Server Connectivity Test

https://campus.barracuda.com/doc/99616182/

You can use the **Test Connectivity** option on the **Servers** page to check if the server(s) associated with the application is accessible from the Application Security Enforcer (Traffic inspection module). The Barracuda WAF-as-a-Service uses the configured server settings to connect to the backend server.

To run the test separately on each server, click the three dots under **MORE** next to the server and select **Test Connectivity**.

After the completion of the test, the results are displayed under each server (in case of multiple servers). The Barracuda WAF-as-a-Service performs network layer and application layer tests:

- Network connectivity tests are performed using the **SSL** parameters configured in the Server configuration.
- Application connectivity tests are performed using the **Health Check** parameters configured in the Server configuration.

The server connectivity test is enforced on the server(s) even when **Health Check** is disabled.

The server connectivity test can be used to validate:

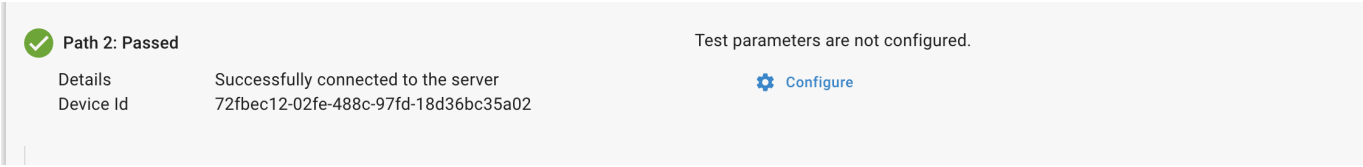
- Network connectivity between the Application Security Enforcer and Application Server.
- Application connectivity to check if the connection is established with the configured server.
- SSL parameters such as TLS version, SNI, certificates, etc.
- Health check parameters (Application layer health check).

Response Errors and Solutions

Following are some of the errors and solutions.

Error 1: Test Parameters are not Configured

The following message is displayed when the application layer test is not configured.

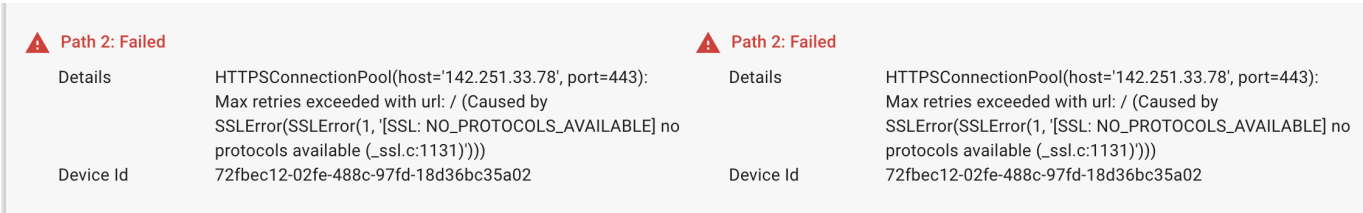


Solution

1. Click the **Configure** option and provide the required values.
   OR
2. Click the three dots under **MORE** next to the server and select **Edit Server**.
3. On the **Edit Server** window:
   1. Select the **HEALTH CHECKS** tab.
   2. Specify the URL in the **Request URL** field.
   3. Configure other parameters as required and click **Save**.
4. Rerun the test.

Error 2: SSL_NO_PROTOCOLS_AVAILABLE

The error is displayed if the server uses HTTPS protocol and TLS versions are not enabled.

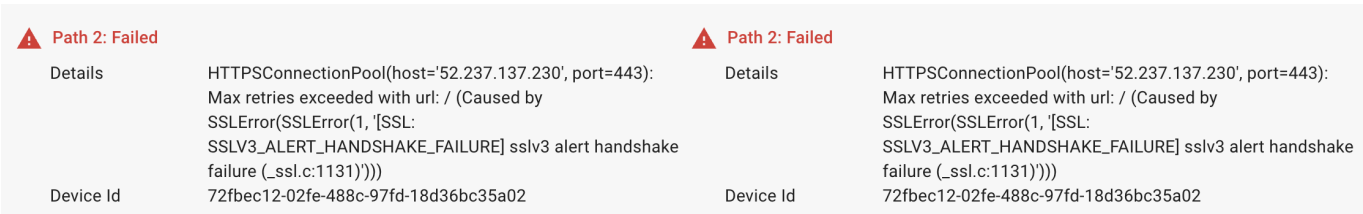


Solution:

1. Click the three dots under **MORE** next to the server and select **Edit Server**.
2. On the **Edit Server** window:
   1. Select the **SSL** tab.
   2. Select the TLS versions that are supported by the server.
   3. Click **Save**.
3. Rerun the test.

Error 3: SSLV3_ALERT_HANDSHAKE_FAILURE

The error is displayed when an unsupported TLS version is selected for the server.

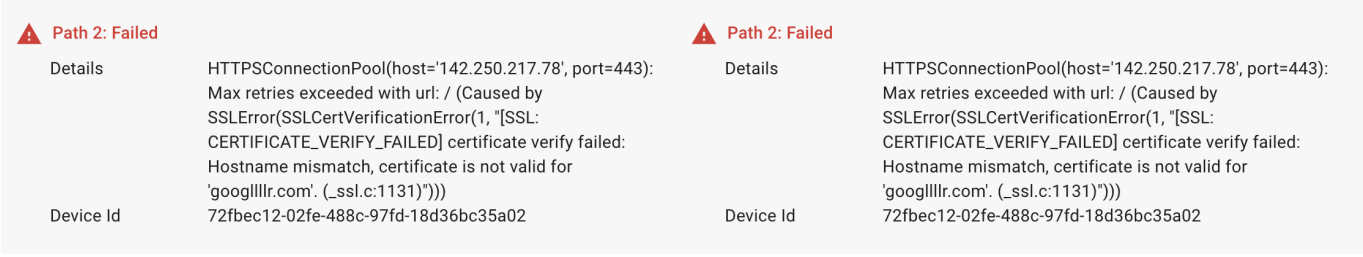


Solution:

1. Click the three dots under **MORE** next to the server and select **Edit Server**.
2. On the **Edit Server** window:
    1. Select the **SSL** tab.
    2. Select the TLS versions that are supported by the server.
    3. Click **Save**.
3. Rerun the test.

Error 4: SSL_CERTIFICATE_VERIFY_FAILED

The error is displayed when certificate validation and SNI is enabled but a wrong SNI domain name is configured or there is a domain mismatch.

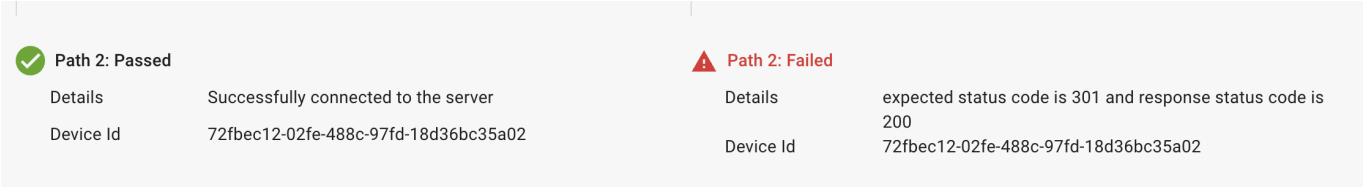


Solution:

1. Click the three dots under **MORE** next to the server and select **Edit Server**.
2. On the **Edit Server** window:
    1. Select the **HEALTH CHECKS** tab.
    2. Specify the correct domain name in the **SNI Domain** field.
    3. Click **Save**.
3. Rerun the test.

Error 5: Expected status code is 301 and response status code is 200

The error is displayed when the expected status code does not match with the response code.



Solution:

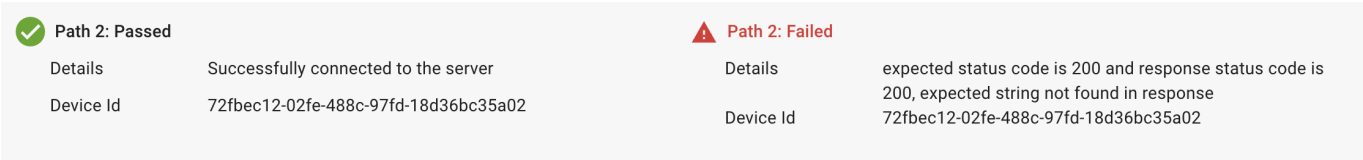
1. Click the three dots under **MORE** next to the server and select **Edit Server**.
2. On the **Edit Server** window:
    1. Select the **HEALTH CHECKS** tab.

2. Specify the correct code in the **Expected Status Code** field.
3. Click **Save**.

3. Rerun the test.

Error 6: Expected string not found in response

The error is displayed when the expected string is not found in the response HTML content.



Solution:

1. Click the three dots under **MORE** next to the server and select **Edit Server**.
2. On the **Edit Server** window:
   1. Select the **HEALTH CHECKS** tab.
   2. Specify the correct string in the **Expected String in Response** field.
   3. Click **Save**.
3. Rerun the test.

Figures