

Troubleshooting

<https://campus.barracuda.com/doc/79468334/>

If you would like Barracuda Support to help troubleshoot any issues with your service or the Barracuda Content Shield Suite, you can enable the **Support Access** feature on the **Account Settings** page so that Barracuda Support engineers can log in. See [Support Tools for Barracuda Content Shield](#) for details.

Connection or Other Issues With the Barracuda Content Shield Suite

Use the Support Logs feature to collect and send logged activity information from an endpoint machine to [Barracuda Support](#) if needed.

1. Open a Command window as admin and go to the directory C:\ProgramData\Barracuda\Content Shield\Support.
2. Run the **BCSCollectInfo.bat** batch file. When the batch file runs, it will display something like this:
"Do you want to run software from this untrusted publisher?
File C:\ProgramData\Barracuda\Content Shield\BCSSupportToolv1\utils\bcs_support.ps1 is published by CN=Barracuda Networks Inc., O=Barracuda Networks Inc., L=Campbell, S=California, C=US and is not trusted on your system. Only run scripts from trusted publishers.
[V] Never run [D] Do not run [R] Run once [A] Always run [?] Help (default is "D");"
3. Press **R** or **A** and the script will continue to run.

Output of the script is the **Support-[timestamp].zip** file in C:\ProgramData\Barracuda\Content Shield\Support folder. A copy of this file is uploaded to Barracuda internal server for Support purposes.

The script also creates the **Support-[timestamp].log** file in C:\ProgramData\Barracuda\Content Shield\Support folder\logs, which includes:

- record of when the script began executing
 - what the script accomplished
 - when the script finished
 - whether or not an archive was created and uploaded successfully to the cloud
 - success/fail of the script execution
 - any errors that might arise during execution of script
- The Support logs batch file/script **BCSCollectInfo.bat** is standalone and can be run even when the Barracuda Content Shield Suite is not configured/running.
 - Support-[timestamp].zip files are kept for 28 days, and are then deleted.

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