



**TECHSUMMIT19**

BARRACUDA TECHNICAL SUMMIT

# Premium & Campus Support





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BARRACUDA TECHNICAL SUMMIT

# Premium Support

Barracuda

Barracuda

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 shows the Barracuda Campus website interface. At the top, there is a navigation bar with the logo 'BarracudaCampus', a search bar containing 'What are you looking for?', and links for 'Austria - English (GMT+1)', 'Contact & Support', and 'Products'. Below the navigation bar is a hero section with a background image of a laptop, keyboard, and glasses. The hero section features 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 is a 'Documentation for Your Barracuda Product' section with two tabs: 'MOST VIEWED' and 'RECENTLY UPDATED'. Under 'MOST VIEWED', there are five entries: 'Installing the Barracuda VPN Client for macOS' (9 months ago), 'Step 5 - Choose Your Journaling Deployment' (6 months ago), 'How to Configure an Office 365 Exchange Online Service Account' (9 months ago), 'VPN Settings' (2 years ago), and 'How to Restore a Microsoft SQL Server Database to a Flat File' (9 months ago). To the right of the documentation list is a 'Popular Products' section displaying a grid of product acronyms: ESS, MA, WSG, FW, BU, NGX, WAF, WSS, and ESG.

Austria - English (GMT+1) Contact & Support

BarracudaCampus What are you looking for? 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: 

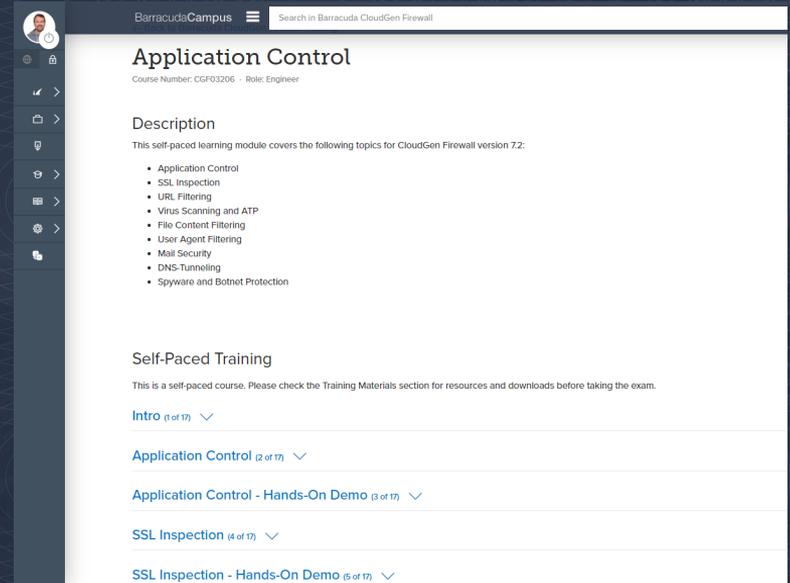


# Update: Improved training videos

Shorter video chunks  
(15 minutes)

Separate lecture and hands-on  
videos

All existing training videos will  
be reworked



The screenshot shows the Barracuda Campus training interface. At the top, there is a search bar and the text "Search in Barracuda CloudGen Firewall". The main heading is "Application Control" with a sub-heading "Course Number: CGF03206 - Role: Engineer". Below this is a "Description" section stating: "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. The "Self-Paced Training" section includes a note: "This is a self-paced course. Please check the Training Materials section for resources and downloads before taking the exam." Below this are five expandable menu items: "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)".



# 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 shows the Barracuda Campus documentation interface. On the left is a user profile for Harald Wechselberger, Manager at Barracuda Campus. The main content area is titled 'Barracuda CloudGen Firewall' and includes a search bar and navigation tabs for 'Übersicht', 'Dokumentation', 'Knowledge Base', 'Training', 'Zertifizierung', and 'Materialeen'. A notification banner states 'Ihre Änderungen wurden übernommen.' Below this is a version selection bar with tabs for 'VERSION 7.2', 'VERSION 8.0', 'VERSION 7.1', 'PRODUCT INFORMATION', 'WEB USER INTERFACE', and 'ARCHIV'. A control bar allows users to select a language (currently 'Deutsch'), manage revisions (19, 20, 21), and perform actions like 'BEARBEITEN', 'ERSTELLEN', and 'ZURÜCKZIEHEN'. The main article is titled 'Überblick' and is updated as of April 11, 2019. A 'Show translation (Beta)' button is highlighted with a red box, indicating the translation feature. The article content describes the Barracuda CloudGen Firewall as a next-generation firewall designed for efficiency and security in distributed, dynamic, and security-critical network environments.



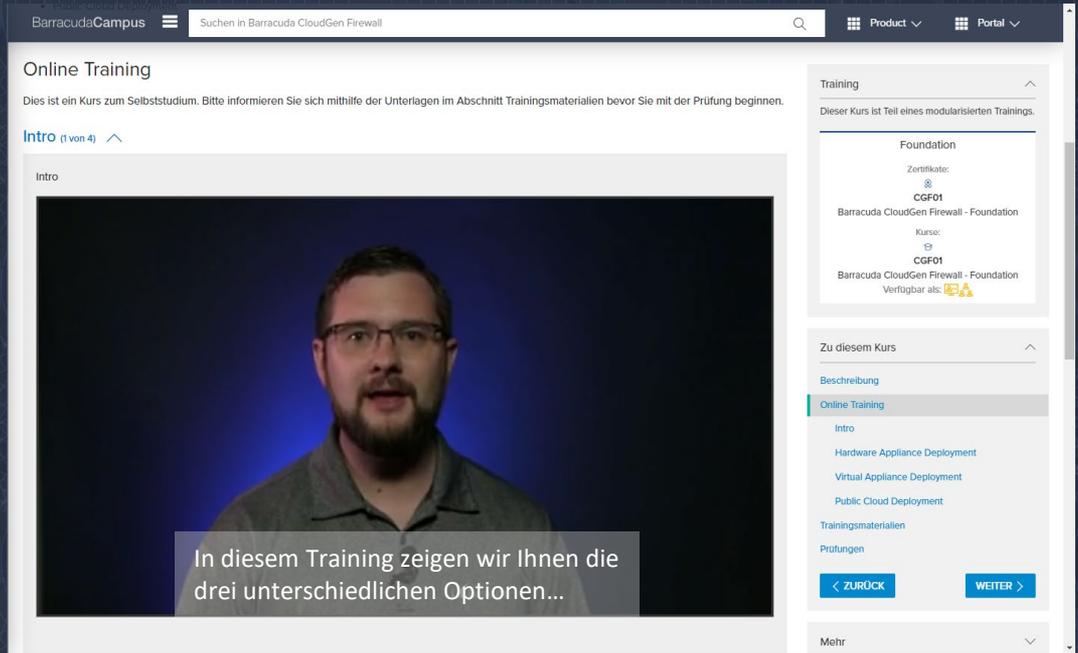
# Outlook: Subtitles for videos

## Multilingual subtitles

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

## Video transcripts

## Improved searchability for video content



The screenshot displays the BarracudaCampus online training interface. At the top, there is a search bar with the text "Suchen in Barracuda CloudGen Firewall" and navigation links for "Product" and "Portal". The main content area is titled "Online Training" and includes a brief introduction: "Dies ist ein Kurs zum Selbststudium. Bitte informieren Sie sich mithilfe der Unterlagen im Abschnitt Trainingsmaterialien bevor Sie mit der Prüfung beginnen." Below this, a video player shows a man with glasses and a beard speaking. A subtitle at the bottom of the video reads: "In diesem Training zeigen wir Ihnen die drei unterschiedlichen Optionen...". To the right of the video player, there is a sidebar with course details. The sidebar is titled "Training" and lists the course name "Foundation", the certificate "CGF01", and the course "Barracuda CloudGen Firewall - Foundation". It also indicates that the course is available as a PDF. Below the course details, there is a section titled "Zu diesem Kurs" with a "Beschreibung" link and 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.

**Foundation**

**Advanced**

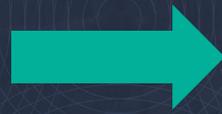
**Large Scale Management**

**CloudGen Firewall Features**

**WAN**

**Public Cloud**

**Remote Access**



**CGF Basics**

**CGF01 Barracuda CloudGen Firewall - Foundation**

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

**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



# 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

<b>CGF Basics</b> 1 of 1  MATERIALS	<b>Additional CGF Training</b> 0 of 3  MATERIALS	0 of 1 
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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

 Barracuda®

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