Mac OS Troubleshooting for the CloudGen Access Application

https://campus.barracuda.com/doc/94536452/

Known Issues Related to macOS

Certain apps conflict directly with CloudGen Access and prevent the CloudGen Access app from working.

> The issues listed below apply to macOS only. See also How to Reset the CloudGen Access Agent.

NextDNS

This software creates a tunnel with IP address 192.0.2.42, causing domain name resolution to fail for apps but succeed on some CLI commands (e.g., OpenSSH).

Symptoms: Domain name resolution of resources works only on select CLI applications.

Kaspersky Endpoint Security

This software blocks traffic from the tunnel and therefore precludes the tunnel from downloading the resource database.

Symptoms: The tunnel can resolve domain names but cannot download the resource database and therefore is unable to resolve resource domain names.

Kaspersky Antivirus

See Kaspersky Endpoint Security.

Barracuda VPN Client

No traffic enters the CloudGen Access tunnel, preventing internal resources from being resolved.

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