
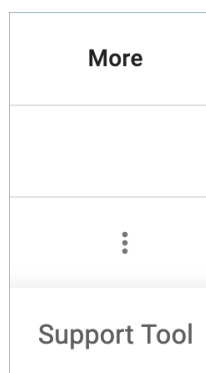


## Support Tools for Barracuda Content Shield

<https://campus.barracuda.com/doc/84312126/>

For support issues, you can generate a file of support log information for Barracuda Networks Support to access in the BCS portal. *This feature is only available for endpoints running Microsoft Windows.*

On the **ENDPOINTS** page, click the 3 dots (  ) in the **More** column for a particular endpoint.



In the **Support Tool** popup, the **GENERATE SUPPORT FILE** button is enabled if the endpoint is online.

When you click **GENERATE SUPPORT FILE**, the timestamp is then displayed and **Status** will display *Generating Files...*

### EPSQA-VM40

#### Support Tool

Generate a support file on the selected device to gather debugging details

**GENERATE SUPPORT FILE**

Last request sent: Dec 10, 2020 16:29:45  
Filename: support-121120\_105414-bcsqa2k.com.EPSQA-VM40-EPSQA-VM40\$.zip

Status: Online

**CLOSE**

- **Last request sent**—The date and time of the last web request from the BCS portal to the

endpoint.

- **Filename**– The Filename is always the most recent file uploaded.

Note that the popup refreshes every 30 seconds when left open.

#### Status Logs

The table below shows possible status values.

Endpoint Display	Description
Online	The BCS agent is connected.
Offline	The BCS agent is not connected.
Generating Files	The command to generate files was received, and the BCS agent is collecting logs on the endpoint.

## Figures

1. 3Dots.png
2. SupportToolLink.png
3. SupportToolPopup.png

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