

Troubleshooting Individual Platforms

<https://campus.barracuda.com/doc/93201603/>

Bare Metal / Virtual Machine

- Check Envoy Proxy logs.

```
sudo journalctl -u envoy -f
```

- Check CloudGen Access Proxy logs.

```
sudo journalctl -u fydeproxy -f
```

- Check firewall rules.

```
sudo firewall-cmd --list-all-zones  
# or  
sudo iptables -L -xvn
```

- Ensure Envoy Proxy is running.

```
sudo ps axuww | grep envoy
```

- Ensure Envoy Proxy is listening on the correct port.

```
sudo ss -anp | grep envoy | grep LISTEN  
# or  
sudo netstat -anp | grep envoy | grep LISTEN
```

Cloudformation ASG

Instance logs are sent to CloudWatch by default. Check the log group named: /aws/ec2/FydeAccessProxy

1. Select the failing instance from the log stream list.
2. Filter for cloud-init:
3. Search for script errors. Example:

- 2020-09-19T22:36:07.894+01:00 Sep 19 21:36:05 ip-10-200-0-114 cloud-init: + curl -sL https://url.access.barracuda.com/install-fyde-proxy-linux
- 2020-09-19T22:36:07.894+01:00 Sep 19 21:36:06 ip-10-200-0-114 cloud-init: Invalid option: -r

Cloudformation ECS Fargate

- Pod logs are sent to CloudWatch by default.
- Check the log group named: fyde-access-proxy-ecs-fargate
- Select the failing pod from the log stream list.
- Check the last lines for the error cause.

Docker

- Confirm that both envoy-proxy and fyde-orchestrator containers are running.

```
sudo docker ps
```

- Confirm that envoy-proxy container is mapping the correct port to the host.
- In the example above, and for the public port 443, the output should contain the following:

```
0.0.0.0:443->443/tcp
```

- Check Envoy Proxy logs.

```
sudo docker logs envoy-proxy -f
```

- Check CloudGen Access Proxy logs.

```
sudo docker logs fyde-orchestrator -f
```

- Check that docker network is not conflicting with a remote network.
 - Check the value for IPAM.Config.Subnet
 - For more information check [compose-file](#)

```
sudo docker network inspect fyde
```

Kubernetes

- Correct the namespace if needed.
- Check all deployed resources.

```
kubectl get all \
--namespace fyde-access-proxy
```

- Check envoy logs.

```
kubectl logs \
-l app=envoy-proxy -f \
```

```
--namespace fyde-access-proxy
```

- Check proxy logs.

```
kubectl logs \  
-l app=fyde-orchestrator -f \  
--namespace fyde-access-proxy
```

- Check that envoy service is properly configured for your environment.

```
kubectl describe service envoy-proxy \  
--namespace fyde-access-proxy
```

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