Barracuda CloudGen Firewall:

Status '0': Failed to open TCP connection (Connection refused)

1. Ensure the REST API service is enabled on the firewall box level (for both Control Center & Standalone), and that the customer is using the correct Access Token.

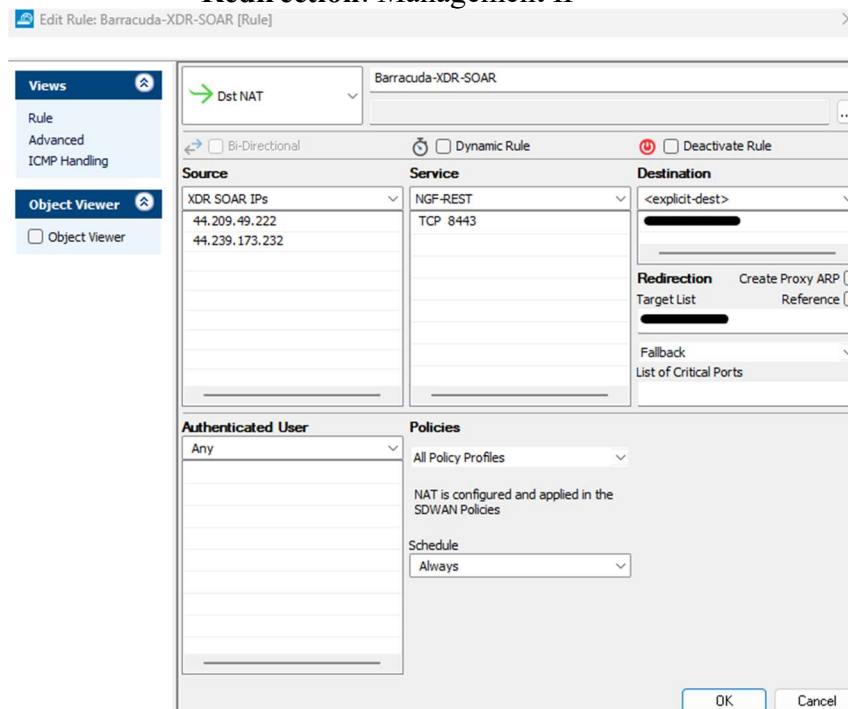Instructions to enable the REST API and Generate an Access Token:
- Control Center: https://campus.barracuda.com/product/xdr/doc/171507744/setting-up-soar-for-barracuda-cloudgen-control-center-firewall
- Standalone: https://campus.barracuda.com/product/xdr/doc/171509960/setting-up-soar-for-barracuda-cloudgen-standalone-firewall/

2. Ensure communication is allowed from the XDR SOAR IP to the CloudGen firewall

A customer might have a firewall in front of their CloudGen device. If this is the case, a NAT port forward rule will need to be set up on that firewall to allow traffic from our SOAR endpoint to the management IP of the Control Center or (if it's a Standalone FW) the management IP of the box.

- For example, if the firewall in front is also a CloudGen, you could create a destination NAT forwarding rule that would have the source be our SOAR endpoint, the service be TCP 8443, and the destination would be the firewalls public IP address. The Redirection would be the management IP of the Control Center or Standalone.
  - **Type**: Dst NAT
  - **Source**: 44.209.49.222 & 44.239.173.232
  - **Service**: TCP 8443
  - **Destination**: Public IP address of the firewall
  - **Redirection**: Management IP

Additional CloudGen References:

- https://campus.barracuda.com/product/cloudgenfirewall/api