
Troubleshooting

<https://campus.barracuda.com/doc/84968209/>

Basic Troubleshooting

This section describes issues that you can handle on your own. If you require help from a Support Technician, see the next section in this article.

Error Status for a Connected Device

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

- Network connectivity between the Barracuda Reporting Server and the connected device, and between both devices and the Internet
- Wire connections for any broken or damaged cables.
- The Shared Secret is the same on both the Barracuda Reporting Server and the connected device. Refer to [Step 2 - Configure the Barracuda Reporting Server](#) and [Step 4 - Connect Devices](#) for details.
- The connected device is set to connect to the Barracuda Reporting Server. Refer to [Step 4 - Connect Devices](#) for details.

No Reports Migrated

There are some cases in which the Migrated Scheduled Reports dialog might not display any reports. A message informs you why there are no reports to display.

Possible reasons for not having migrated reports displayed include:

- There were no reports to migrate from the connected device.
- The device was just connected and the migration process has not yet started.
- There is a problem reading the incoming report. Click **View Details**, as described above, if there is an error.
- There is a problem reading all of the incoming reports.
- You have already migrated Scheduled Reports from this device. Scheduled Reports can only be migrated once.

Troubleshooting with Barracuda Networks Support

Connecting with the Barracuda Networks Support Center

If you need 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 Reporting Server to the Barracuda Networks Technical Support servers.

To open a support connection:

1. Navigate to the **ADVANCED > Troubleshooting** tab.
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 Reporting Server
 - 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 the Barracuda Reporting Server.

Note: 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. Trace routes 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.

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