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## Troubleshooting

<https://campus.barracuda.com/doc/5799992/>

The **ADVANCED > Troubleshooting** page provides tools that help troubleshoot network connectivity issues which may affect the performance of your Barracuda Link Balancer. You can perform a number of connectivity tests such as ping, telnet, dig/nslookup, TCP dump, and traceroute.

### Built-In Troubleshooting Tools

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#### Support Connection

Barracuda Networks Technical Support may ask you to make a connection to Barracuda Central to help them diagnose problems on your system. To open a troubleshooting connection to your Barracuda Link Balancer:

1. Click **Establish Connection to Barracuda Networks Support Center**.
2. Provide the support engineer with the serial number displayed.
3. After the issue is resolved, click **Terminate connection to Barracuda Central** to close the connection between your Barracuda Link Balancer and Barracuda Central.

### Network Connectivity Tests

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This section allows you to diagnose potential network problems on the Barracuda Link Balancer.

#### TCP Dump

This section allows you to capture large amounts of TCP traffic data in a file, while providing IP filtering and other configuration options. To capture traffic, perform the following steps:

1. Configure the options in the TCP Dump section as needed.
2. Click **Start Capture**.
3. Wait while data is collected. Then click **Stop Capture**.
4. Click **Download** to download the captured data from the Barracuda Link Balancer. You can also click **Remove Capture File** afterwards to free some HDD space on the unit.

You can run a quick packet dump on the screen rather than writing to a file using the TCP Dump field under network connectivity tests.

## Example: TCP dump for Barracuda Link Balancer Model 330

Internal port mapping for model 330:

|            |           |           |           |                                    |
|------------|-----------|-----------|-----------|------------------------------------|
| eth0 =WAN1 | eth1=LAN1 | eth2=WAN3 | eth3=WAN2 | eth4=LAN2 (cluster heartbeat port) |
|------------|-----------|-----------|-----------|------------------------------------|

To run a capture on WAN1 for ICMP filtered for the host 64.235.145.242, enter the following into the TCPdump field:

```
<span style="background-color: transparent;color: rgb(255,0,0);">&nbsp;</span>-i eth0 icmp and host 64.235.145.242 -e -nn
```

Where:

- **-i** introduces the interface, eth0
- **icmp** is the protocol
- **and host 64.235.145.242** is the host information
- **-e** shows the hardware address of the source and destination packets
- **-nn** negates name resolution, so you can see the raw IP

**Network Connectivity Tests**

|                       |                             |   |
|-----------------------|-----------------------------|---|
| Link:                 | WAN2(isp2-10.11.24.4) ▼     |   |
| Ping Device:          | <input type="text"/>        | <input type="button" value="Begin Ping"/>       |
| Telnet Device:        | <input type="text"/>        | <input type="button" value="Begin Telnet"/>     |
| Dig/NS-lookup Device: | <input type="text"/>        | <input type="button" value="Begin Dig"/>        |
| TCP Dump:             | -i eth2 icmp and host 64.23 | <input type="button" value="Begin TCP Dump"/>   |
| Traceroute Device:    | <input type="text"/>        | <input type="button" value="Begin Traceroute"/> |
| Wget Web Page:        | <input type="text"/>        | <input type="button" value="Begin Wget"/>       |

**TCP Dump**

|   |   |                            |
|---|---|----------------------------|
| Link  | WAN2 ▼  |                            |
| Source IP   | <input type="text"/>  | Port <input type="text"/>  |
| Destination IP  | <input type="text"/>  | Port: <input type="text"/> |
| Protocol  | ESP ▼   |                            |
| Capture File Size   | <input type="text" value="5"/> MB                             |                            |
| Apply User Filters  | <input type="radio"/> Yes <input checked="" type="radio"/> No |                            |
| Filters   | <input type="text"/>  |                            |
| <input type="button" value="Start Capture"/> <input type="button" value="Stop Capture"/> <input type="button" value="Download Capture File"/> |   |                            |

## Network Information

This section allows you to show currently valid network status information.

- **Show ARPs** - displays the currently valid ARP entries.
- **Show Routes** - displays the currently active routes.

## Replacing a Failed System

If a Barracuda Link Balancer fails and the issue can not be resolved, you can use the tools provided on the **ADVANCED > Troubleshooting** page. Customers who have purchased the Instant Replacement service can call Barracuda Networks Technical Support to arrange for a new unit to be shipped out within 24 hours.

After receiving the new system, ship the old Barracuda Link Balancer back to Barracuda Networks.

Barracuda Networks Technical Support will provide details on the best way to return the unit.

To set up the new Barracuda Link Balancer with the same configuration as the old system, restore the backup file from the old system onto the new one. Manually configure the new system's IP information on the **BASIC > IP Configuration** page. For information on restoring data, refer to [Backing Up and Restoring Your System Configuration](#).

## Figures

1. linkBalancer\_TCPdump.png

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