

---

## How to Configure URL Filter Overrides

<https://campus.barracuda.com/doc/45026012/>

You can use the Override feature of the URL Filter to grant temporary access to otherwise blocked URL categories. URL categories that are set to the **override** policy redirect the user to the customizable Override Block page of the URL Filter. The user can then select the override admin and request an override. The override admin must log into the override admin interface and grant the request for a specified time. When the request has been granted, the user is automatically forwarded to the website. Overrides are always granted for the entire URL category.

### In this article

### Video

---

For see URL Filter Overrides Request in action, watch the following video:



URL Filter Override Requests  
Barracuda *NG Firewall*

### Before you Begin

---

- Create or edit existing URL Policy objects in order to use the **override** policy for the URL categories of your choice.
- Configure web filtering in the Firewall. For more information, see [How to Configure URL Filtering in the Firewall](#).

### Step 1. Create the SSL Certificate and Admin Users for the Override Admin Interface

---

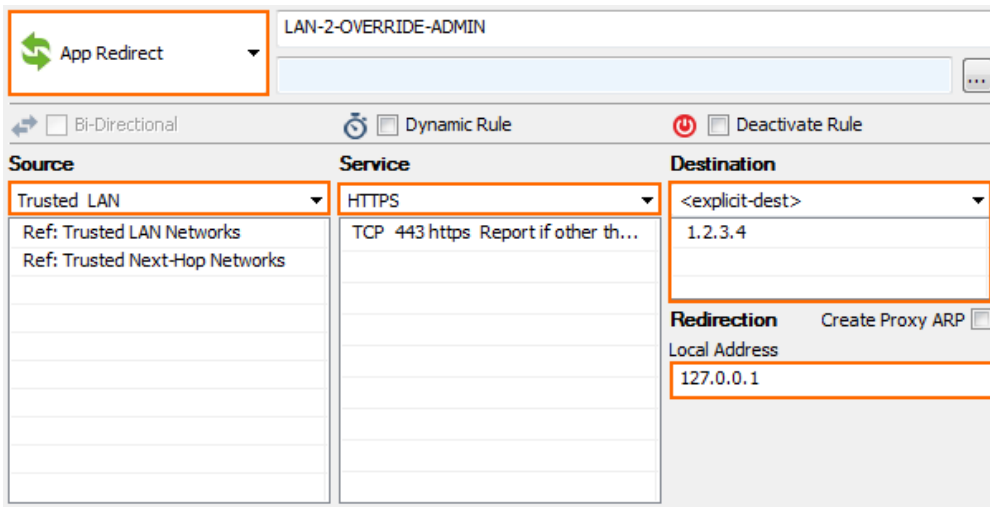
Create or upload an SSL certificate for the Override interface. This certificate is also used for the ticketing system.

1. Go to **CONFIGURATION > Configuration Tree > Box > Virtual Servers > your virtual server > Assigned Services > Firewall > Forwarding Settings**.
2. In the left menu, select **Authentication**.
3. Click **Lock**.
4. Import or create the **Default HTTPS Private Key** and **Default HTTPS Certificate**.  
This SSL certificate is also used by inline and offline firewall authentication. If inline authentication is used, the **Name** of the certificate must be the IP address or an FQDN resolving to the IP address of the Barracuda NG Firewall. This value is used to redirect the client to the authentication daemon.
5. Click **Edit** to add **URL Filter Override Users**. The **URL Filter Override Users** window opens.
6. Click **+** to add a **User specific data** entry.
7. Enter the **Name**. This is the username used to log into the override admin interface.
8. Enter the **Password**.
9. Enter the **Full Name**. The user can select this name from the dropdown on the Override Block page when requesting and override from a specific admin.
10. Enter the **User email**.  
The email address is currently not used.
11. Click **Send Changes** and **Activate**.

### Step 3. Create App Redirect Access Rule for Override Admin Portal

Add an access rule to redirect the admin user to the web filter override admin page. This rule will also allow access to the guest user ticketing system.

1. Go to **CONFIGURATION > Configuration Tree > Box > Virtual Servers > your virtual server > Assigned Services > Firewall > Forwarding Rules**.
2. Click **Lock**.
3. Create an **App Redirect** access rule:
  - **Action** – Select **App Redirect**.
  - **Source** – Select the source network allowed to access the web filter override portal.
  - **Service** – Select **HTTPS**.
  - **Destination** – Enter the IP address the override admin interface is accessed through. You can use any free IP address (e.g., 1.2.3.4) or an IP address on the Barracuda NG Firewall that does not have a listener on port 443.
  - **Redirection** – Enter 127.0.0.1

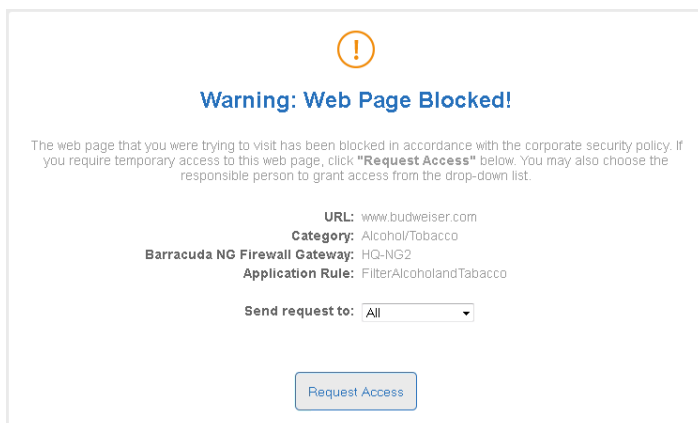


4. Click **OK**.
5. Place the access rule so that it is the first rule to match for HTTPS traffic to the chosen admin override IP address.
6. Click **Send Changes** and **Activate**.

The admin ticketing interface is now reachable via <https://1.2.3.4/cgi-bin/override-admin> (if you used 1.2.3.4 as the destination IP address in the access rule).

## Granting URL Filter Override Requests

JavaScript must be enabled in the client browser for the override request to be sent.



When attempting to access a website that is in an override URL category, the URL Filter override page is displayed. You can optionally choose which override admin the request is sent to and then click **Request Access**. When the request has been granted by the override admin, click **Request Access** again to continue to the previously blocked website. If the admin denies the override request, the URL

category is blocked for the set duration.

For more information, see [How to Grant URL Category Overrides - User Guide](#).

## Logging for URL Filter Overrides

URL Filter overrides are logged to **/Box/Firewall/Acknowledged**.

Time	Type	TZ	Message
2015 06 19 19:46:07	Info	+10:00	firewall: [Override] action=re-/new request adminuser=All user=external srcIP=10.0.10.11 category=Alcohol/Tobacco
2015 06 19 19:46:32	Info	+10:00	firewall: [Override] action=grant adminuser=test user=external srcIP=10.0.10.11 category=Alcohol/Tobacco

## Figures

1. WF\_Override\_01.png
2. WF\_Override\_UserGuide03.png
3. WF\_Override\_02.png

© Barracuda Networks Inc., 2019 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.