

How to Open a Support Tunnel

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

This article refers to the following Barracuda Networks 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 Networks Appliances](#)
- [How to find the serial number of your Barracuda Product](#)

When Barracuda Networks Technical Support needs to troubleshoot and diagnose a potential issue with a Barracuda Networks 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 Networks Support Center** button to create a secure troubleshooting connection from your appliance to the Barracuda Networks Technical Support servers. You should see a screen update similar to Figure 1 below. **Note:** The support tunnel will remain open even after you close the Troubleshooting window.

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

- **term.cuda-support.com:22, 443, 8788** – support tunnel

When opening the support tunnel, the Barracuda Networks appliance attempts to connect directly to the Barracuda Networks Support Server **term.cuda-support.com** on port 22, 443, or 8788.

Open your network to allow the Barracuda Networks appliance **outbound** access to ALL on port 22, 443, or 8788. *Note that the Barracuda Email Security Gateway sends outbound on these ports and INBOUND traffic is assigned a port by your network's gateway, so outbound traffic on port 443 may come back in on port 23456.*

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 2020-09-08T11:00:33PDT):

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 8813605 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

Important notes:

1. The Barracuda Networks appliance will attempt to connect to the hostname `term.cuda-support.com`. This is expected.
2. When opened, the support tunnel remains active for 72 hours.
3. Closing the popup windows does not close the support tunnel.
4. To manually close the support tunnel, click the **Terminate** button in the popup window.

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, 443, 8788`
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 Networks 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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