Troubleshooting the Barracuda Web Application Firewall

https://campus.barracuda.com/doc/99615883/

To resolve network connectivity problems that may affect the performance of your Barracuda Web Application Firewall, use the troubleshooting tools on the **ADVANCED > Troubleshooting** page.

- **Support Connection** – Use this to establish a secure tunnel connection to Barracuda Central so that a Barracuda Networks technician can help you diagnose your problem. Click **Establish Connection to Barracuda Networks Support Center** to establish a connection to Barracuda Central. Contact Barracuda Networks Technical Support for assistance.

- **Problem Report** – Use this to generate a report of all logs (Web Firewall Logs, Access Logs, Audit Logs, Network Firewall Logs and System Logs) and backup, configuration, and temporary files as well as the internal state of the system.

- **Network Connectivity Tests** – This provides access to a command line utility that includes ping, telnet, Dig/NS-lookup, traceroute, etc., which you can use to diagnose potential network problems.

- **TCP Dump** – This provides access to a command line utility that includes TCP Dump, which allows the user to intercept and capture the TCP/IP and other packets transmitted or received over the network to which the Barracuda Web Application Firewall is connected.

  TCP Dump prints out the headers of packets on a network interface to a file. You can specify the following fields for a TCP Dump:
  - Interface for which the packet dump should be shown.
  - Restriction on the size of the captured file.
  - Packet filtering with respect to the host IP or port. TCP Dump then prints all packets arriving at or departing from the specified host IP or port.

- **Session recording** – This enables you to capture requests and responses from a specified client IP address or user ID to the Barracuda Web Application Firewall. The captured session is stored in an XML file.

  • When a new session is captured, the previous session is overwritten by the new session.
  • Session Recording should be started during a debugging window and stopped immediately after capturing the required information. It is not recommended to leave it running for a long time.

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