



TECHSUMMIT19

BARRACUDA TECHNICAL SUMMIT

Premium & Campus Support





TECHSUMMIT19

BARRACUDA TECHNICAL SUMMIT

Premium Support

What's our mission?



What's our vision?



How do we deliver it?



How do we deliver it?

Customer thinking

Taking ownership

Deliver outcomes

Empowered and passionate employees



Key benefits

24/7 global support

Priority response time to resolve mission-critical issues

- P1 – 30 min
- P2 – 1 h
- P3 – 8 h
- P4 – 24 h

Dedicated support team

- Account manager
- High skilled technician

Live transfer to dedicated support team

Preferred ticket handling & proactive ticket monitoring & escalation prioritization

Monthly case report / check-ins

Configuration review / root cause analysis upon request



Requirements

Hardware models 6xx and higher

Model below 6xx and cloud deployments are restricted by deal size

Instant Replacement

All products in the same product family must have Premium Support



Responsibilities

Technical problems

Technical questions

Software issues

RMA handling

Configuration reviews

Root cause analysis

License issues

Issues with customer portal

Barracuda service outages

Escalations

Interface to development

Responsibilities are restricted to Barracuda hard- and software only.



Outlook

Dedicated phone number for Premium Support customer

New customer portal

New support case reporting

- Open / closed cases
- Affected BUG's + status
- FRQ + status

Campus





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Barracuda Campus

Update 2019 & Outlook

https://campus.barracuda.com

The screenshot displays the Barracuda Campus website interface. At the top, there is a navigation bar with the Barracuda Campus logo, a search bar, and links for language selection (Austria - English (GMT+1)), contact, and support. Below the navigation bar, a large hero section features a background image of a laptop, keyboard, and glasses. The hero section contains three main columns: 'In-depth documentation for all Barracuda products.' with a 'FIND DOCUMENTATION' button, 'Training to unleash the potential of your product.' with a 'BROWSE TRAINING' button, and 'See what Campus has to offer for your product.' with a 'SELECT YOUR PRODUCT' button. Below the hero section, the 'Documentation for Your Barracuda Product' section is visible, showing a list of documents under 'MOST VIEWED' and 'RECENTLY UPDATED' tabs. The 'MOST VIEWED' list includes items like 'Installing the Barracuda VPN Client for macOS' and 'Step 5 - Choose Your Journaling Deployment'. To the right, the 'Popular Products' section displays a grid of product acronyms: ESS, MA, WSG, FW, BU, NGX, WAF, WSS, and ESG.

BarracudaCampus

What are you looking for?

Austria - English (GMT+1) Contact & Support

Products LOGIN

Documentation, Training, and Certification for Your Barracuda Product

In-depth documentation for all Barracuda products.
[FIND DOCUMENTATION](#)

Training to unleash the potential of your product.
[BROWSE TRAINING](#)

See what Campus has to offer for your product.
[SELECT YOUR PRODUCT](#)

Documentation for Your Barracuda Product

MOST VIEWED **RECENTLY UPDATED**

- NAC** Installing the Barracuda VPN Client for macOS
9 months ago
- MA** Step 5 - Choose Your Journaling Deployment
6 months ago
- MA** How to Configure an Office 365 Exchange Online Service Account
9 months ago
- FW** VPN Settings
2 years ago
- BU** How to Restore a Microsoft SQL Server Database to a Flat File
9 months ago

Popular Products

ESS	MA	WSG
FW	BU	NGX
WAF	WSS	ESG



Overview: Campus training types

Self Paced

- Training videos
- Training documentation

Classroom

- Offered by training partners

Distance Learning

- Virtual classroom
- Offered by training partners



Update: Total Email Protection Training

Email

Email Security Service

Certificates:



ESS01

Barracuda Essentials - Foundation

Modules:



ESS02010

Email Security Service Features

Available as:



ESS02020

Email Security Service Operation

Available as:



ESS02030

Email Security Service

Deployment

Available as:



ESS02040

Inbound Mail Scanning

Available as:



ESS02050

Outbound Mail Scanning

Available as:



ESS02060

Email Security Service

Administration

Available as:

Archiving

Cloud Archiving Service

Certificates:



ESS01

Barracuda Essentials - Foundation

Modules:



ESS03010

Introduction to the Barracuda

Cloud Archiving Service

Available as:



ESS03020

Cloud Archiving Service

Deployment

Available as:



ESS03030

Managing PST Files

Available as:



ESS03040

Cloud Archiving Service

Administration

Available as:



ESS03050

Compliance Tasks

Available as:

Backup

Cloud-to-Cloud Backup

Certificates:



ESS01

Barracuda Essentials - Foundation

Modules:



ESS04010

Introduction to Barracuda Cloud-

to-Cloud Backup

Available as:



ESS04020

How to Back Up Data

Available as:



ESS04030

Backup Retention Policies

Available as:



ESS04040

Restoring Data

Available as:

Spear Phishing Protection

Sentinel

Certificates:



SEN01

Barracuda Sentinel - Foundation

Modules:



SEN01001

Introducing Sentinel

Available as:



SEN01002

How it works

Available as:



SEN01003

Email Threat Scanner

Available as:

Anti-Phishing Training

PhishLine

Certificates:



PL01

Barracuda PhishLine - Foundation

Modules:



PL01001

Introduction to Barracuda

Phishline

Available as:



PL01002

Address book

Available as:



PL01003

Campaigns and Content Center

Available as:



PL01004

Results

Available as:



PL01005

Training

Available as:

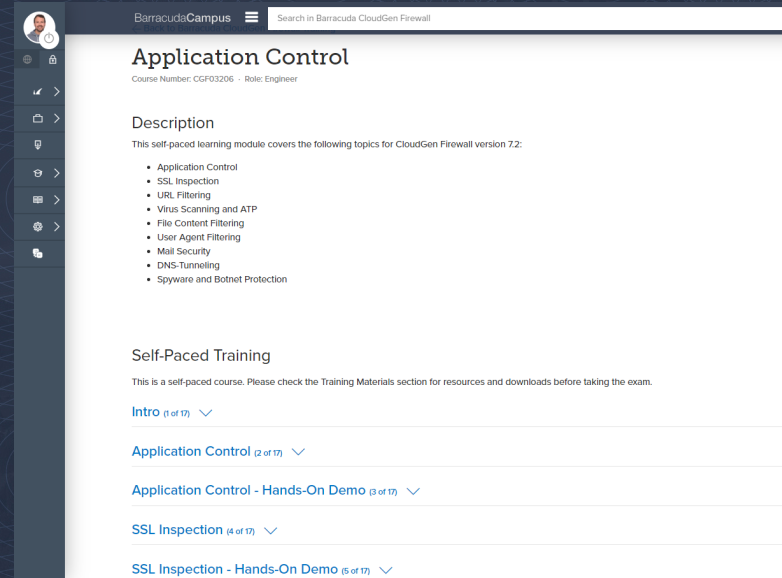


Update: Improved training videos

Shorter video chunks
(15 minutes)

Separate lecture and hands-on
videos

All existing training videos will
be reworked



The screenshot shows the BarracudaCampus training interface. At the top, there's a header with 'BarracudaCampus' and a search bar. Below the header, the main content area is titled 'Application Control' with a sub-header 'Course Number: CGF03206 - Role: Engineer'. The 'Description' section states: 'This self-paced learning module covers the following topics for CloudGen Firewall version 7.2:'. A bulleted list follows: Application Control, SSL Inspection, URL Filtering, Virus Scanning and ATP, File Content Filtering, User Agent Filtering, Mail Security, DNS-Tunneling, and Spyware and Botnet Protection. Below this is the 'Self-Paced Training' section, which includes a note: 'This is a self-paced course. Please check the Training Materials section for resources and downloads before taking the exam.' A list of training modules is shown with expandable arrows: 'Intro (1 of 17)', 'Application Control (2 of 17)', 'Application Control - Hands-On Demo (3 of 17)', 'SSL Inspection (4 of 17)', and 'SSL Inspection - Hands-On Demo (5 of 17)'.

BarracudaCampus Search in Barracuda CloudGen Firewall

Application Control

Course Number: CGF03206 - Role: Engineer

Description

This self-paced learning module covers the following topics for CloudGen Firewall version 7.2:

- Application Control
- SSL Inspection
- URL Filtering
- Virus Scanning and ATP
- File Content Filtering
- User Agent Filtering
- Mail Security
- DNS-Tunneling
- Spyware and Botnet Protection

Self-Paced Training

This is a self-paced course. Please check the Training Materials section for resources and downloads before taking the exam.

[Intro \(1 of 17\)](#) ▾

[Application Control \(2 of 17\)](#) ▾

[Application Control - Hands-On Demo \(3 of 17\)](#) ▾

[SSL Inspection \(4 of 17\)](#) ▾

[SSL Inspection - Hands-On Demo \(5 of 17\)](#) ▾



Update: Documentation translation

Instant translation for all Campus documentation articles

Six languages:

- Spanish, German, French, Italian, Chinese, Japanese

Based on browser language or profile settings

The screenshot displays the Barracuda CloudGen Firewall documentation interface. On the left, a sidebar shows the user profile of Harald Wechselberger, Manager at Barracuda Campus, with a navigation menu including Overview, Einsatz, Login, Network, Availability, Scalability, Management, Authentication, Cloud Integration, Virtual Servers, Services, Firewall Control Center, Secure Connector, IoT-Connect, Best Practices, and Implementation. The main content area is titled 'Barracuda CloudGen Firewall' and features a navigation bar with tabs for Overview, Documentation, Knowledge Base, Training, Certification, and Materials. A green notification bar indicates that changes have been saved. Below this, a version selection bar shows 'VERSION 7.2' as the active version, with other versions like 8.0, 7.1, and 6.0 available. A language selection dropdown is currently set to 'Deutsch'. The main content area displays the 'Überblick' (Overview) article, which describes the Barracuda CloudGen Firewall family and its capabilities. A 'Show translation (Beta)' button is visible in the bottom right corner of the article content area, highlighted with a red box.



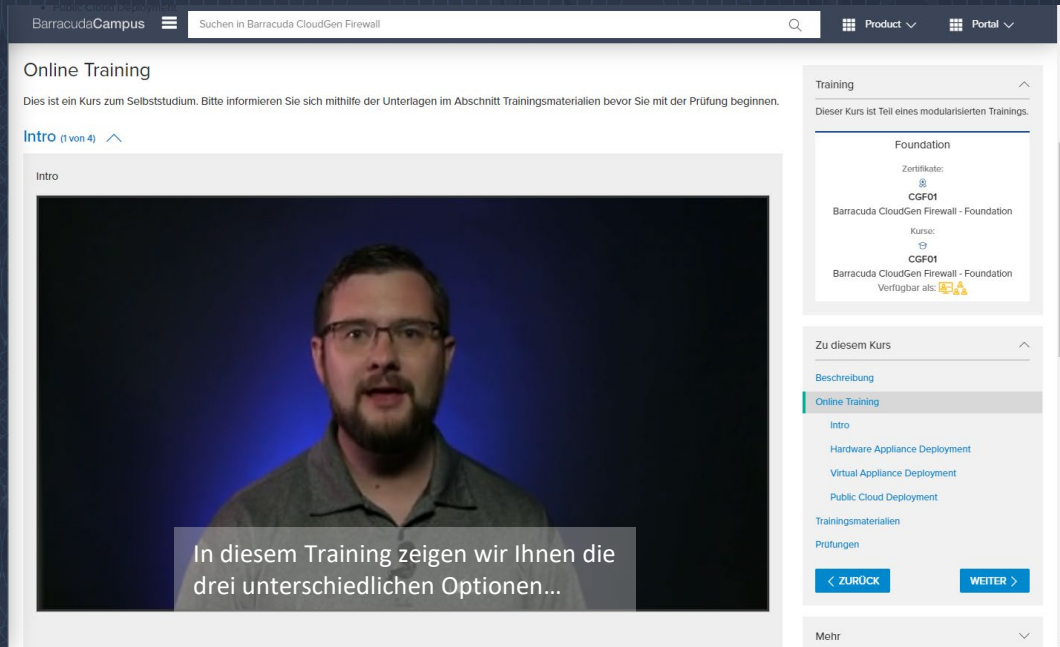
Outlook: Subtitles for videos

Multilingual subtitles

- Spanish, German, French, Italian, Chinese, Japanese

Video transcripts

Improved searchability for video content



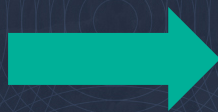
The screenshot displays the BarracudaCampus online training portal. The main content area features a video player with a man speaking, and a subtitle at the bottom reads: "In diesem Training zeigen wir Ihnen die drei unterschiedlichen Optionen...". The right sidebar contains a "Training" section with a list of courses, including "Foundation" and "CGF01". Below this, there is a "Zu diesem Kurs" section with a list of topics: "Intro", "Hardware Appliance Deployment", "Virtual Appliance Deployment", and "Public Cloud Deployment". At the bottom of the sidebar, there are buttons for "ZURÜCK" and "WEITER".

Outlook: Training plans

Finding the right training and certification on Campus can sometimes be difficult.

The screenshot displays a comprehensive training catalog for Barracuda CloudGen Firewalls, organized into several categories:

- Foundation:** Includes modules like CGF001 (Introduction to Barracuda CloudGen Firewall - Foundation) and CGF002 (Barracuda CloudGen Firewall - Foundation).
- Advanced:** This section is further divided into:
 - Large Scale Management:** Modules include CGF0250 (DHCP Server and Relay), CGF0251 (Reputation), CGF0252 (Revision Control System), CGF0253 (Firewall Objects), CGF0254 (Distributed Firewall), CGF0255 (REST API), CGF0256 (Zero Touch Deployment (ZTD)), and CGF0257 (Virtual Routing and Forwarding (VRF)).
 - CloudGen Firewall Features:** Modules include CGF0301 (Application Control), CGF0302 (Firewall Rules Settings), CGF0303 (DNS), CGF0304 (Firewall User Awareness), CGF0305 (Bridging), CGF0306 (Application Control), and CGF0307 (Intrusion Prevention System).
 - WAN:** Modules include CGF0401 (Advanced Site-to-Site VPN), CGF0402 (Link Balancing and Failover), CGF0403 (Routing Protocols), CGF0404 (Traffic Shaping (QoS)), and CGF0405 (Bridging).
 - Public Cloud:** Modules include CGF0501 (Advanced Site-to-Site VPN), CGF0502 (Azure - Cloud Basics), CGF0503 (AWS - Cloud Basics), CGF0504 (AWS - Reference Architectures), CGF0505 (AWS - Cloud Basics), and CGF0506 (AWS - Reference Architectures).
 - Remote Access:** Modules include CGF0601 (Remote Access), CGF0602 (Remote Access), and CGF0603 (Share Resources Securely).



The screenshot shows the details for the 'CGF Basics' training plan, which is currently 'Active'.

CGF Basics

CGF01 Barracuda CloudGen Firewall - Foundation

Attend instructor-led class at Authorized Training Center and pass the certification

ADD TASK

Additional CGF Training

CGF02530 Firewall Objects

Watch this training video

CGF02535 Distributed Firewall

Watch this training video

CGF03203 Firewall Rules Settings

Watch this training video

CGF05 Barracuda CloudGen Firewall - Public Cloud

Watch the training videos and do the certification

ADD TASK



Training plan reporting

Built-in progress reporting

Tracking of individual persons or teams

Notifications for expiring certifications

Training Plan: TechSummit DemoPlan

Name: Harald Wechselberger · Start: Jan 1, 1970 · End: Jan 1, 1970 · Status: Incomplete · Position: Manager Barracuda Campus

Overview

<div>CGF Basics</div> <div>1 of 1</div> <div></div> <div> MATERIALS</div>	<div>Additional CGF Training</div> <div>0 of 3</div> <div></div> <div>0 of 1</div> <div></div> <div> MATERIALS</div>
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Tasks marked with an asterisk * are mandatory.

CGF Basics

Status: Complete

Tasks (1 of 1)

CGF01 Barracuda CloudGen Firewall - Foundation *
Attend instructor-led class at Authorized Training Center and pass the certification

SHOW DETAILS

Additional CGF Training

Status: Incomplete

Tasks (0 of 4)

CGF02530 Firewall Objects *
Watch this training video

MARK AS DONE

CGF02535 Distributed Firewall *
Watch this training video

MARK AS DONE

CGF03203 Firewall Rules Settings *
Watch this training video

MARK AS DONE

CGF05 Barracuda CloudGen Firewall - Public Cloud *
Watch the training videos and do the certification

SHOW DETAILS



Outlook: Troubleshooting training

Provide assistance to identify and solve of common issues with Barracuda products

Training is designed together with Barracuda Support team

First products: CloudGen Firewall & Email Security



Thank you

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