

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

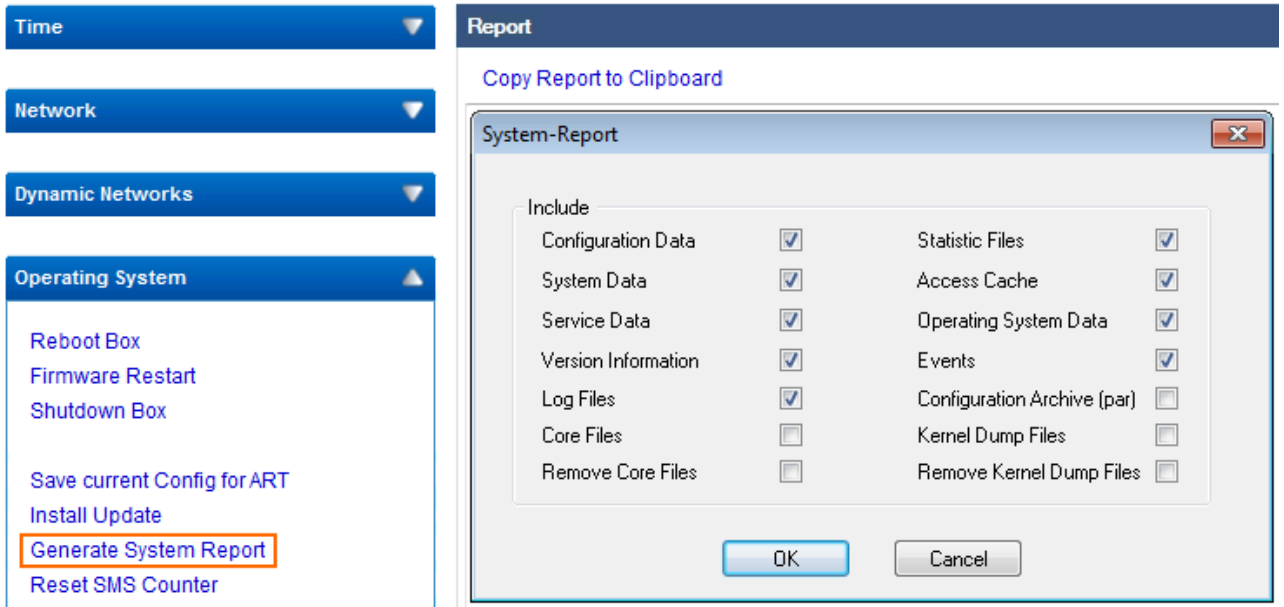
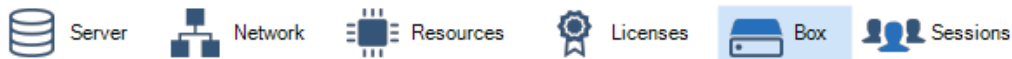
A system report file can contain information defined in the following parameters:

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 Barracuda CloudGen Firewall interface. On the left, there are navigation tabs for Time, Network, Dynamic Networks, and Operating System. The Operating System tab is active, 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 visible, with a 'Copy Report to Clipboard' link. A 'System-Report' dialog box is open, showing a list of items to include in the report. The 'Include' section has the following items checked:

Item	Checked
Configuration Data	<input checked="" type="checkbox"/>
System Data	<input checked="" type="checkbox"/>
Service Data	<input checked="" type="checkbox"/>
Version Information	<input checked="" type="checkbox"/>
Log Files	<input checked="" type="checkbox"/>
Statistic Files	<input checked="" type="checkbox"/>
Access Cache	<input checked="" type="checkbox"/>
Operating System Data	<input checked="" type="checkbox"/>
Events	<input checked="" type="checkbox"/>
Configuration Archive (par)	<input type="checkbox"/>
Core Files	<input type="checkbox"/>
Kernel Dump Files	<input type="checkbox"/>
Remove Core Files	<input type="checkbox"/>
Remove Kernel Dump Files	<input type="checkbox"/>

At the bottom of the dialog box, there 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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