

How to Open a Support Tunnel

<https://campus.barracuda.com/doc/86545267/>

Barracuda Networks Technical Support Security and Privacy

For complete information, see [Barracuda Networks Technical Support Security and Privacy](#).

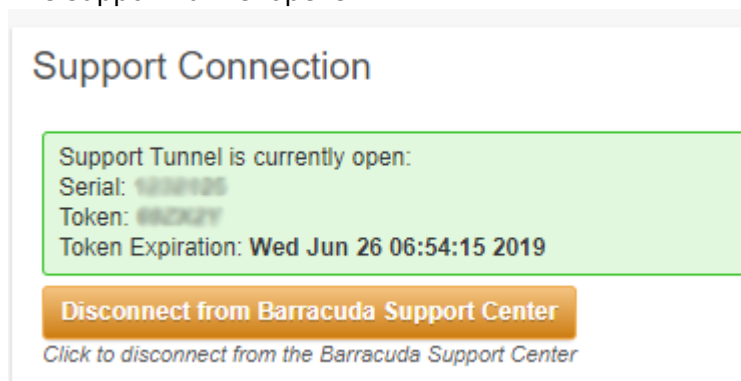
Before you Begin

For technical details on how the support tunnel is established, which ports are used, and where the tunnel connects to, see [How to Open a Support Tunnel](#).

Open a Support Tunnel through the Web Interface

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

1. Open a web browser and enter `https://<ip address fo your Firewall Insights>`
2. Go to **ADVANCED > Troubleshooting**.
3. In the **Support Connection Section**, click **Establish Connection to Barracuda Networks Support Center**.
4. The support tunnel opens.

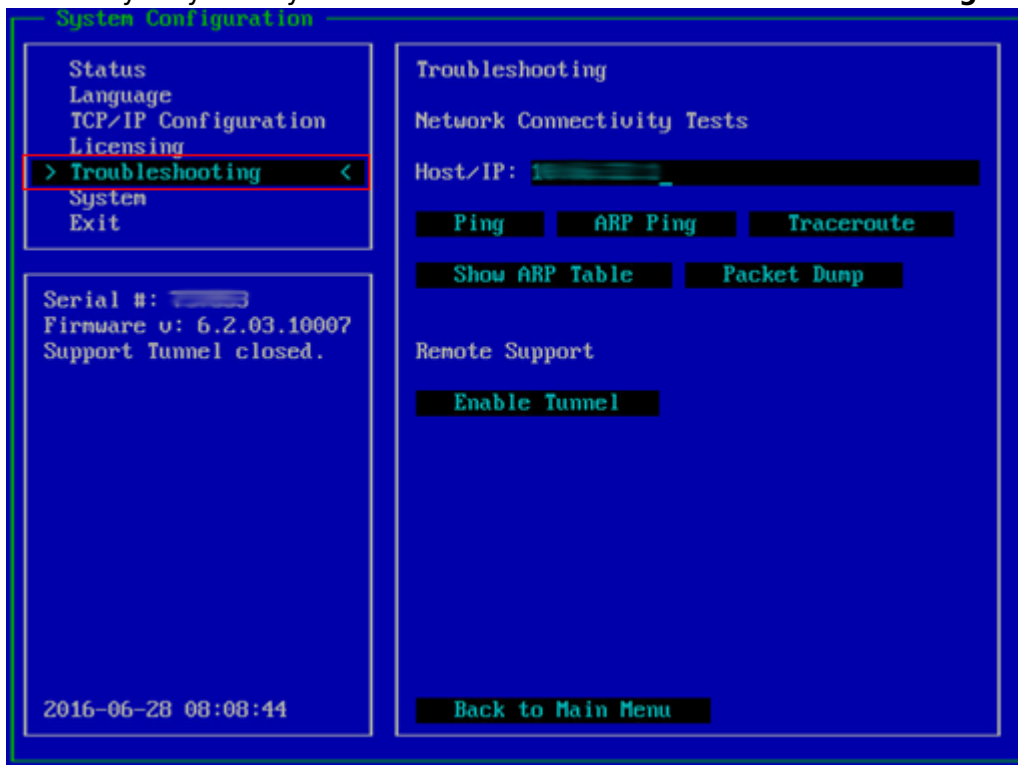


5. Click **Disconnect from Barracuda Networks Support Center** to close the support tunnel.

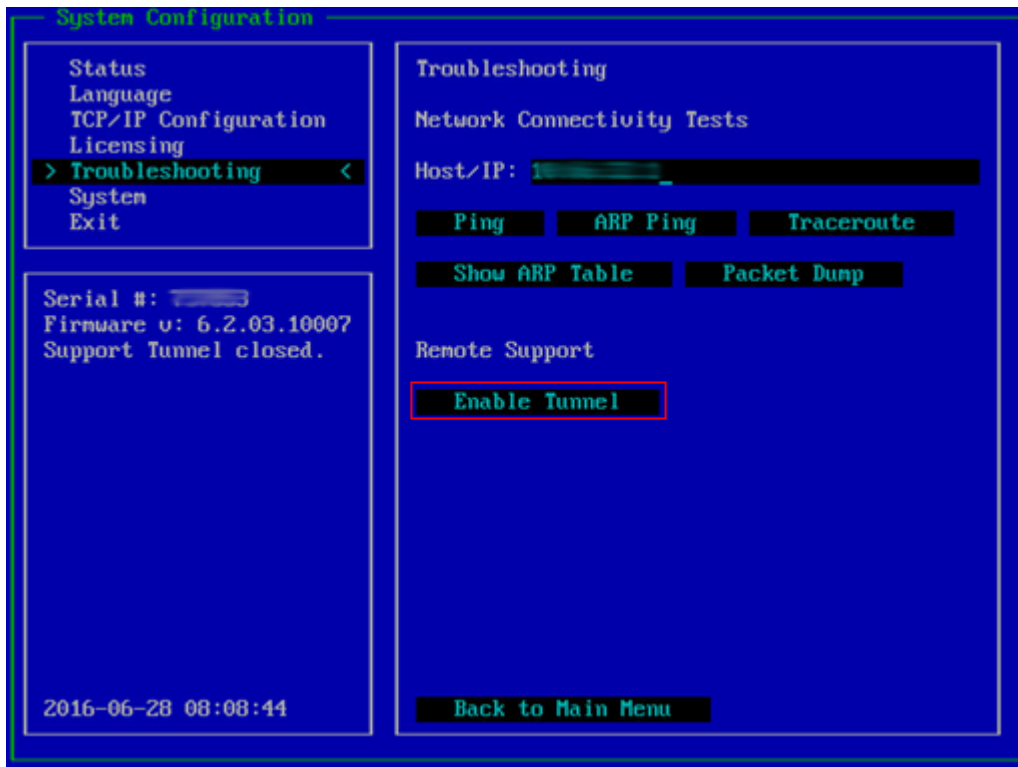
Open a Support Tunnel Using the Console

You can use the console screen to open a support tunnel.

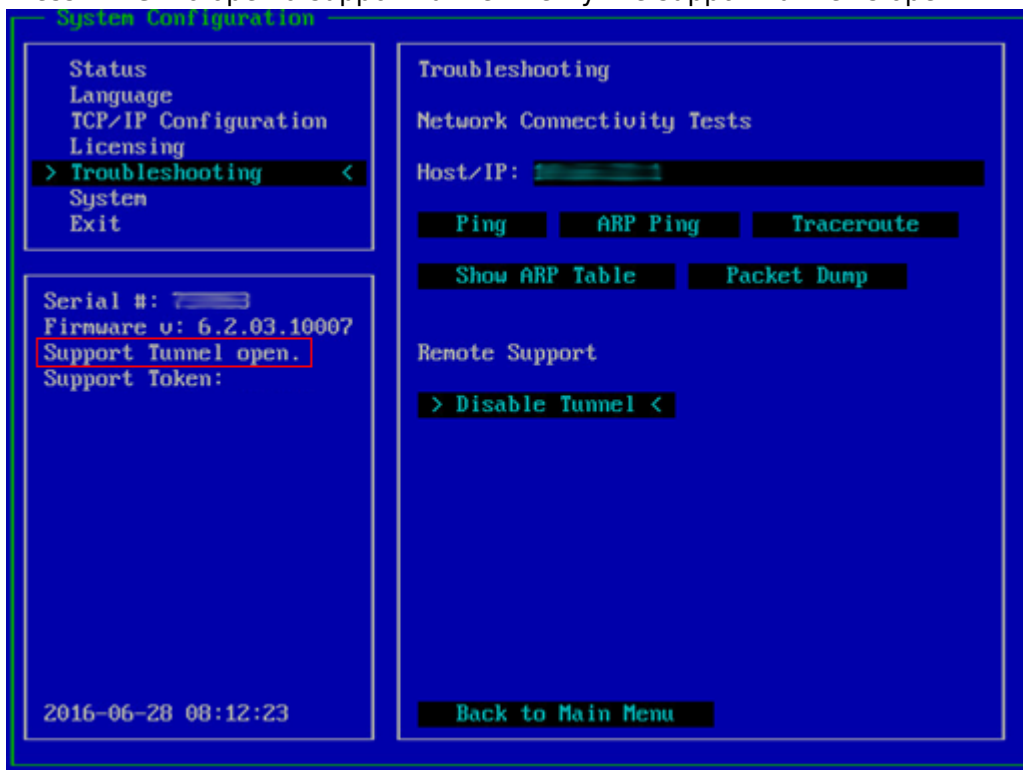
1. Log into the console of your virtual appliance.
2. Log in with the username admin and your password.
3. Use the keyboard arrows to highlight **Troubleshooting**, and press either **Enter** or the right arrow key on your keyboard to move the cursor to the **Troubleshooting** menu:



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



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



6. After troubleshooting is complete, repeat Steps 1-4 to **Disable** the support tunnel.

Figures

1. web_support_connection.png
2. 01console.png
3. 02console.png
4. 03console.png

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