
How to Grant SSH Support Access

<https://campus.barracuda.com/doc/94540420/>

In certain cases, you may have to grant SSH access to the Barracuda CloudGen WAN site appliance and/or the Barracuda CloudGen WAN gateway. Barracuda Networks Technical Support access via SSH is granted for 24 hours.

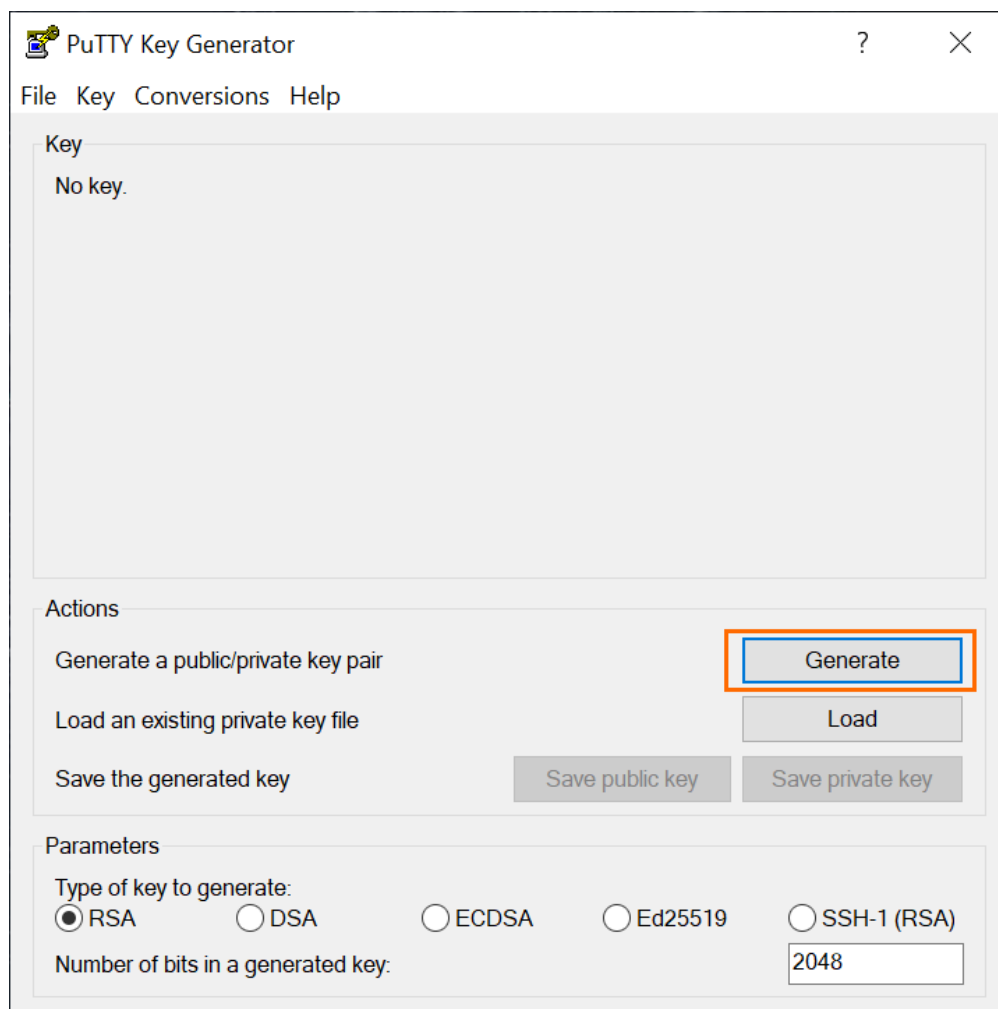
Before You Begin

- The public IP address of the site must be directly reachable.
- The Access Control list cannot be 0.0.0.0/0 and the maximum netmask can be up to a /30 network.
- The access is granted for two hours and can be renewed for another two hours starting from the moment the access has been renewed.

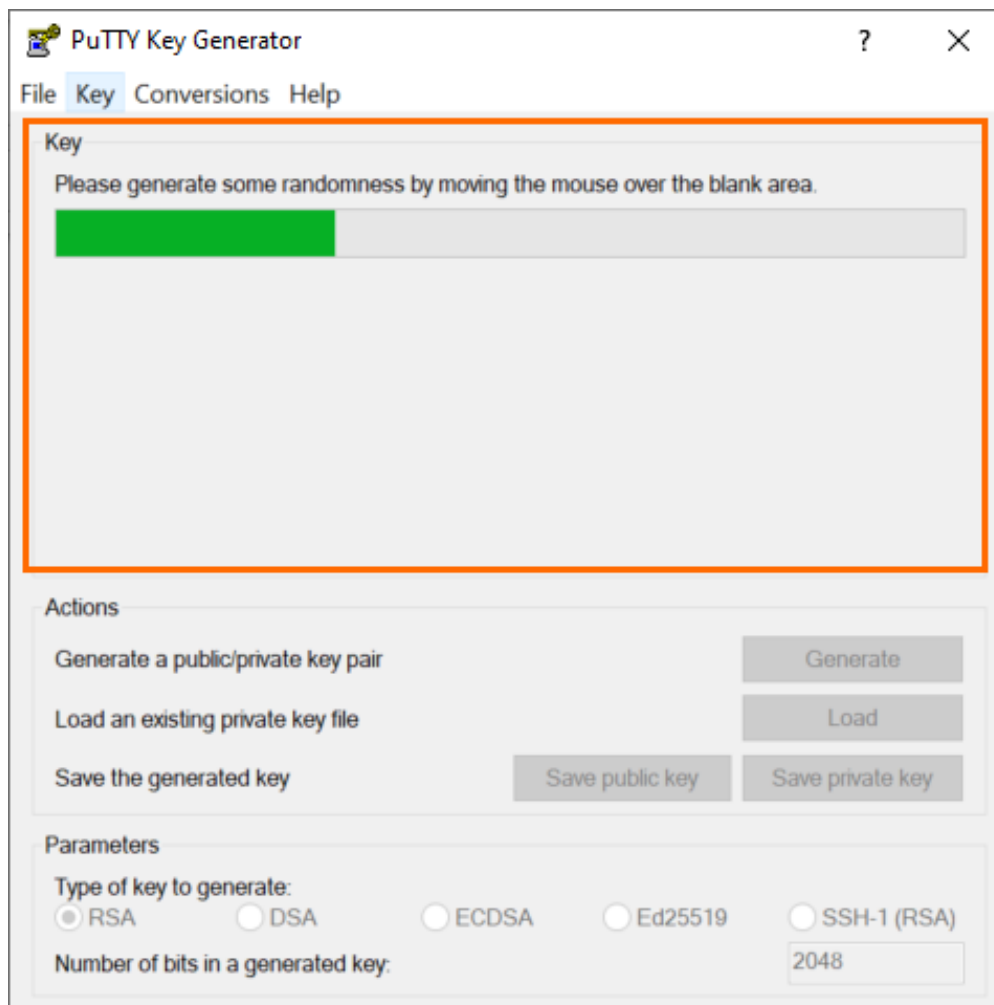
(Optional) Step 1. Create an SSH Key

In certain cases, you might have to create an SSH key yourself. However, in most cases, you can also use the key provided by Barracuda Networks Support.

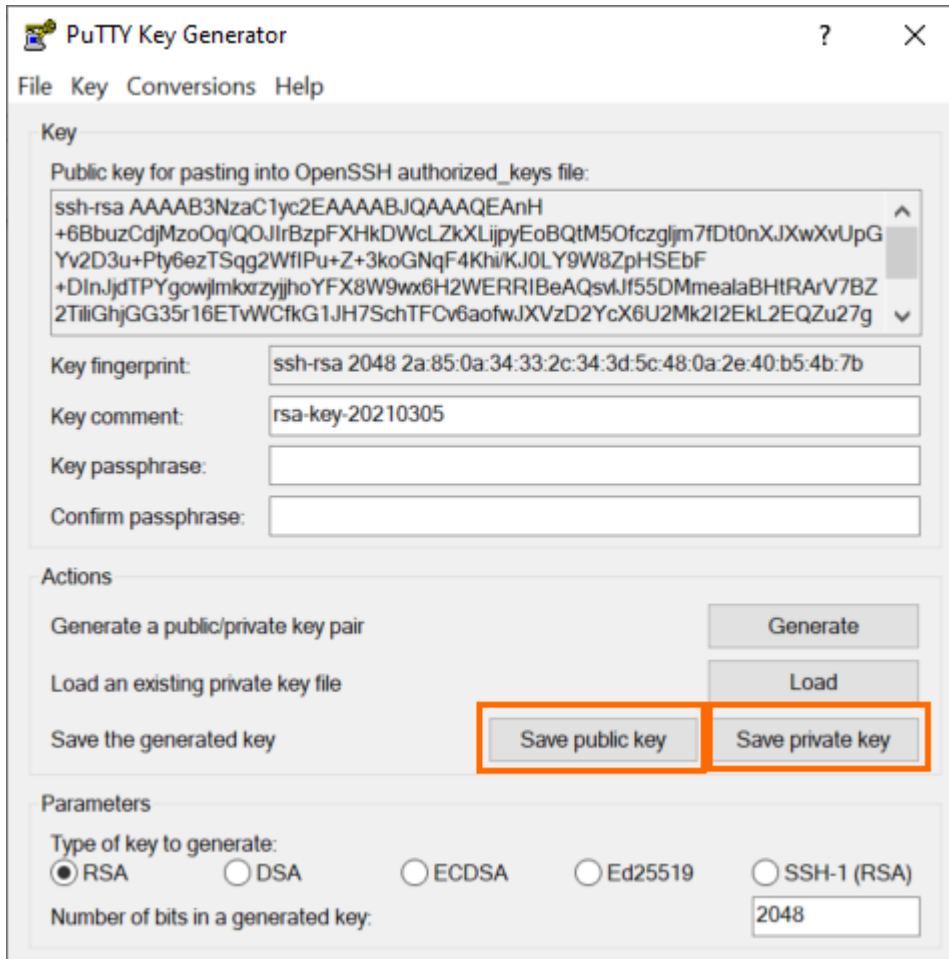
1. Download and install PuTTYgen from <https://www.putty.org/>.
2. Open PuTTYgen.
3. Click **Generate**.



4. Move the mouse over the specified area to generate randomness.



5. Save the public and the private key for future reference.



PuTTY Key Generator

File Key Conversions Help

Key

Public key for pasting into OpenSSH authorized_keys file:

```
ssh-rsa AAAAB3NzaC1yc2EAAAABJQAAAQEAH  
+6BbuzCdjMzoOq/QOJlrBzpFXHkDWcLZkXLjpyEoBQtM5Ofczgljm7fDt0nXJXwXvUpG  
Yv2D3u+Pty6ezTSqg2WfIPu+Z+3koGNqF4KHi/KJ0LY9W8ZpHSEbF  
+DIn.JjdTPYgowjImkxrzyjhoYFX8W9wx6H2WERRIBeAQsvlJf55DMmealaBHtRArV7BZ  
2TiliGhjGG35r16ETWCfkG1JH7SchTFCv6aofwJXVzD2YcX6U2Mk2l2EkL2EQZu27g
```

Key fingerprint: ssh-rsa 2048 2a:85:0a:34:33:2c:34:3d:5c:48:0a:2e:40:b5:4b:7b

Key comment: rsa-key-20210305

Key passphrase:

Confirm passphrase:

Actions

Generate a public/private key pair **Generate**

Load an existing private key file **Load**

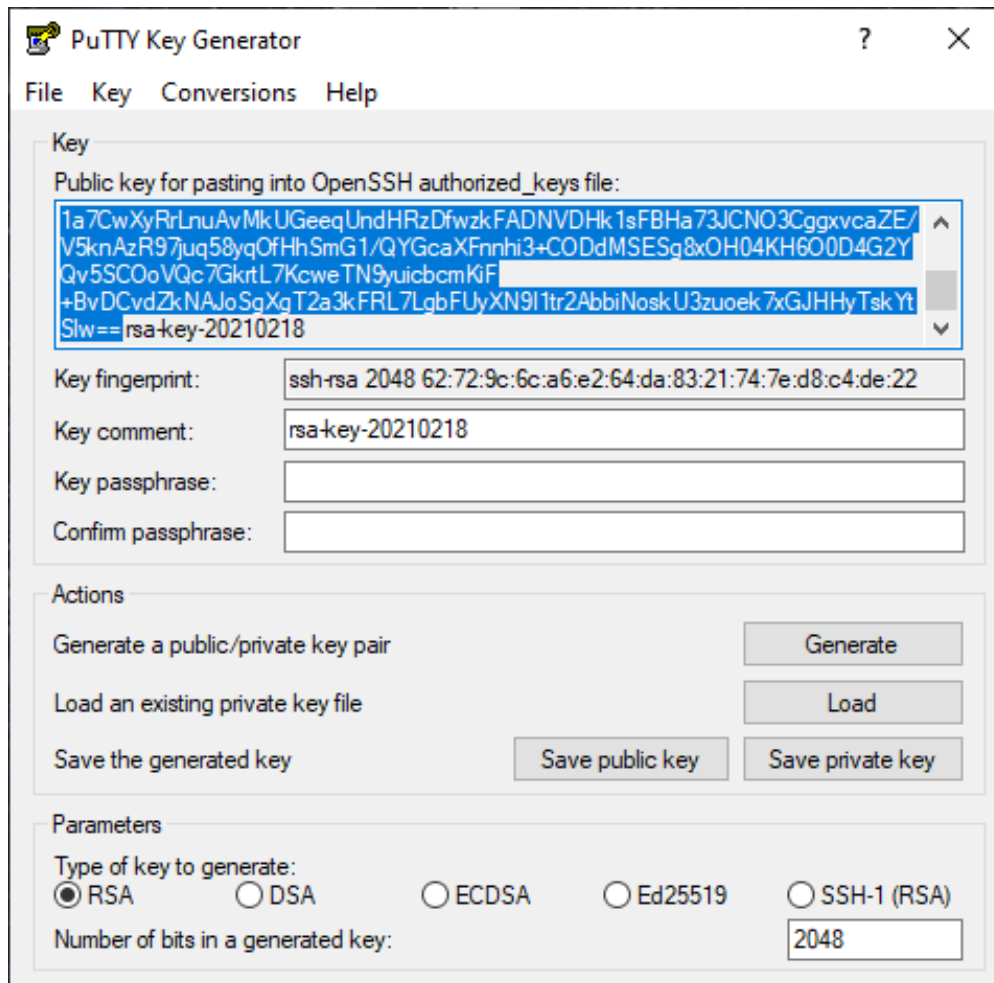
Save the generated key **Save public key** **Save private key**

Parameters

Type of key to generate:
☒ RSA ☐ DSA ☐ ECDSA ☐ Ed25519 ☐ SSH-1 (RSA)

Number of bits in a generated key: 2048

6. Click **Save public key** and save it on your computer.
7. Click **Save private key** and save it on your computer.
8. Copy the public key from the text box to your clipboard.

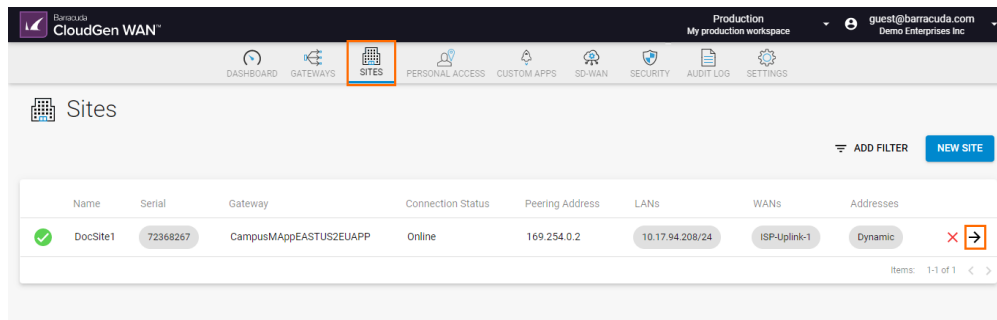


Copy only the highlighted part of the key as displayed in the picture above. Do not copy **rsa-key-20210218**.

Step 2. Grant Support SSH Access to a Site

Follow this step to grant support access to the site only. To grant access to both the site and the gateway, follow Step 2 and Step 3.

1. Go to <https://cloudgenwan.barracudanetworks.com/> and log in with your existing Barracuda Cloud Control account.
2. At the top, select the workspace containing your site.
3. Click **SITES**.
4. Select the site you want to grant access to from the list of sites.



5. The site menu opens.
6. Click **SUPPORT ACCESS**.
7. The **Support Access** window opens. Specify values for the following:
 - **Support ACL** – Enter a comma-separated list of the networks you want to allow SSH access to the site. The Access Control list cannot be 0.0.0.0/0 and the maximum netmask can be up to a /30 network.
 - **SSH Public Key** – Enter the OpenSSH public key you want to allow SSH access to the site.



The Support ACL and SSH key provided here will be granted SSH access to this site, and its connected gateway, for 2 hours.

 Support ACL *

10.12.13.0/24

 SSH Public Key

```
ssh-rsa
AAAAB3NzaC1yc2EAAAABJQAAAAQEAxtKHKyiW0VwjoqVLS1tTqJbg
3tkDB/BI01zo2Dq/DeryIG+Kyxr0Lqy/wVV9P5s7WIZX7IkY9IR28uV3c
3dXm7eZVIBh8GpS5D94SW4xrDTYCQqr1a7CwXyRrLnuAvMkUGeeq
UndHRzDfwzkFADNVdHk1sFBHa73JCNO3CggxvcaZE/V5knAzR97ju
q58yqOfHhSmG1/QYGcaXFnnhi3+CODdMSESg8xOH04KH6O0D4G2
YQv5SC0oVQc7GkrtL7KcweTN9yuicbcmKiF+BvDCvdZkNAJoSgXgT
2a3kFRL7LgbFUyXN9I1tr2AbbiNoskU3zuoek7xGJHHyTskYtSlw==
rsa-key
```

CANCEL

SAVE

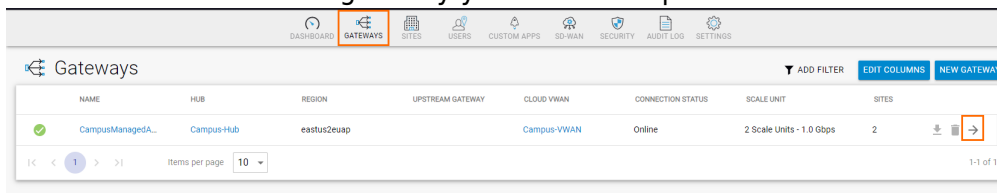
8. Click **SAVE**.

SSH access is granted to a site from the specified list of networks with the specified SSH public key. If you also want to grant SSH access to the gateway, continue with Step 3. If you want to grant SSH access for the site only, you are now finished.

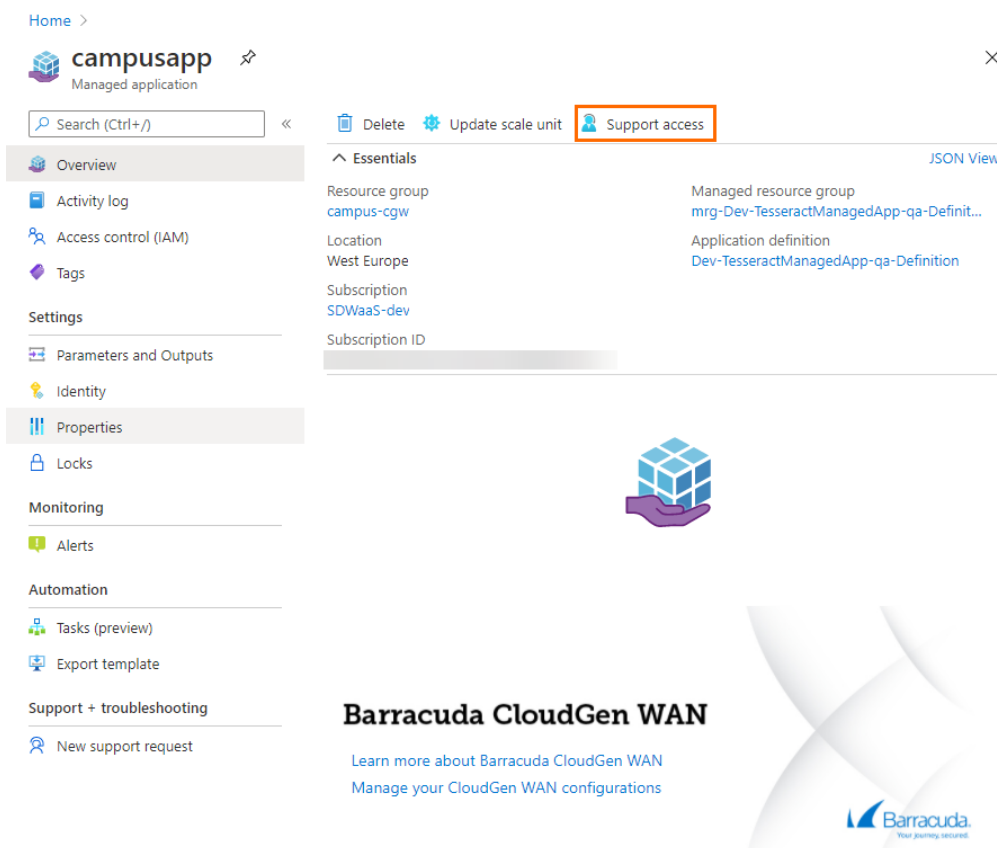
Step 3. Grant Support SSH Access to a Gateway in Microsoft Azure

To grant support access to an Azure gateway, you must enable the configuration in this step and in Step 4. To grant support access to an on-premises gateway, go to Step 4.

1. Go to <https://cloudgenwan.barracudanetworks.com/> and log in with your existing Barracuda Cloud Control account.
2. At the top, select the workspace containing your site.
3. Click **GATEWAYS**.
4. Click on the name of the gateway your site of Step 2 is connected to.



5. You are redirected to the managed app in Microsoft Azure. Log in with your Microsoft Azure credentials.
6. The managed application blade opens.
7. Click **Support access**.



8. The **Support Access** blade opens.

- **Support ACL** – Enter the same comma-separated list of the networks you entered in Step 2.

[Home](#) > [campusapp](#) >

Action inputs

×

Support Access Review + create



The Support ACL provided here will grant SSH access to this gateway for 2 hours.

Support ACL * ⓘ

10.12.13.0/24




Review + submit

< Previous

Next : Review + create >

9. Click **Review + submit**.
10. The **Review + create** blade opens.

[Home](#) > [campusapp](#) >Action inputs × Validation PassedSupport Access [Review + create](#)**Support Access**

Support ACL 10.12.13.0/24

Submit

< Previous

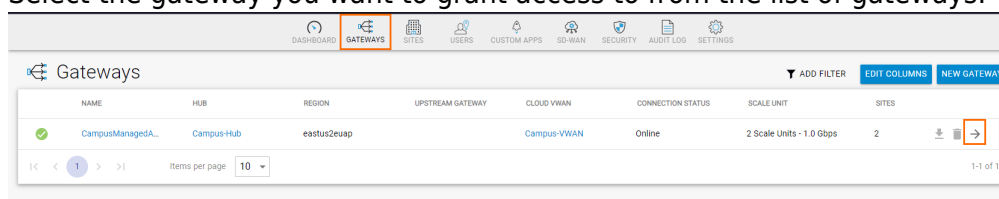
Next

11. Click **Submit**.

Step 4. Grant Support SSH Access in the CloudGen WAN Service

Note: To grant support access to an Azure gateway, you must first perform Step 3. To grant support access to an on-premises gateway, Step 3 is not required.

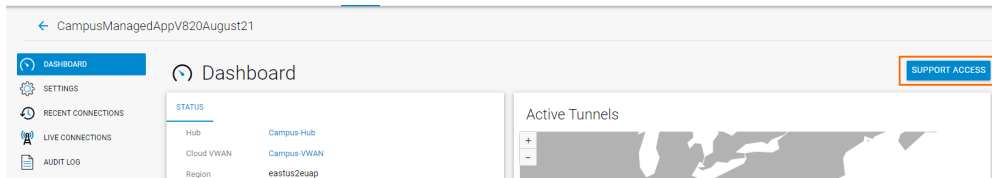
1. Go to <https://cloudgenwan.barracudanetworks.com/> and log in with your existing Barracuda Cloud Control account.
2. At the top, select the workspace containing your site.
3. Click **GATEWAYS**.
4. Select the gateway you want to grant access to from the list of gateways.



NAME	HUB	REGION	UPSTREAM GATEWAY	CLOUD VWAN	CONNECTION STATUS	SCALE UNIT	SITES
CampusManagedA...	Campus-Hub	eastus2euap		Campus-VWAN	Online	2 Scale Units - 1.0 Gbps	2

5. The gateway menu opens.

6. Click **SUPPORT ACCESS**.



7. The **Support Access** window opens. Specify values for the following:

- **Support ACL** – Enter a comma-separated list of the networks you want to allow SSH access to the gateway. The Access Control list cannot be 0.0.0.0/0 and the maximum netmask can be up to a /30 network.
- **SSH Public Key** – Enter the OpenSSH public key you want to allow SSH access to the gateway.

Support Access

The Support ACL and SSH key provided here will be granted SSH access to this gateway for 24 hours.

Support ACL *

10.12.13.0/24

SSH Public Key

ssh-rsa
AAAAB3NzaC1yc2EAAAADAQABAAQDpMWEXnMRzi9i
+IDX6qA2oEV//iv7+5JyV3/17KrkR44R5fzWu8E+c6yFLfBerw
wc5DylFpTnK0C6QqBaffkl6NpATOLF3hN0Hjn28ohRF6GreIO
dQWsrkXcd3VqM0AqIDary3EFMsBhm6iHMooOkjnJC/iqlUzc
F50LPLLYdjTZrDpnoRURzWlqYzyQj7qXWyxSmicQgLeXvpJI
zBGFHGqDLv0dolYwLqBtg+zg6E2hLO56wwkRFGCi4gmVsS
UmT2bW7Vmd8hYIld4FHjD5o1Lsuv9yUdZkKAsWih+Za7f1e
LlpgQPoUFRjMqMsat5bo3TxxUI1MJh5wrExLIb8kp

CANCEL

SAVE

8. Click **SAVE**.

SSH access is granted to the gateway from the specified list of networks with the specified SSH public key.

Figures

1. generate.png
2. generate_move.png
3. save.png
4. example_key.png
5. sites.png
6. key_cgw.png
7. gw1.png
8. mapp.png
9. sup_acl.png
10. submit.png
11. gw1.png
12. gw2.png
13. gw3.png

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