

## Troubleshooting Appliances Connected through Barracuda Appliance Control

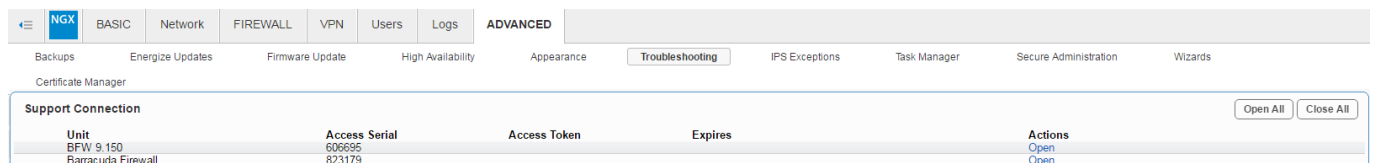
<https://campus.barracuda.com/doc/69960151/>

With Barracuda Cloud Control, you can troubleshoot problem devices in a remote location from your office, or anywhere, by opening a support tunnel on one or more of your Barracuda products at the same time. Barracuda Technical Support can then assist you with any or all of the devices connected through Barracuda Appliance Control.

If the Barracuda appliance is located behind a corporate firewall, you may need to open the following ports to allow communication between the appliance and Barracuda Networks:

- svc.bcc.barracudanetworks.com:80, 8000, 23557, 48320
- For more information, refer to [Required Outbound Connections for Barracuda Appliances](#).

As an example, to troubleshoot a connected Barracuda Next Gen Firewall, click on the Next Gen Firewall X-Series group, and, in the [group context](#) web interface, click on **ADVANCED > Troubleshooting:**



| Unit               | Access Serial | Access Token | Expires | Actions |
|--------------------|---------------|--------------|---------|---------|
| BFW 9 150          | 606695        |              |         | Open    |
| Barracuda Firewall | 823179        |              |         | Open    |

Each Barracuda Next Gen Firewall is listed by serial number. In the **Actions** column:

- Click **Open** to open a support tunnel.
- Click **Close** to close the support tunnel.

## Figures

### 1. Tunnel.png

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