

Troubleshooting Appliances Connected through Barracuda Appliance Control

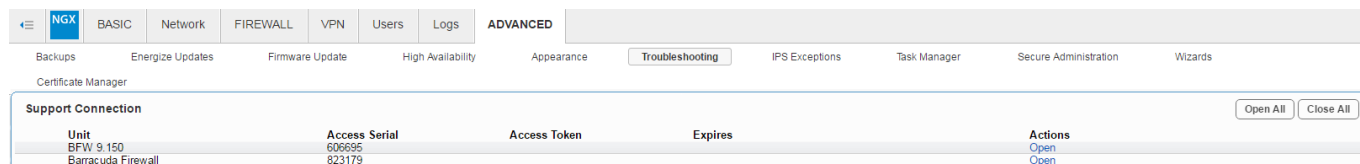
<https://campus.barracuda.com/doc/69960151/>

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 Networks products at the same time. Barracuda Networks Technical Support can then assist you with any or all of the devices connected through Barracuda Appliance Control.

If the Barracuda Networks 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 Networks 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**:



The screenshot shows the Barracuda Cloud Control web interface. The top navigation bar includes tabs for NGX, BASIC, Network, FIREWALL, VPN, Users, and Logs. The ADVANCED section is expanded, showing sub-tabs for Backups, Energize Updates, Firmware Update, High Availability, Appearance, Troubleshooting (selected), IPS Exceptions, Task Manager, Secure Administration, and Wizards. Below the navigation bar, the Troubleshooting section displays a table of support connections. The table has columns for Unit, Access Serial, Access Token, Expires, and Actions. One entry is visible: Unit BFW 9.150, Access Serial 606695, Access Token 823179, Expires, and Actions with an Open button.

Unit	Access Serial	Access Token	Expires	Actions
BFW 9.150	606695	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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