

## How to Open a Support Tunnel

<https://campus.barracuda.com/doc/44436172/>

This article refers to the following Barracuda devices:

- [Barracuda Firewall](#)
- [Barracuda Firewall Insights Integration](#)
- [Barracuda Link Balancer](#)
- [Barracuda Load Balancer ADC](#)
- [Barracuda Message Archiver](#)
- [Barracuda Email Security Gateway](#)
- [Barracuda Web Application Firewall](#)
- [Barracuda Web Security Gateway](#)

Additional Resources:

- [Open a support tunnel on Barracuda Backup appliances](#)
- [Open a support tunnel on multiple devices linked through Barracuda Control Server](#)
- [Required Outbound Connections for Barracuda Appliances](#)

When Barracuda Technical Support needs to troubleshoot and diagnose a potential issue with a Barracuda appliance, the technician uses a support tunnel to remotely connect to that appliance. Go to the **ADVANCED > Troubleshooting** page in the web interface, and click the **Establish Connection to Barracuda Support Center** button to create a secure troubleshooting connection from your Barracuda appliance to the Barracuda Networks Technical Support servers. You should see a screen update similar to Figure 1 below.

Barracuda appliances connect to the Barracuda Support Server located at this address:

- **term.cuda-support.com:22** – support tunnel

When opening the support tunnel, the Barracuda appliance attempts to connect directly to the Barracuda Support Server **term.cuda-support.com** on port 22.

Open your network to allow the Barracuda appliance outbound access to ALL on port 22.

You must have a valid external DNS to resolve support tunnel DNS entries.

**Figure 1. Secure Troubleshooting Connection**

**Terminate connection to Barracuda Central**

Technical Support access token (expires 2018-09-08T11:00:33PDT):

Technical Support access serial:

```
Error starting support tunnel: listen tcp4 127.0.0.1:3579: bind: address already in use
The serial for this connection is 10013605
Sep 7 10:59:45: open, ping is 63.736345ms
Sep 7 10:59:50: open, ping is 63.973217ms
Sep 7 10:59:55: open, ping is 63.606553ms
Sep 7 11:00:01: open, ping is 64.176703ms
Sep 7 11:00:06: open, ping is 63.381996ms
Sep 7 11:00:11: open, ping is 64.840288ms
Sep 7 11:00:16: open, ping is 63.739035ms
Sep 7 11:00:21: open, ping is 63.648453ms
Sep 7 11:00:26: open, ping is 63.866088ms
Sep 7 11:00:31: open, ping is 63.694187ms
Sep 7 11:00:36: open, ping is 63.839978ms
```

Note that the Barracuda appliance will attempt to connect to the hostname **term.cuda-support.com**. This is expected.

## Test Your Network

To test the connection to the support tunnel, complete the following steps:

1. Go to the **ADVANCED > Troubleshooting** page and scroll to the **Network Connectivity Tests** section. In the **Telnet Device** field, enter:  
`term.cuda-support.com 22`
2. Click **Begin Telnet**. You should connect if the port is open.

If you cannot connect to the support tunnel, there is a block on your network that must be resolved.

Customers or networks using an SSL relay (interceptor) will be unable to open a support tunnel. Barracuda verifies the certificate in both directions and if something is intercepting that traffic the connection cannot be made.

For additional troubleshooting options, click **Help** on the **ADVANCED > Troubleshooting** page in

the web interface.

### Figures

#### 1. SupportTunnel.png

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