How to Troubleshoot the Barracuda Chromebook Security Extension

https://campus.barracuda.com/doc/68361537/

The Barracuda Chromebook Security Extension is available for the Barracuda Web Security Gateway 410 and 410 Vx and higher, running version 11.0 and above. For more information, see:

- How to Get and Configure the Barracuda Chromebook Security Extension
- How to Configure Google Directory Services

Support Log

The Barracuda Chromebook Security Extension **Support Log** is a good tool for troubleshooting configuration of the extension. Click on the icon for the extension in the task tray in the Chromebook, and then click **View Support Log**.
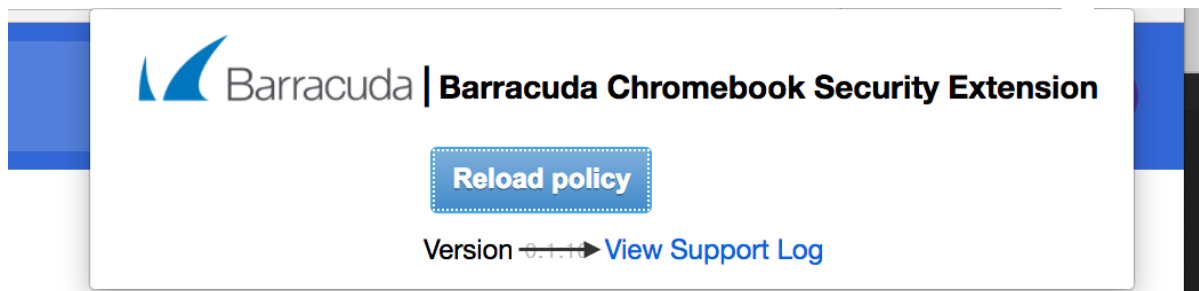
When you click **View Support Log**, you'll see something like this:

[Troubleshoot Extension](#)
Barracuda Chromebook Security Extension
Version: Barracuda Chromebook Security Extension
Username: none
# of Cached domains: 0
Initialized: no
Categories loaded: none
Cached Domains: no
Initialization:

- [Tue Apr 11 2017 15:16:29 GMT-0700 (PDT)] Initializing extensions
- [Tue Apr 11 2017 15:16:29 GMT-0700 (PDT)] Failed initialization(0): Only support Chromebook OS
- [Tue Apr 11 2017 15:16:31 GMT-0700 (PDT)] Initializing extensions
- [Tue Apr 11 2017 15:16:31 GMT-0700 (PDT)] Failed initialization(1): Only support Chromebook OS
- [Tue Apr 11 2017 15:16:33 GMT-0700 (PDT)] Initializing extensions
- [Tue Apr 11 2017 15:16:33 GMT-0700 (PDT)] Failed initialization(2): Only support Chromebook OS
- [Tue Apr 11 2017 15:16:35 GMT-0700 (PDT)] Initializing extensions
- [Tue Apr 11 2017 15:16:35 GMT-0700 (PDT)] Failed initialization(3): Only support Chromebook OS
- [Tue Apr 11 2017 15:16:35 GMT-0700 (PDT)] Updating updateUser alarm with options Delay: 30, Period: 30
- [Tue Apr 11 2017 15:16:35 GMT-0700 (PDT)] Updating syncLogs alarm with options Delay: 15, Period: 15
- [Tue Apr 11 2017 15:16:35 GMT-0700 (PDT)] Creating updateUser alarm with options Delay: 30, Period: 30
- [Tue Apr 11 2017 15:16:35 GMT-0700 (PDT)] Creating syncLogs alarm with options Delay: 15, Period: 15

Logs:

In the **Support Log**, click **Troubleshoot Extension** to see a more specific error message (see table below for possible messages).

Troubleshooting

Run Test

Test	Result	Troubleshooting
WSG Settings	✕	There is an issue with the extension configuration file. Please generate the configuration file from the WSG **ADVANCED > Remote Filtering** page and re-upload to the Google Admin console.
WSG Availability	✕	
WSG Trusted Authentication	✕	
WCS Categorization Availability		

Error Messages

The following table lists possible error messages related to configuring the Barracuda Chromebook Security Extension. The **BWSG** refers to the Barracuda Web Security Gateway.

Test	Error Message
BWSG Settings	There is an issue with the extension configuration file. Please generate the configuration file from the Barracuda Web Security Gateway **ADVANCED > Remote Filtering** page and re-upload to the Google Admin console.

BWSG Availability	Make sure Barracuda Web Security Gateway is accessible over HTTPS (Enter https://[bwsg_address] in the browser). There should no be SSL error when accessing the Barracuda Web Security Gateway. The SSL certificate from the ADVANCED > Secure Administration page Common Name should be in the Barracuda Chromebook Security Extension configuration file. This certificate should be uploaded to the Google Admin console and marked as Trusted.
BWSG Trusted Authentication	Make sure the shared key stored in the Google Admin console and the Shared Secret entered in the Barracuda Web Security Gateway on the **ADVANCED > Remote Filtering** page match.
WCS Categorization Availability	Make sure the Barracuda WCS service is accessible within your network.

Figures

1. TroubleshootLog.png
2. Troubleshoot1.png
3. TroubleshootEx.png