

## 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-upsoar-for-barracuda-cloudgen-control-center-firewall>
- Standalone: <https://campus.barracuda.com/product/xdr/doc/171509960/setting-up-soarfor-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: 35.155.74.247 and 44.239.173.232
  - Service: TCP 8443
  - Destination: Public IP address of the firewall

○ Redirection: Management IP

Edit Rule: Barracuda-XDR-SOAR [Rule]

**Views** 


Rule  
Advanced  
ICMP Handling

**Object Viewer** 

☐ Object Viewer

**Rule Configuration**

**Rule Name:** Barracuda-XDR-SOAR

**Direction:**  Dst NAT

☐ Bi-Directional ☐ Dynamic Rule ☐ Deactivate Rule

**Source**

XDR SOAR IPs

35.155.74.247  
44.239.173.232

**Service**

NGF-REST

TCP 8443

**Destination**

<explicit-dest>

**Redirection** ☐ Create Proxy ARP

Target List ☐ Reference

Fallback

List of Critical Ports

**Authenticated User**

Any

**Policies**

All Policy Profiles

NAT is configured and applied in the SDWAN Policies

**Schedule**

Always

OK Cancel

**Additional CloudGen References:**

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