How to Generate a System Report for Barracuda Networks Technical Support

https://campus.barracuda.com/doc/73719728/

When requested by Barracuda Technical Support, a system report can be generated containing information on the firewall system and setup. The system report is saved as a tar archive (*.tgz) on your firewall. The following information is included in the system report generated via Barracuda Firewall Admin:

> Confidential data, such as passwords and keys, are not included in the system report unless you include a PAR file. Passwords and keys are included in PAR files.

- **Configuration Data** – System configuration information.
- **System Data** – Basic information about the system.
- **Service Data** – Information about introduced services and their configuration.
- **Version Information** – The currently installed version of the system.
- **Log Files** – All log files on the system.
- **Core Files** – Core files generated by the system.
- **Remove Core Files** – Remove core files generated by the system.
- **Statistics Files** – All statistics files on the system.
- **Access Cache** – A snapshot of the access cache‘s current state.
- **Operating System Data** – Information about the OS configuration.
- **Events** – All events on the system.
- **Configuration Archive (par)** – The system PAR file.
- **Kernel Dump Files** – Kernel dump files generated by the system.
- **Remove Kernel Dump Files** – Remove kernel dump files generated by the system.

System reports generated via command line contain the following information and files:

Name	Content	Comment
`system-report.xml`	The system report XML file. Contains all but statistics and log.	default
`id_<num.num>`	An identity file to distinguish between several system reports.	default
`doit`	A system report may be installed on a CloudGen Firewall as a hotfix. This script acts as the installer for the hotfix.	default
`sysreport.xsl`	The XML style sheet for the system report.	default
`*.png`	Image files for the system report.	default
`statistics.tar.bz2`	The statistics file collection as a bzip2-compressed tar archive. To view the content of the archive type: • `tar -tvjf` • `statistics.tar.bz2`	optional

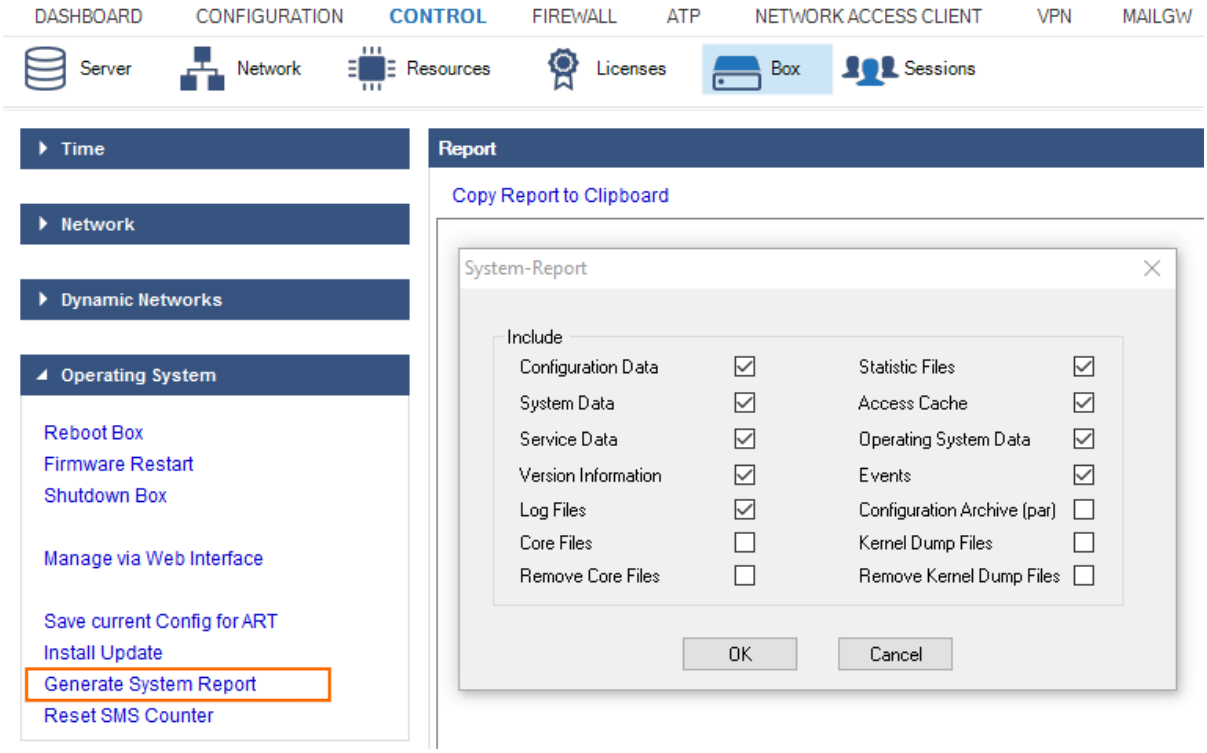
`logs.tar.bz2`	The log file collection as a bzip2-compressed tar archive. To view the content of the archive type: • `tar -tvjf logs.tar.bz2`	optional
`box.pgz`	The configuration archive	optional

Create a System Report

A system report can be created using Barracuda Firewall Admin or via command line.

Create a System Report Using Barracuda Firewall Admin

1. Log into the firewall.
2. Go to **CONTROL > Box**.
3. In the left menu, expand **Operating System** and click **Generate System Report**.



4. In the **System Report** window, select the data that you want to include in the report, and click **OK**.
5. In the **Save As** window, select where you want to save the system report tar archive (*.tgz) file. A **Progress** window opens after you make your selections.

You can now email the system report file to Barracuda Networks Technical Support.

Create a System Report via Command Line Interface

The name of the executable is system-report and is located in: `/opt/phion/bin/`

1. Log into the firewall via SSH or serial console.
2. Create a system report:
   - Standard system report:

     ```
     ./system-report
     ```

   - Custom system report:

     ```
     ./system-report --collect <comma separated list of parameters - see list below>
     ```

Available command line parameters E.g., `./system-report --collect config,services,log,event`

Parameter	Description
`config`	• Authentication Schemes • Administrative Settings • Watchdog • System Settings • Control Settings • Firewall Settings
`services`	Service data
`system`	System data
`versions`	Version information
`log`	Log data
`stat`	Statistics data
`accesscache`	Content of the access cache
`phionos`	Barracuda CloudGen Firewall information
`event`	Event data
`all`	Collects all available data except the par file. To exclude data, add one of the parameters above with a leading `no`.

Both commands generate a system report that contains config, service, log, and event data.

PAR File Integration

By default, a system report does not contain a PAR file; however, it is possible to integrate a PAR file into a system report.

To include a PAR file into a system report, type:

- `./system-report --par`

A system report is a gzip-packed tar archive (*.tgz) and can be viewed within the command-line interface.

To view the content of a system report type:

- `tar -tvzf system-report.tgz`

Viewing System Reports

Statistics and log files are only viewable with the aid of the statistics or log viewer of Barracuda Firewall Admin. Therefore, system reports can be installed on a firewall. System reports are designed as hotfixes and can simply be installed like any other hotfix. When installing a system report, the files system-report.xml, sysreport.xsl, and the required images will be loaded into the firewall's internal web server in order to be viewable by a web browser.

Step 1. Configure the Internal Web Server

Before installing system reports, verify that **Enable System Reports** is selected in the forwarding firewall settings. This step is required to view the content of the report.

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. In the **Authentication Server Configuration** section, click **Show/Edit** next to **Operational Settings**. The **Operational Settings** window opens.
5. In the **CGI Interface** section, set **Enable System Reports** to **Yes**.
6. Click **Send Changes** and **Activate**.

After changing these settings, a firmware restart (**CONTROL > Box**) is required.

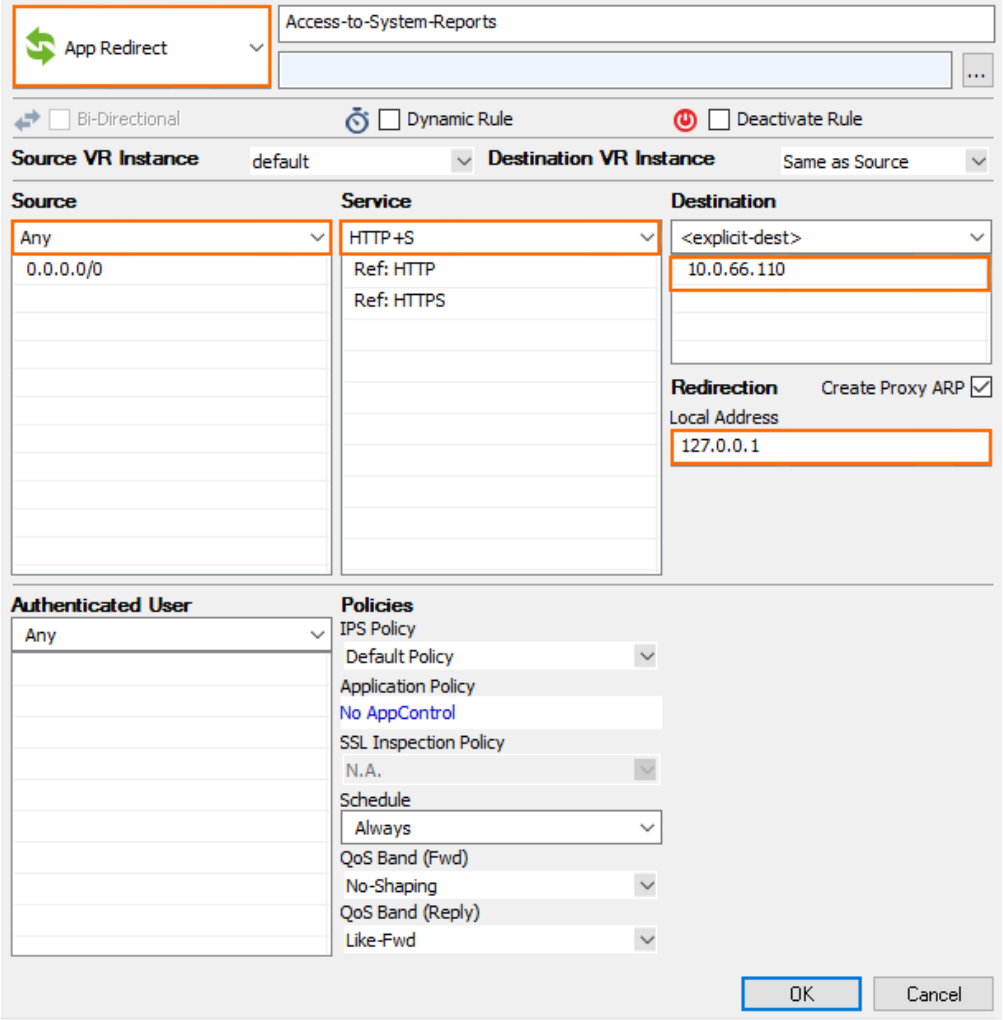
Step 2. Configure the Firewall

To be able to view statistics and log data with a web browser, an access rule must be introduced. This is necessary because, due to security reasons, the integrated web server only listens for connections on the loopback interface.

Viewing System Reports via Web Browser

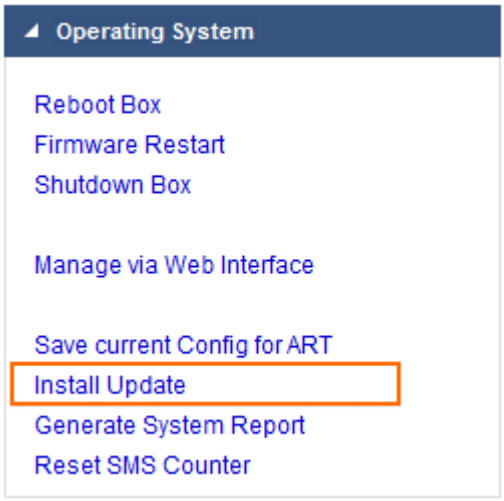
Create a rule with the following settings:

- **Action** – **Local Redirect**
- **Source** – Define the desired source network
- **Service** – **HTTP+S**
- **Destination** – The box IP address of the firewall
- **Redirection** – The loopback address 127.0.0.1



Step 3. Install the System Report

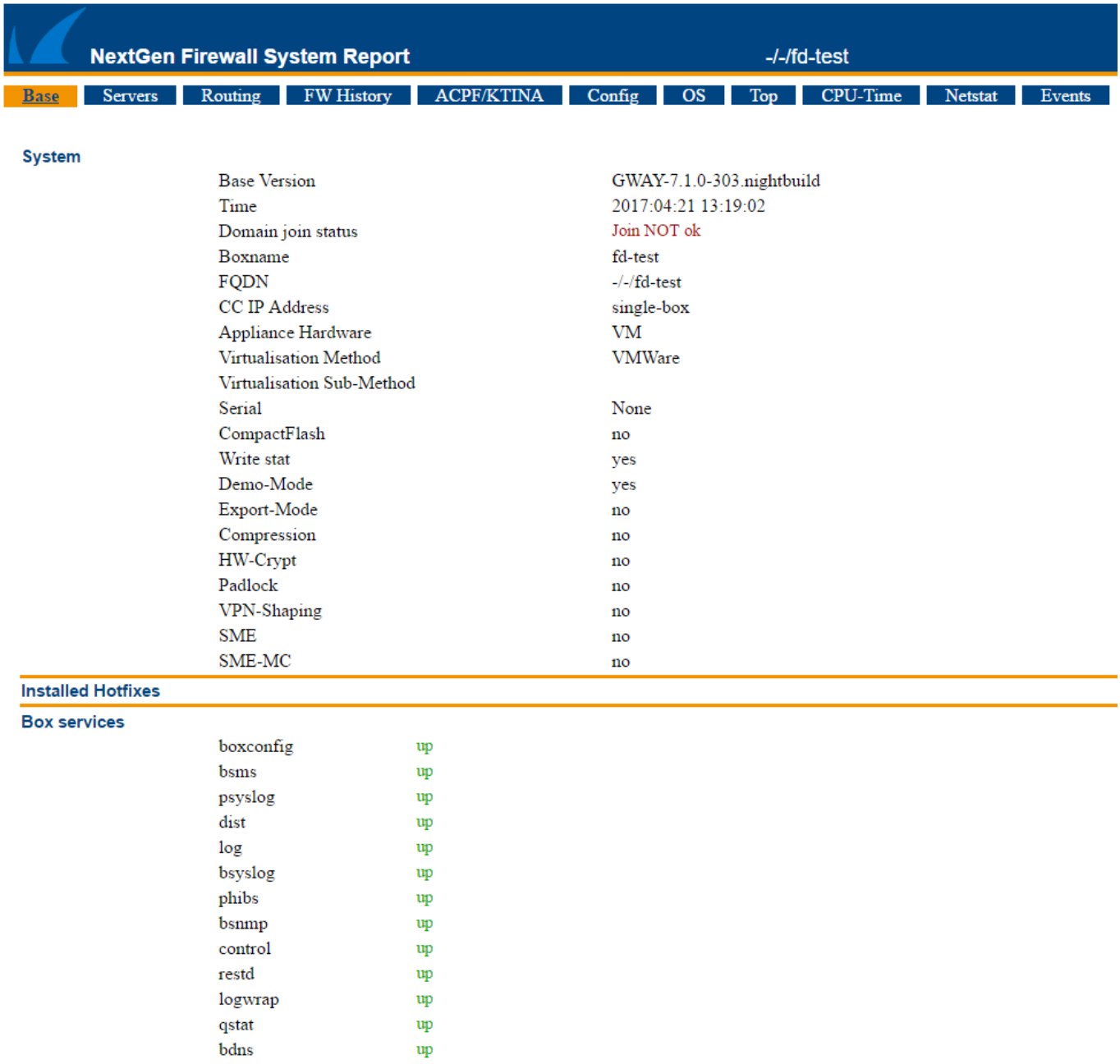
1. Log into the firewall.
2. Go to **CONTROL > Box**.
3. Click **Install Update**, and specify the source of the desired system report.



4. Install the system report.

To view previously created system reports, open a web browser to the following URL:
http://<ip>/cgi-bin/show-sysreports

Note that <ip> stands for the IP address or a DNS-resolvable name of the configured firewall.



NextGen Firewall System Report -/-/fd-test

Base | Servers | Routing | FW History | ACPF/KTINA | Config | OS | Top | CPU-Time | Netstat | Events

System

Base Version	GWAY-7.1.0-303.nightbuild
Time	2017:04:21 13:19:02
Domain join status	Join NOT ok
Boxname	fd-test
FQDN	-/-/fd-test
CC IP Address	single-box
Appliance Hardware	VM
Virtualisation Method	VMWare
Virtualisation Sub-Method	
Serial	None
CompactFlash	no
Write stat	yes
Demo-Mode	yes
Export-Mode	no
Compression	no
HW-Crypt	no
Padlock	no
VPN-Shaping	no
SME	no
SME-MC	no

Installed Hotfixes

Box services

boxconfig	up
bsms	up
psyslog	up
dist	up
log	up
bsyslog	up
phibs	up
bsnmp	up
control	up
restd	up
logwrap	up
qstat	up
bdns	up

Viewing Statistics

Statistics data of installed system reports can be viewed within the statistics viewer of Barracuda Firewall Admin. For more information, see STATISTICS Tab.

Viewing Log Files

Viewing log files is only possible if a special registry key was set at the client workstation the Barracuda Firewall Admin client is running on.

1. Start the Windows Registry Editor by typing `regedit` in the MS Windows command line.

2. Navigate to `HKEY_CURRENT_USER\Software\Barracuda\ngadmin\log`
3. Right-click and choose **New** followed by **DWORD Value**.
4. Set the name of the registry key to `showrange` and its value to `1Viewing System Reports`

Log data of installed system reports can be viewed within the log viewer of Barracuda Firewall Admin. For more information, see LOGS Tab.

Uninstalling System Reports

System reports can be removed via the web interface or directly on the CLI.

1. Inside the web interface, each system report has a **Remove** button.
2. Within the command line interface, type:
   - `/var/phion/fwauthd/cgi-bin/remove-sysreport -r <id>` where `<id>` stands for the system report id.

When removing a system report, all of its data will be removed from the system and no additional warning message is displayed.

Figures

1. report_01.png
2. reports_rule.png
3. install_update.png
4. sys_report_01.png