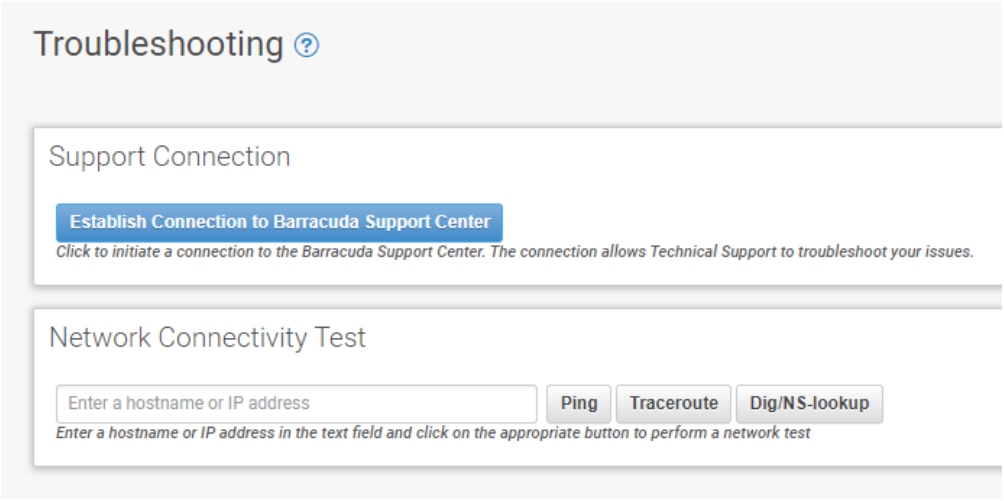
Troubleshooting

https://campus.barracuda.com/doc/84968168/

The **ADVANCED > Troubleshooting** tab allows you to troubleshoot various issues.



Basic Troubleshooting

This section describes issues that you can handle on your own. For help from a support technician, see **Support Connection** below.

Error Status for a Connected Device

If a connected device shows a connection error, check the following:

- Network connectivity between Barracuda Firewall Insights and the connected device, and between both devices and the Internet.
- Wire connections for any broken or damaged cables.
- The Shared Secret must be the same on both the Barracuda Firewall Insights and the connected device.
- The connected device must be set to connect to Barracuda Firewall Insights.

To Shut Down or Restart Your Firewall Insights

To restart or shut down the Barracuda Firewall Insights:

1. Go to **BASIC > Administration**.
2. In the **System Management** section, select:
   - **Shutdown** to power off the unit.

- **Restart** to reboot the unit.

Functions of the ADVANCED > Troubleshooting Page

Support Connection

For help from a Barracuda Networks technician to troubleshoot and diagnose a potential issue, click **Establish Connection to Barracuda Networks Support Center** to create a secure troubleshooting connection from your Barracuda Firewall Insights to the Barracuda Networks Technical Support servers.

To open a support connection:

1. Go to **ADVANCED > Troubleshooting**.
2. Click **Establish Connection to Barracuda Networks Support Center**.
   A new window will appear that displays the following:
   - Access token and serial number required by the support technician in order to access your Barracuda Firewall Insights
   - Status of connection
   - Button to terminate connection
3. Work with the Support Representative to solve your issue.
4. When your support issue is resolved, click **Terminate Connection to Barracuda Central**.

After the connection is terminated, all existing connections with the support servers are immediately closed, and all new connection attempts will be rejected until the connection is re-established from Barracuda Firewall Insights.

> This connection lasts only a few hours.

Performing a Network Connectivity Test

To perform a network connectivity test, enter a hostname or IP address, then select a test to run:

- **Ping** – Enter the IP address or hostname to ping, and click **Ping** to start the test.
- **Traceroute** – Enter the hostname or IP address to use for the command, and click **Traceroute** to start the test. Traceroutes are used to determine the network traffic route to navigate to its destination.
- **Dig/NS-lookup** – Enter the IP address or hostname to dig, and click **Dig/NS-lookup** to start the test.

Figures

1. ts.png

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