

---

## Control Center Troubleshooting

<https://campus.barracuda.com/doc/96026458/>

The following troubleshooting tips may help correct some common errors.

---

### The Barracuda Firewall Control Center cannot send configuration updates

If the Barracuda Firewall Control Center cannot send a configuration update to a Barracuda CloudGen Firewall, the gateway might be offline. In this case, the Control Center keeps attempting to send the update. The waiting period between attempts is increased after each update failure. After twenty failed attempts, the waiting period is increased to one hour. On the [Control > Configuration Updates](#) page, you can manually send the update. Right-click the CloudGen Firewall and select **Update Now**.

---

### 'Authentication Failed' message when logging into a Barracuda CloudGen Firewall

If you receive an 'Authentication Failed' message when you log directly into a CloudGen Firewall from the [Control > Status Map](#) page, you might need to change the root password. To change the root password, click the **CONFIGURATION** tab. In the Config Tree, navigate to the CloudGen Firewall, expand the box, and double-click **Administrative Settings**. In the **Root Password** section, change the root password. If the root password is linked from a repository, you must change the password in the repository object.

---

### You have locked yourself out of the managed CloudGen Firewalls after changing the CC IP addresses or certificates

---

#### Authentication Levels for Control Center - Box Communication

Since the Barracuda Firewall Admin uses the same communication protocol as the Control Center, this setting applies to any Barracuda Firewall Admin-based login attempt with the user *master*.

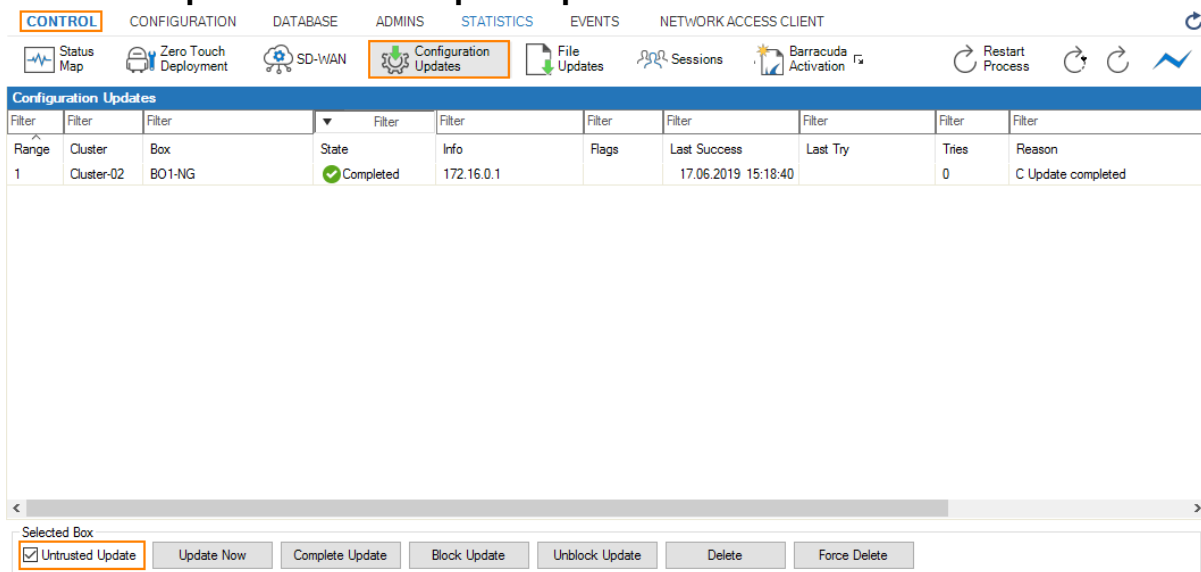
As stated above, the Control Center-box trust relationship is governed by private/public key

technology. Thus, in a working environment, the Control Center knows its boxes, and the boxes recognize the Control Center as their one and only authority. The default level of authentication is that a box and its Control Center identify themselves by their keys and IP addresses. This means that the Control Center does not send any configuration data to untrusted boxes, and no box accepts data from an untrusted source. If, however, the Control Center does not have a valid license (and, therefore, no certificate) or major migrations are made, it might be necessary to reduce the authentication level for a short period to establish a new trust relationship.

Depending on which component is the untrusted one, there are two options how the trust level can be lowered:

#### Option #1: Bypassing the Trust Level in the Control Center

1. Log into the Control Center.
2. Go to **Control > Configuration Updates**.
3. Activate the check-box **Untrusted Update**.
4. Click either **Update Now** or **Complete Update**.



The screenshot shows the 'Configuration Updates' page in the Barracuda CloudGen Firewall Control Center. The 'Untrusted Update' checkbox is checked. The table below shows the update status for Cluster-02.

Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter
Range	Cluster	Box	State	Info	Flags	Last Success	Last Try	Tries
1	Cluster-02	BO1-NG	Completed	172.16.0.1		17.06.2019 15:18:40		0

Selected Box: ☒ Untrusted Update

#### Option #2: Lowering the Authentication Level on the Box Level of your Control Center.

To lower the authentication level, proceed as follows:

1. Log into the box level of your Control Center.
2. Go to **CONTROL > Box**.
3. In the left menu area, click **Authentication Level** to expand the section.
4. From the list, select the required authentication level.

DASHBOARD CONFIGURATION **CONTROL** FIREWALL LOGS STATISTICS EVENTS SSH

Server Network Resources Licenses **Box** Sessions

**Time**  
 Time Zone:  
 09:40:19 17.06.2019  
[Get Time](#) [Set Time](#)  
[Show Settings](#) [Restart NTP](#)  
[Synchronize Time](#)

**Report**  
[Copy Report to Clipboard](#)

> Network  
 > Dynamic Networks  
 > Operating System  
 > Domain Control

**Authentication Level**  
 Active Policy: Peer IP and Key Match

No Authentication  
 Check Key or IP address  
 Check IP address  
 Check Key  
 Check Key and IP address  
 > Microsoft Azure Virtual WAN

Setting	Level	Meaning and effect
<b>No Authentication</b>	-1	Anything goes. The system allows any attempt to send or retrieve configuration data. Use only if necessary and change back as soon as possible.
<b>Check IP address or key</b>	0	Login is accepted if either IP address or the key challenge is successful. (still quite insecure)
<b>Check IP address</b>	1	Login is accepted if demanded IP address is at hand. (still quite insecure)
<b>Check key</b>	2	Login is accepted if key challenge is successful.
<b>Check IP address and key</b>	3	This is the default setting and should remain as such if there is no need to lower the security level temporarily.

## Figures

1. lower\_auth\_level\_CC.png
2. auth\_level.png

© Barracuda Networks Inc., 2024 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.