Remove core files generated by the system.
- **Statistic Files** - All statistic files on the system.
- **Access Cache** - A snapshot of the Access Cache's current state.
- **Operating System Data** - Information about the OS configuration.
- **Events** - All events on the system.
- **Configuration Archive (par)** - The system PAR file.
- **Kernel Dump Files** - Kernel dump files generated by the system.
- **Remove Kernel Dump Files** - Remove kernel dump files generated by the system.

Generate a System Report

1. Go the **Control > Box** page.
2. In the left navigation pane, expand **Operating System** and click **Generate System Report**.



The screenshot shows the 'Report' section of the Barracuda CloudGen Firewall interface. On the left, there are navigation tabs for 'Time', 'Network', 'Dynamic Networks', and 'Operating System'. The 'Operating System' tab is selected, and a dropdown menu is open, showing options like 'Reboot Box', 'Firmware Restart', 'Shutdown Box', 'Save current Config for ART', 'Install Update', 'Generate System Report' (highlighted with an orange box), and 'Reset SMS Counter'. On the right, the 'Report' section is active, and a 'System-Report' dialog box is open. The dialog box has a title bar with a close button and contains a list of items to include in the report, each with a checkbox. The 'Include' section lists: Configuration Data (checked), System Data (checked), Service Data (checked), Version Information (checked), Log Files (checked), Core Files (unchecked), Remove Core Files (unchecked), Statistic Files (checked), Access Cache (checked), Operating System Data (checked), Events (checked), Configuration Archive (par) (unchecked), Kernel Dump Files (unchecked), and Remove Kernel Dump Files (unchecked). At the bottom of the dialog box are 'OK' and 'Cancel' buttons.

3. In the **System-Report** window, select the data that you want to include in the report and click **OK**.
4. In the **Save As** window, select where you want to save the system report tar archive (*.tgz) file. A **Progress** window opens after you make your selections.

You can now email the system report file to Barracuda Networks Technical Support.

Figures

1. sys_report.png

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