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## Technical Support

<https://campus.barracuda.com/doc/78155570/>

### Barracuda Networks Technical Support Security and Privacy

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See the Barracuda Website to view [Barracuda Networks Technical Support Security and Privacy](#).

### Support Tunnel

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When Barracuda Technical Support needs to troubleshoot a Barracuda Backup appliance, the technician uses a support tunnel to remotely connect to that appliance.

Barracuda appliances connect to the Barracuda Support Server located at this address:

- **term.cuda-support.com:22** – support tunnel

When opening the support tunnel, the Barracuda appliance attempts to connect directly to the Barracuda Support Server **term.cuda-support.com** on port 22.

Open your network to allow the Barracuda appliance outbound access to ALL on port 22.

You must have a valid external DNS to resolve support tunnel DNS entries.

For more information on required outbound connections, refer to [Required Outbound Connections for Barracuda Appliances](#).

#### Open a Support Tunnel through the Web Interface

Use the following steps to open a support tunnel through the Barracuda Backup web interface:

1. Log into <https://login.barracuda.com/>, and select the appliance in the left pane.
2. Go to **System > Troubleshooting** page, and click the toggle to **Open** a support tunnel.
3. Click **Open**.
4. Once troubleshooting is complete, click the toggle to **Close** and disable the support tunnel.

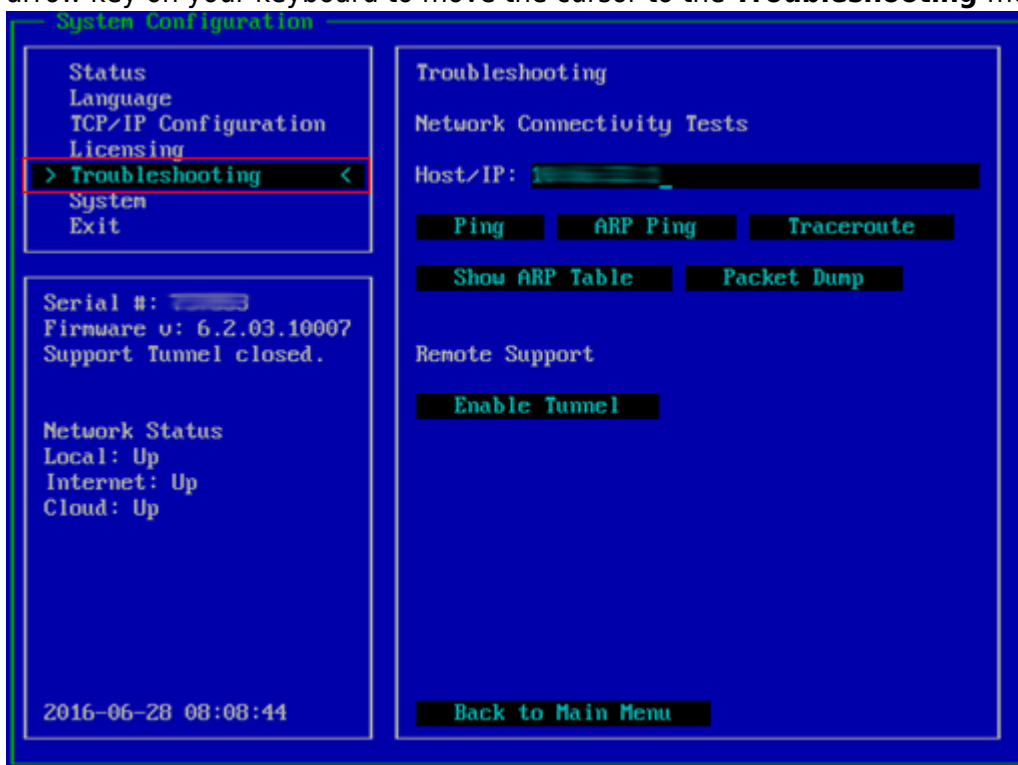
### Open a Support Tunnel Using the Console

You can alternatively use the console screen on the Barracuda Backup appliance to open a support tunnel.

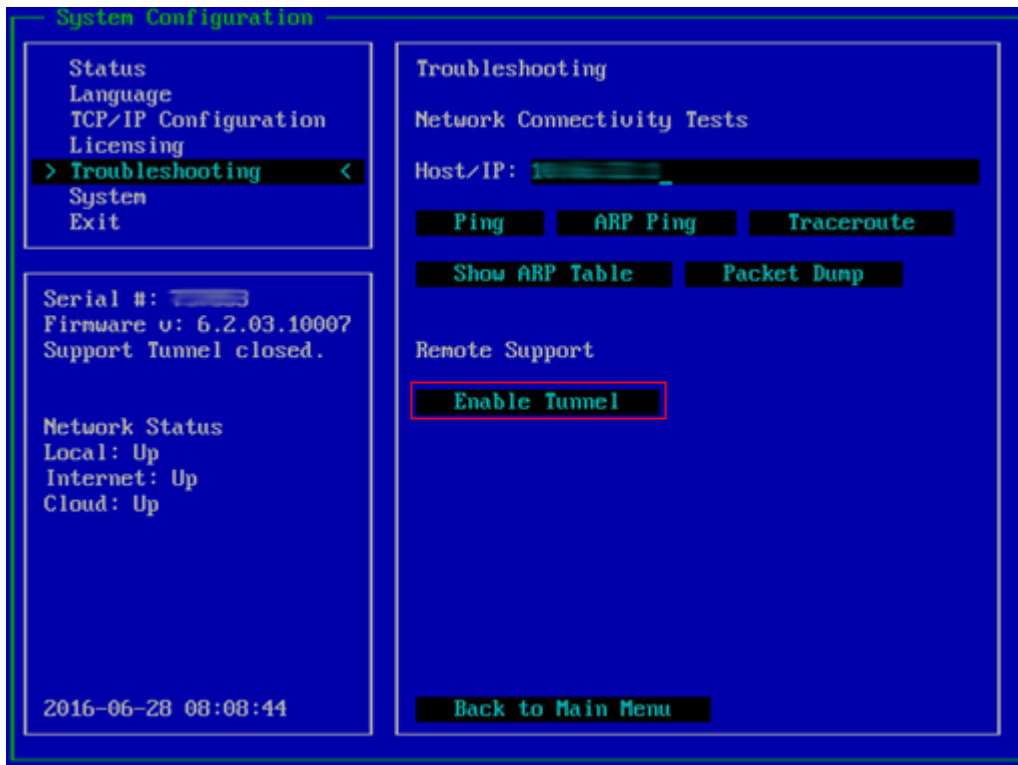
To access and interact with the console screen, you need a VGA Monitor and USB or PS/2 keyboard.

Use the following steps to open a support tunnel using the console:

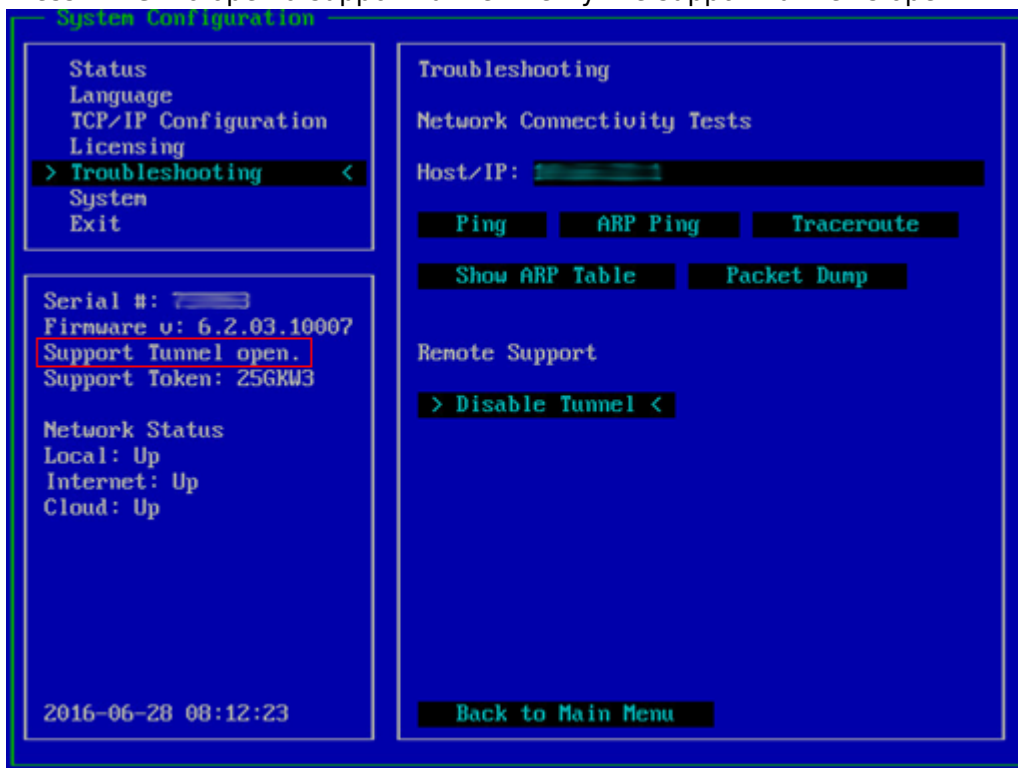
1. Connect the VGA monitor and keyboard to the Barracuda Backup appliance.
2. Use the keyboard arrows to highlight **Troubleshooting**, and press either **Enter** or the right arrow key on your keyboard to move the cursor to the **Troubleshooting** menu:



3. Use the arrow keys on your keyboard to move the cursor to **Enable Tunnel** in the **Remote Support** section:



4. Press **Enter** to open a support tunnel. Verify the support tunnel is open:



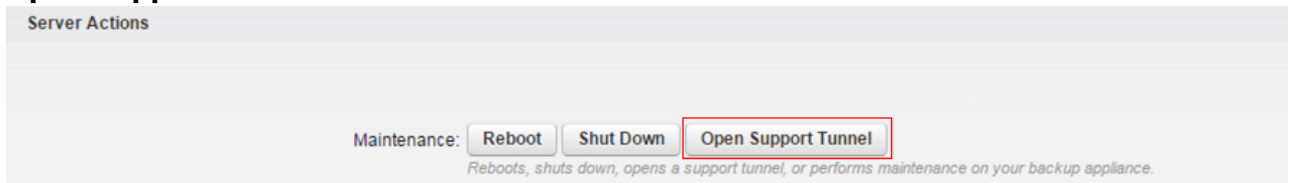
5. Once troubleshooting is complete, repeat steps 1-4 to **Disable** the support tunnel.

#### Open a Support Tunnel from Local Interface

Use the following steps to log in to the local interface and open a support tunnel for remote

diagnostics and technical support services over TCP port 22 outbound:

1. In a browser window, enter the Barracuda Backup appliance IP address.
2. Log in using your Barracuda Cloud Control credentials.
3. Go to the **System > Device Information** page, and in the **Server Actions** section, click **Open Support Tunnel**:



4. The button changes to **Close Support Tunnel**, and a message displays indicating that the tunnel is open.
5. Once troubleshooting is complete, click **Close Support Tunnel**.

## Figures

1. 01console.png
2. 02console.png
3. 03console.png
4. server\_action01.png

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