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Barracuda Cloud Control - Overview

Searching Barracuda Cloud Control

Barracuda Cloud Control is a comprehensive cloud-based service that enables administrators to monitor and configure multiple Barracuda Networks products from a single console. With Barracuda Cloud Control, you can check the health of all connected devices, run reports that are generated by gathering data from all the devices, and assign roles with varied permissions to different types of users.

Where to Start

- [Create a Barracuda Cloud Control Account](#)
- [Understanding Your Barracuda Cloud Control Account](#)
- [How to Connect Your Barracuda Networks Products to Barracuda Cloud Control](#)

Mobile Applications

- [Barracuda Networks iOS Mobile Application for iPad](#)
- [Barracuda Networks iOS Mobile Application for iPhone and iPod Touch](#)

Use Case Scenarios

- [How to Aggregate Reports Across Multiple Products](#)
- [How to Configure Policies Across Multiple Barracuda Web Filters](#)
- [How to Manage a Mixed Mode Deployment](#)
- [How to Open a Support Tunnel on Multiple Devices](#)
- [How to Synchronize Firmware and Energize Updates](#)
- [How to Synchronize Security Policies Across Products](#)

Deployment Options

Barracuda Cloud Control and the web interface allow you to manage multiple Barracuda Networks products. The administrator can monitor and configure multiple Barracuda Networks products from a single web console, check the health of all connected devices, run reports that are generated by gathering data from all the devices, and assign roles with varied permissions to different types of users. You can select a cloud-based or mixed mode deployment:

- **Barracuda Cloud Control Deployment** – Cloud-based service available through your Barracuda Networks customer account; no need to install software or deploy hardware.
- **Mixed Mode Deployment** – Hardware device for security and privacy controls. Manage your Barracuda Networks products through the Barracuda Cloud Control web interface.

Related Article

[Use Case Scenarios](#)

Barracuda Cloud Control Deployment

The powerful Barracuda Cloud Control web interface provides for convenient configuration and management of multiple Barracuda Networks device settings, while providing a view of each device web interface for individual configuration or reporting.

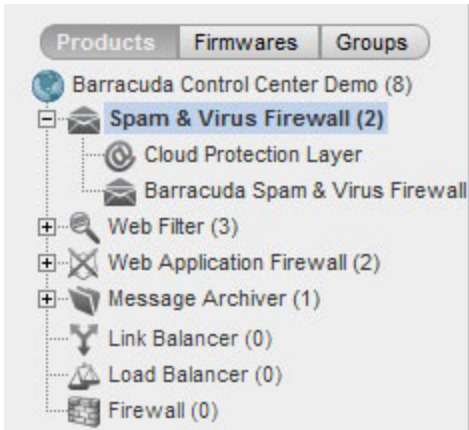
View key statistics by device type at a glance on the **CLOUD CONTROL >Status** page of the web interface, or drill down into the individual web interface for each connected device for more detail.

Mixed Mode Deployment

You can connect a Barracuda Networks product to Barracuda Cloud Control including both a cloud component and an appliance component. This mixed mode deployment is depicted in the product tree by including the cloud component listed under the appliance name and serial number. For

example, Barracuda Cloud Control can include the optional Cloud Protection Layer (CPL) component which blocks email-borne threats before they reach your network and provides email continuity. Spam and policy filters are then applied by the Barracuda Spam & Virus Firewall device on your network. The deployment appears in Barracuda Cloud Control as shown in *Figure 1* where the CPL is shown as a component of Barracuda Cloud Control.

Figure 1. Barracuda Spam & Virus Firewall with optional Cloud Protection Layer.



You can ‘drill down’ into the CPL web interface by clicking on it directly. The CPL web interface is ONLY available by connecting your Barracuda Spam & Virus Firewall to Barracuda Cloud Control.

Use Case Scenarios

In this Section

- [How to Aggregate Reports Across Multiple Products](#)
- [How to Configure Policies Across Multiple Barracuda Web Filters](#)
- [How to Manage a Mixed Mode Deployment](#)
- [How to Open a Support Tunnel on Multiple Devices](#)
- [How to Synchronize Firmware and Energize Updates](#)
- [How to Synchronize Security Policies Across Products](#)

How to Aggregate Reports Across Multiple Products

Suppose you have connected three Barracuda Web Filters to Barracuda Cloud Control and you want to run a report aggregating a list of users by bandwidth across all three devices. You assume all three devices are up and running. Run the report by clicking on the group of Barracuda Web Filters from the [Appliance Control](#) pane. Select the **Users by Bandwidth** report from the **BASIC > Reports** page.

As shown in Figure 1 below, for the Barracuda Web Filters listed at the top of the report, an aggregated list of users shows in the table below the graph, sorted by the user with the most bandwidth used for the report time frame shown at the top.


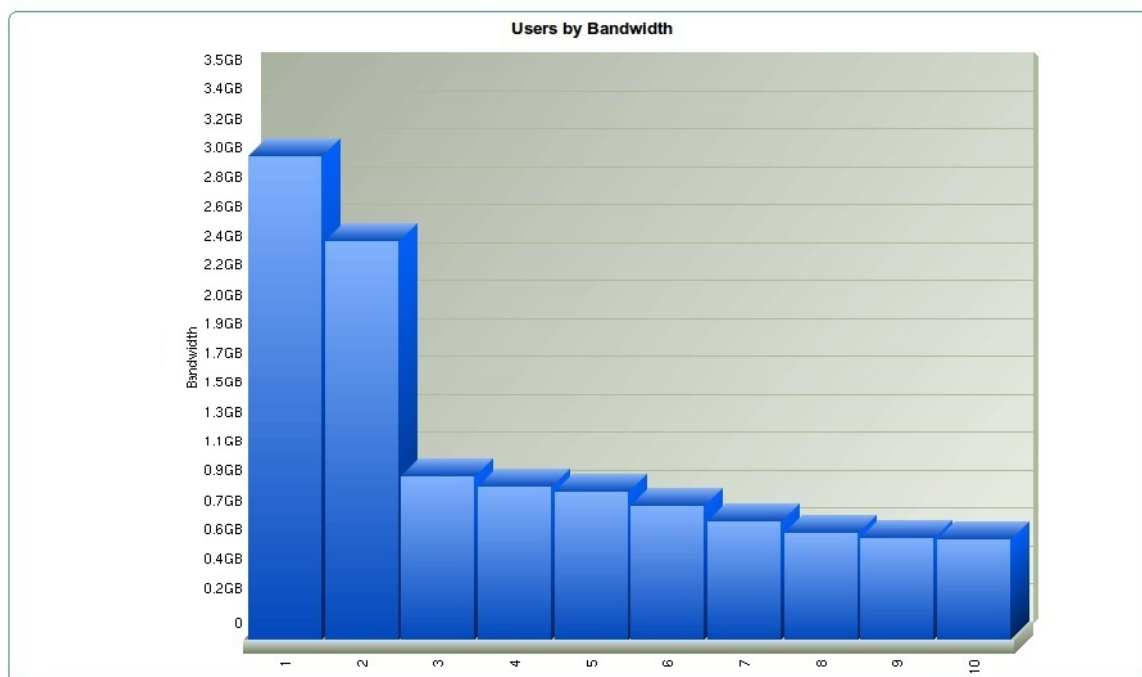
 For more details about reports, see the Barracuda Web Filter online help on the **BASIC > Reports** page.

Figure 1. Data aggregated across multiple Barracuda Web Filters.

Barracuda Web Filter - Users by Bandwidth (2 Units)

Date Range: 2012-01-26 17:57 - 2012-02-02 17:57
Included Units: WF 74,144 [299483]
Unreachable Units: WF [299484]



	Source	Source IP	Bandwidth	Requests	Time
1.	campbell	192.168.200.200	3,218 MB	12,544	11:53:58
2.	testlabelling	192.168.200.200	3,077 MB	12,544	11:53:58

Problem: In the report in Figure 1, you can see by the highlighted devices that two of the Barracuda Web Filters have data included in the report, but one of the three devices, "SN 121153", was unreachable by Barracuda Cloud Control. This is an alert that there may be a power outage or network issue where that device is located.

Solution: Try logging into the web interface directly for the Barracuda Web Filter SN 121153. If you can, then you can use the [troubleshooting](#) features on the **ADVANCED > Troubleshooting** page for that device. Or you can open a support tunnel from the same page and call [Barracuda Technical Support](#) if necessary. If you cannot log in directly from the web interface, you may need to check on the physical device.

How to Configure Policies Across Multiple Barracuda Web Filters

As an administrator of Barracuda Web Filters for a university, you may have two groups of devices; one group for faculty and staff and another group for students. You want to allow Skype and Yahoo IM internally for faculty and staff, but not for students.

To configure,

1. Click on the Barracuda Web Filter group assigned to faculty and staff.
2. From the web interface, you would set **Allow** for those applications on the **BLOCK/ACCEPT > Applications** page.
3. For the Barracuda Web Filters filtering student traffic, you want to block those applications, but allow Googletalk. Click on the Barracuda Web Filter group assigned to faculty and staff.
4. From the **BLOCK/ACCEPT > Applications** page you can configure these settings for the student group.
5. Additionally, your IT department may want to push Microsoft updates to the student's PCs, so, in the **Updates** section of the **BLOCK/ACCEPT > Applications** page, you might set Microsoft Updates to **Block**. However, the faculty and staff have admin rights to their PCs - you'd set this value to *Allow* on that group.

How to Manage a Mixed Mode Deployment

You must use Barracuda Cloud Control to view and manage mixed mode deployments such as the Cloud Protection Layer component of the Barracuda Spam & Virus Firewall. Click the plus symbol (+) next to the Barracuda Spam & Virus Firewall in the product tree, then click on the **Cloud Protection Layer** link to access the web interface. A subset of the pages and features offered by the Barracuda Spam & Virus Firewall that ONLY apply to the Cloud Protection Layer displays.

Unlike the Barracuda Spam & Virus Firewall, the Cloud Protection Layer captures the message body for email messages blocked due to Rate Control, Barracuda Reputation, and other IP analysis filtering.

Note that the aggregated statistics do NOT combine data from the Cloud Protection Layer and the Barracuda Spam & Virus Firewall, as the two products perform different filtering functions. Barracuda Cloud Control shows separate traffic statistics for each component on the [Cloud Control context](#) page.

Settings you see in the Cloud Protection Layer web interface are unique for that component and are not shared across other devices or services.

How to Open a Support Tunnel on Multiple Devices

With Barracuda Cloud Control, you can troubleshoot problem devices in a remote location from your office, or anywhere, by opening a support tunnel on one or more of your Barracuda Networks products at the same time. Barracuda Networks Technical Support can then assist you with any or all of the devices connected to your Barracuda Cloud Control.

Using the Barracuda Web Application Firewall as an example, you'd click on the Message Archiver group, and, in the [group context](#) web interface, click on **ADVANCED > Troubleshooting**:

BASIC	SECURITY POLICIES	WEBSITES	ACCESS CONTROL	ADVANCED	
Backup	Energize Updates	Firmware Update	Export Logs	Network Firewall	Policy Tuner
Templates	View Internal Patterns	Libraries	Admin Access Control	Exception Heuristics	Advanced IP Config
High Availability	Appearance	System Configuration	Secure Administration	Troubleshooting	XML Protection
Cloud Control	Task Manager	Vulnerability Reports			

Support Connection					Open All	Close All
Unit	Access Serial	Access Token	Expires	Actions		
Barracuda Web Application Firewall	261171			Open		
Barracuda Web Application Firewall	261178			Open		

Each Barracuda Web Application Firewall is listed by serial number. If the Action column shows Open, there is not a support tunnel currently open to the device. Click **Open** to open a support tunnel. You can then click **Close** at any time to close the support tunnel.

How to Synchronize Firmware and Energize Updates

Barracuda Cloud Control provides a fast and convenient method of keeping track of firmware versions running on all of your Barracuda Networks products. Click the **Firmwares** button in the [Appliance Control](#) left pane, and expand the [product tree](#). Each firmware version displays as a separate folder beneath the device name. Expand the folder to view all devices currently on that firmware version.

To change the firmware version of a device, click on the device name, and click on the **ADVANCED > Firmware Update** page. Click the **Download Now** button to update the device to the latest firmware release.

To update device definitions, click on the device name, and click on the **ADVANCED > Energize Updates** page. Click the **Update** button to update the device to the latest definition, or click **Revert** to downgrade to the previous definition version.

How to Synchronize Security Policies Across Products

You have four Barracuda Web Application Firewalls serving three locations: New York, San Francisco and London. Your master Security Policies database dictates that all devices should have the **HttpOnly** attribute set to Yes for cookies, preventing the cookie from being accessed by client-side scripts.

To configure,

1. Click on the group of Barracuda Web Application Firewalls from the [Cloud Control](#) pane, and check the **SECURITY POLICIES > Cookie Security** page. An [exception](#) triangle for this setting may display, as shown in the image below, if the devices are not in sync for this setting.
2. Hover the mouse over the setting to view the values for **Http Only** on each device in the pop-up table:

HTTP Only

☒ Yes
☐ No



Adds the "HttpOnly" attribute to cookies, preventing them from being accessed by client-side scripts. **Recommended**

Unit	Value
WAF: NYC [242165]	No
WAF: San Francisco #1 [242315]	Yes
WAF: San Francisco #2 [242317]	Yes
WAF: London [244327]	No

Allow Unrecognized Cookies

☐ Never
☐ Always
☒ Custom

To resolve an exception,

1. To resolve the issue, click on the NYC and London Web Application Firewalls, successively, in the [product tree](#), and change the settings to match those of the two San Francisco systems.
2. Once you save those settings, the exception triangle no longer displays next to the setting when viewed in the [Group context](#).

Getting Started

Recommended Steps

1. [Create a Barracuda Cloud Control Account](#)
2. [Understanding Your Barracuda Cloud Control Account](#)
3. [How to Connect Your Barracuda Networks Products to Barracuda Cloud Control](#)

Create a Barracuda Cloud Control Account

Before you can connect your Barracuda Networks products to Barracuda Cloud Control, you must first create an account:

1. If you do not already have an account with Barracuda Networks, visit <https://login.barracudanetworks.com/> and click the **Create a user** link.
2. Enter your name and email address, and click **Create User**. Follow the instructions emailed to the entered email account to log in and create your Barracuda Cloud Control account.
3. After submitting your new account information, the **Account** page displays your account name, associated privileges, and username.

Related Articles

- [Understanding Your Barracuda Cloud Control Account](#)
- [How to Connect to Barracuda Cloud Control](#)
- [Add Barracuda Networks Products to Barracuda Cloud Control](#)

Understanding Your Barracuda Cloud Control Account

Related Articles

- [How to Add and Modify Users](#)
- [How to Manage Users](#)

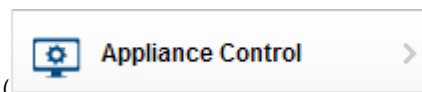
Barracuda Cloud Control is a service which is *linked* to your customer account. Once you log into your account you can link your Barracuda

Networks appliances and services to Barracuda Cloud Control.

Go to <https://login.barracudanetworks.com/> and enter your email address and password. Click **Sign In** to log in to your account. After you have logged in you can [create users](#) in your Barracuda Cloud Control account, and assign various permissions to each user for access to Barracuda Cloud Control.

You can link additional Barracuda Networks services to your Barracuda Networks account, including:

- Barracuda Backup
- Barracuda Web Security
- Barracuda Email Security
- Barracuda Spam & Virus Firewall
- Barracuda Web Filter
- Barracuda Web Application Firewall
- Barracuda Message Archiver
- Barracuda Link Balancer
- Barracuda Load Balancer
- Barracuda Firewall



When you log in to your Barracuda Networks account, the **Appliance Control** () icon displays in the left pane as well as icons for the services listed above.

Continue with [How to Connect Your Barracuda Networks Products to Barracuda Cloud Control](#).

How to Connect Your Barracuda Networks Products to Barracuda Cloud Control

Related Articles

- [Deployment Options](#)
- [Use Case Scenarios](#)



Before a user can connect Barracuda Networks Products to Barracuda Cloud Control, the account administrator must [enable Appliance Control](#) under **Product Entitlements** on the **Account > Users** page for the selected user.

You can connect one or more Barracuda Networks products to Barracuda Cloud Control by doing the following:

1. Go to <https://login.barracudanetworks.com/>, enter your login and password details, and click **Login**.
2. Click **Appliance Control** in the left pane. The **Status** page displays, including a message indicating that no products have been connected.
3. In another browser window, log into the product you wish to connect to Barracuda Cloud Control. From the product **ADVANCED > Firmware Upgrade** page, check to make sure you have the latest firmware installed on the product. If not, download and install it before proceeding.
4. From the **ADVANCED > Cloud Control** page in the product, enter your Barracuda Cloud Control account username and password, click Yes to connect to Barracuda Cloud Control, and click **Save Changes**. Note that your product can connect with only one Barracuda Cloud Control account at a time.
5. In the Barracuda Cloud Control web interface, refresh your browser page and you should see, in the Products pane on the left side of the page, a (1) immediately to the right of the newly connected Barracuda Networks product type. By default, statistics are presented for that product. Click on the product link to configure using the web interface for that device.

Management Contexts


There are three 'contexts' you use to administer Barracuda Cloud Control and the connected products. These contexts include:

- The [Cloud Control Context](#); for managing Barracuda Cloud Control configuration;

- The [Product Context](#); for managing an individual Barracuda Networks product using the product web interface;
- The [Group Context](#); for managing a group of the same type of Barracuda Networks products with one web interface, or for grouping products by company, location, or department.



Exceptions

When you have more than one of a Barracuda Networks product type connected to Barracuda Cloud Control, and you view the settings of all of them as a [group](#) (with one web interface), a yellow **Exception** () icon displays if the value of the setting is not the same on all devices in the group. When you hover the mouse over the icon, Barracuda Cloud Control clearly indicates what the values for that setting are on each device, so that you can change the settings if desired.

In this Section

- [Cloud Control Context](#)
- [Group Context](#)
- [Product Context](#)

Cloud Control Context

When you log into Barracuda Cloud Control, you first see the Cloud Control *context*—on the **Cloud Control > Status** page—which displays a snapshot of product traffic statistics for the connected Barracuda Networks product(s), and any services to which your account subscribes.

The Appliance Control pane on the left displays either a list of individual products connected to Barracuda Cloud Control, or groups of products which you create. The center pane provides an interface for managing your account and for connecting products as well as a snapshot of product traffic statistics for all connected products. The Unit Health pane on the right includes a performance overview, connectivity, firmware, and subscription status for each individual product organized by product type.

Once you click on an individual product in the product tree, the Appliance Control pane, or in the Unit Health pane, you leave the 'Cloud Control context' and drill-down into the product type web interface. The product web interface displays activity for an individual product if you have only one of that type connected. If you have multiple of one product type connected, the settings and statistics for all products of that type display in one web interface as described in [Group Context](#).

Click **Help** in the web interface for detailed information about the currently selected page.

Group Context

Related Articles

- [Non-Configurable Settings](#)
- [How to Work with Exceptions](#)
- [Settings that Cannot be Configured in Group Context](#)
- [Synchronizing Settings Across a Group](#)

Grouping Barracuda Networks products enables you to manage settings and apply policies across multiple Barracuda Networks products of the same type from one web interface. You can also use "grouping" to organize your Barracuda Networks products by location, company, department, etc., and you can include products of different types. Grouping happens in one of two ways:

1. By default, Barracuda Cloud Control groups Barracuda Networks products by product type. For example, if you have two or more Barracuda Web Application Firewalls connected to Barracuda Cloud Control, they are automatically grouped as such. You can then click on that product type in the Appliance Control pane and see one web interface with aggregated statistics and settings for all of the devices within that group. See Figure 1 below. From the web interface, you can set policies for all of the products in the group at the same time since they are the same product type. This group context also enables reporting on aggregated statistics across a group.
2. You can *create* a grouping of two or more products. When you click on that group in the Appliance Control pane, aggregated statistics display on the **Status** page for each product type in the group.

Additional benefits of managing products in the group context include:

- If you have many devices in one or more locations, managing them with a central console enables you to easily track firmware versions across products and keep them up to date.
- Grouping devices by location helps you keep track of where each device is physically located in case it needs service. As long as the unit is joined to Barracuda Cloud Control, you do not need to look up the admin password to configure or update the product.
- Grouping devices of the same type enables viewing 'exceptions' in which values for the same setting differ across the devices.

- Grouping either devices of the same type or of different types provides a performance and traffic statistic snapshot on the **CLOUD CONTROL > Status** page for each device in the group. Statistics are aggregated for devices of the same type. For example, if you have several Barracuda Networks products in your London office and several in your New York office, click on that group to quickly view the traffic and performance statistics.

Product Context

If you have only one of any Barracuda Networks product type connected to Barracuda Cloud Control, when you click on that product link under Appliance Control in the product pane or in the Unit Health pane, the web interface for that individual device displays. From the product web interface, you manage the individual settings just as you would if you logged into the device directly.

Accounts and Roles

In this Section

- [How to Add and Modify Users](#)
- [How to Manage Users](#)

How to Add and Modify Users



Before a user can connect Barracuda Networks Products to Barracuda Cloud Control, the account administrator must [enable Appliance Control](#) under **Product Entitlements** on the **Account > Users** page for the selected user.

To create a new Barracuda Cloud Control user, first add the user to your [Barracuda Networks account](#), and set permissions for that user within the account. For that user, these permissions apply to all Barracuda Networks products and services connected to your Barracuda Networks account. You then create permissions for the user within Barracuda Cloud Control, defining whether the user can view and run reports, manage other Barracuda Cloud Control users, connect products, etc.

Add a New User

Once you log into Barracuda Cloud Control, click the **Account** link at the top of the screen, and click **Manage Users** in the right pane. The **Account > Users** page displays a table of users associated with your Barracuda Networks account. Use the following steps to add a new user:

1. Click **Add User**; the new user options display:

Name:
Enter the user's first and last names.

Email:
*Enter the user's email address, **which will serve as username**.*

Password: *This will send the user an email with instructions to change their password.*

Starting Page:
Choose which product or page should be shown upon signing in as this user.

Privileges: *Choose whether this user should be allowed to add, remove and edit users, and/or view and update billing information, for this account.*

Product Entitlements:

- ☐ Backup
- ☐ Web Security
- ☐ Email Security
- ☐ Appliance Control

2. Enter the new user name and email address; the user email address will be their username.
3. Select the **Starting Page** for this user from the following options:
 - **Default**
 - **Account**
 - **Community/Forum**
 - **Support**
4. In the **Product Entitlements** list, turn on the subscribed to Barracuda Networks products and services that this user can see when they log into the account.



Appliance Control

Turn on **Appliance Control** to allow this user to add Barracuda Networks devices to this account.

5. Click **Add** to add this user to the table of users; an email is then sent to the user prompting them to set their password.
6. Click on the user name in the list, and set their user privileges:

Privileges: ☒ **User Management**

☐ **Billing Administration**
Choose whether this user should be allowed to add, remove and edit users, and/or view and update billing information, for this account.

- **User Management** – If checked, enables user to add, remove, and edit users for this account.
 - **Billing Administration** – If checked, enables user to view and update billing information for this account.
7. Click **Save** at the top of the page to save your settings.



Product Entitlements

For details on setting Barracuda Backup permissions, refer to the section [Barracuda Backup Permissions](#). For details on setting Appliance Control permissions, refer to the section [Barracuda Appliance Control Permissions](#).

Edit a User

1. From Barracuda Cloud Control, click the **Account** link at the top of the screen, and click **Manage Users**. The **Account > Users** page displays a list of users associated with your Barracuda Networks account.

2. Click on the user name you wish to edit; the user details display in the right pane.
3. Make the desired modifications, and click **Save**.

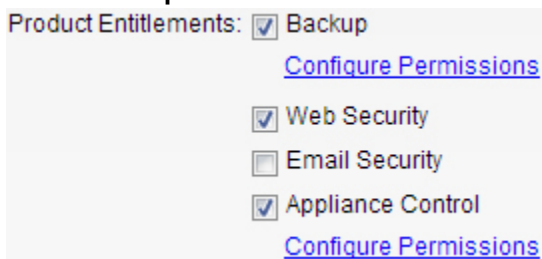
Delete a User

1. From Barracuda Cloud Control, click the **Account** link at the top of the screen, and click **Manage Users**. The **Account > Users** page displays a list of users associated with your Barracuda Networks account.
2. Click on the user name you wish to remove, and click **Remove** at the top of the page.
3. Click **OK** in the confirmation dialog box to permanently remove the user.

Barracuda Backup Permissions

You can customize user permissions to Barracuda Backup.

1. From Barracuda Cloud Control, click the **Account** link at the top of the screen, and click **Manage Users**. The **Account > Users** page displays a list of users associated with your Barracuda Networks account.
2. Click on a user name to add Barracuda Backup permissions; the user details display in the right pane.
3. Under **Backup** in the **Product Entitlements** section, click **Configure Permissions**:



4. In the Barracuda Backup permissions page, you can set the following options:
 - a. Turn on the **Barracuda Email Notifications** for this user:
 - **Reports** – When turned on, a report is sent to this user for each backup job.
 - **Alerts** – When turned on, an alert is sent to this user if an error occurs during a backup job or if the Barracuda Backup Server goes offline.
 - **Notices** – when turned on, a notice is sent to this user when the Barracuda Backup Server software is updated.
 - b. **Authentication** – If you wish to restrict the IP address that this user is allowed to log in from, enter a value in the **IP Login Restrictions** field.
 - c. Specify user **Permissions**:
 - **Account Administrator** – User has full access to all Barracuda Backup Servers within the account.
 - **BBS Administrator** – User has full access to all selected Barracuda Backup Servers; user does not have edit or view user accounts access. When selected, the **Backup Server Permissions** section displays:
 - **Select All Backup Servers** – When turned *On*, user has full access to all Barracuda Backup Servers within the account, when turned *Off*, a list of all connected devices displays. Turn *On* the Barracuda Backup Servers to which this user is to have access.



Barracuda Backup

Refer to [Product Entitlements](#) for additional information on setting up Barracuda Backup permissions.

Barracuda Appliance Control Permissions

You can edit user preferences, role, and access privileges by clicking **Configure Permissions** under **Appliance Control** in the **Product Entitlements** section.

How to Manage Users

Role-Based Administration

The following account roles and associated permissions are available on Barracuda Cloud Control through the **Edit** link for users listed on the **CL OUD CONTROL > User Management** page:

- **View Status Only** – User can only view statistics on the **CLOUD CONTROL > Status** page. If you have Barracuda Networks products installed in various departments or locations, you may wish to assign this role to a local support person.
- **View Reports, Logs and Status Only** – User can view statistics on the **CLOUD CONTROL > Status** page, view the **Message Log**, and create and view reports. You may wish to assign this role to a support person or office manager to provide performance and traffic reports for each product type.
- **All Actions** – User can use all aspects of the Barracuda Cloud Control web interface. This role enables complete management of all connected Barracuda Networks products; however, the user cannot connect products or change user passwords.
- **Account Admin** – User has all permissions.

Once you select the role, you can assign permissions by device or by group in the **Access** control window; manage your own account information using the **CLOUD CONTROL > My Account** page.

Audit Log

You can track events such as login, connecting, or disconnecting specific devices by user, account name, and date/time on the **CLOUD CONTROL > Audit Log** page.

Managing Products and Groups

Use these features to manage your devices individually or in a [group context](#).

In this Section

- [How to Administer Barracuda Cloud Control](#)
- [How to Connect and Disconnect Devices](#)
- [How to Use the Audit Log](#)
- [How to Use the Product Tree](#)
- [How to View Connected Device Status](#)
- [How to View Device Statistics and Settings](#)
- [Managing Groups](#)
- [Managing Your Account](#)

How to Administer Barracuda Cloud Control

Related Articles

- [Use Case Scenarios](#)

When you log into Barracuda Cloud Control, the Barracuda [Cloud Control context](#) and the **CLOUD CONTROL > Status** page of Barracuda Cloud Control web interface display. In this context you view a summary of all devices connected to Barracuda Cloud Control. Any Barracuda Networks product you have already connected is listed in the left [Products](#) pane. The central portion of the page displays aggregated performance and traffic statistics for all connected devices.

For all devices of the same type, the **CLOUD CONTROL > Status** page shows a graph and corresponding table listing statistics aggregated across all devices over the past 30 days. For example, if you connect multiple Barracuda Web Application Firewalls, the **CLOUD CONTROL > Status** page shows a graph and corresponding table listing detected attacks, totaled by attack type (XSS Injections, Injection Attacks, Cookie Poisoning, etc.), over the past hour, 24 hour period, and grand total since the last system reset. If you connect multiple Barracuda Web Filters, a table and graph display total Spyware downloads, Virus Downloads, Policy (number of threats blocked by your configured policies), etc. aggregated across your connected Barracuda Web Filters.

If you have various different Barracuda Networks products connected to your Barracuda Cloud Control, a separate set of statistics displays for each device on the **CLOUD CONTROL > Status** page. This is useful for having a 'snapshot' of activity on all of your Barracuda Networks products on one page.

On the right of the page the Unit Health pane summarizes performance statistics for each system by device type.

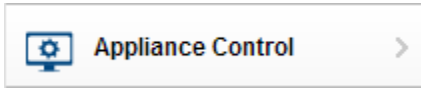
From the **CLOUD CONTROL** tab:

- The **Connect Products** page gives instructions for adding Barracuda Networks products to Barracuda Cloud Control.
- The **My Account** page enables setting Time Zone, Account Notification Email Address, Account Name and Account Preferred Time Zone

(the default time zone used to display statistics and report data).

- The **User Management** page lists users including roles, status (Active, Inactive), Administrator actions, and time zone.
- The **Audit Log** page lists login activity.

From the [product context](#) or [group context](#), you can always return to the [Cloud Control](#) context by clicking the **Appliance Control** icon in the left pane:



How to Connect and Disconnect Devices

You must [log into your Barracuda Networks product web interface](#) directly, from your browser, to connect or disconnect your Barracuda Networks product(s) to/from Barracuda Appliance Control, and to [update the firmware](#) on the product.

To disconnect a product from Barracuda Cloud Control, using your browser, log in to your Barracuda Networks product web interface directly. From the **ADVANCED > Cloud Control** page, click *No* for **Connect to Barracuda Cloud Control**, and click **Save Changes**. The **Barracuda Cloud Control Status** on the **ADVANCED > Cloud Control** page of your product changes from *Connected* to *Not Connected*, and when you log in to Barracuda Cloud Control, the product no longer appears in the [product tree](#).

How to Use the Audit Log

All activity made in relation to Barracuda Cloud Control is listed in the **CLOUD CONTROL > Audit Log** page:

- **Date** – Date and time of the action, displayed in local time.
- **Action** – The type of event that occurred.
- **User** – The email address associated with the account that took the action.
- **Account** – The name or label given to the above account.
- **Data** – Any additional information that might be associated with the action, such as the system name and serial number of a device that was attached to Barracuda Cloud Control.

You can drag the column headings to change the display order. To show or hide a heading, click on a heading and click the **Down** arrow; turn on those headings you wish to display, and turn off those you do not wish to display.

You can specify the number of entries you wish to display per page in the log.

To modify the number of entries,

1. In the **CLOUD CONTROL > Audit Log** page, click **Preferences**.
2. In the **Preferences** page, enter the number of entries you wish to display in the **Messages Per Page** field.
3. Click **Save Changes** to save your settings and close the dialog box.
4. The **Audit Log** updates based on your entry.

How to Use the Product Tree

Related Articles
<ul style="list-style-type: none">• How to Connect and Disconnect Devices

Once you [connect](#) one or more Barracuda Networks products (devices) to Barracuda Cloud Control, the products display as a list in the product tree in the Appliance Control pane on the left side of the web interface. In the [Appliance Control](#) pane, your Barracuda Networks products are listed by product type (Barracuda Message Archiver, Barracuda Web Filter, etc.) under [Products](#). If you click on [Groups](#), your Barracuda Networks products are listed by groups you have defined, or you can create new groups. A group can contain one or more devices that may be of the same or different product type.

How to View Connected Device Status

Related Articles
<ul style="list-style-type: none">• How to Connect and Disconnect Devices

Click **Appliance Control** above the product tree in the left pane to return to the [Cloud Control context](#), where you can see the Unit Health pane on the right side of the screen. The Unit Health pane indicates, for each of the connected Barracuda Networks products, a general status for performance statistics. Click on the **Expand** (^) icon on the right side of the pane to expand the detailed list of performance statistics for the selected device. This list varies among product types:



Unit Health pane legend:

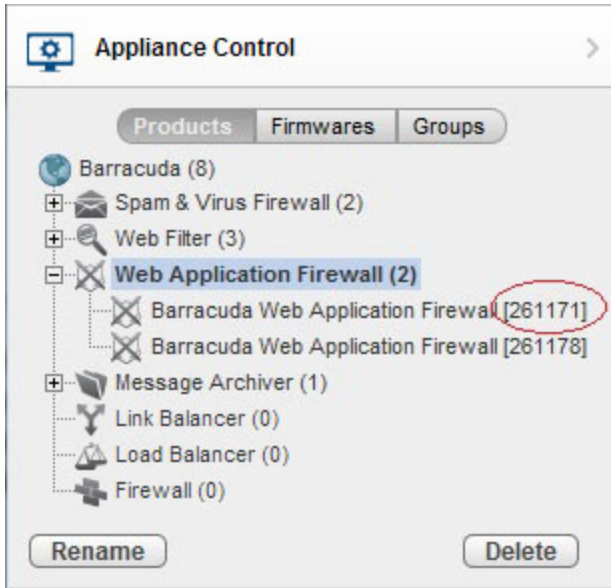
- **Connectivity** – Green indicates device is connected, red indicates device is not connected.
- **Firmware** – Green indicates current release, yellow indicates that a new minor release is available for download, and red indicates that a new major release is available for download.
- **Health** – General indicator of device performance statistics.
- **Storage** – Green indicates there are no storage issues, red indicates there are storage issues.
- **Subscription** – Green indicates that Energize Updates, Instant Replacement (where applicable) and Premium Support (where applicable) are current for the device, red indicates that one or more of these subscription items is either expired or not yet activated.

How to View Device Statistics and Settings

Related Articles

- [How to Connect and Disconnect Devices](#)

When you click on a particular device in the product tree or the Unit Health pane, Barracuda Cloud Control displays the unique statistics and settings for that device with the same web interface you would see if you logged directly into the web interface of that device outside of the Barracuda Cloud Control. For example, to view the individual web interface of Barracuda Web Application Firewall serial# 261171, click on that device in the product tree:



The product web interface displays settings only for that device. For the selected product, you can view and change all settings available from within Barracuda Cloud Control; note that some settings are not available from within Barracuda Cloud Control and must be configured from logging into the device directly from your browser. Pages or settings not available from within Barracuda Cloud Control are grayed out.

Managing Groups

In this Section

- [How to Create Groups](#)
- [How to Work with Exceptions](#)
- [Settings that Cannot be Configured in the Group Context](#)
- [Synchronizing Settings Across a Group](#)

How to Create Groups

If you want to create a group of a 'mix' of different types of Barracuda products:

1. From the Appliance Control left pane, click **Groups**, and click **Add**. Enter a name for the group of devices. For example, if you want to group all of the Barracuda Web Filters in your Paris office by location, you might call your group ParisWF. If you want to group multiple types of Barracuda Networks products that serve the Marketing department, you could name the group MarketingVarious, indicating that there is more than one type of product in the group.
2. Next, click on each device you want to add, and drag it to the group name. The screen refreshes and that device is added to the group. Use the **Rename** and **Delete** buttons at the bottom of the pane to manage groups. Note that deleting a group does not disconnect the devices in the group from Barracuda Cloud Control, it just removes the grouping.

How to Work with Exceptions

In this article:

- [Exception Triangle](#)
- [Exception Circle](#)

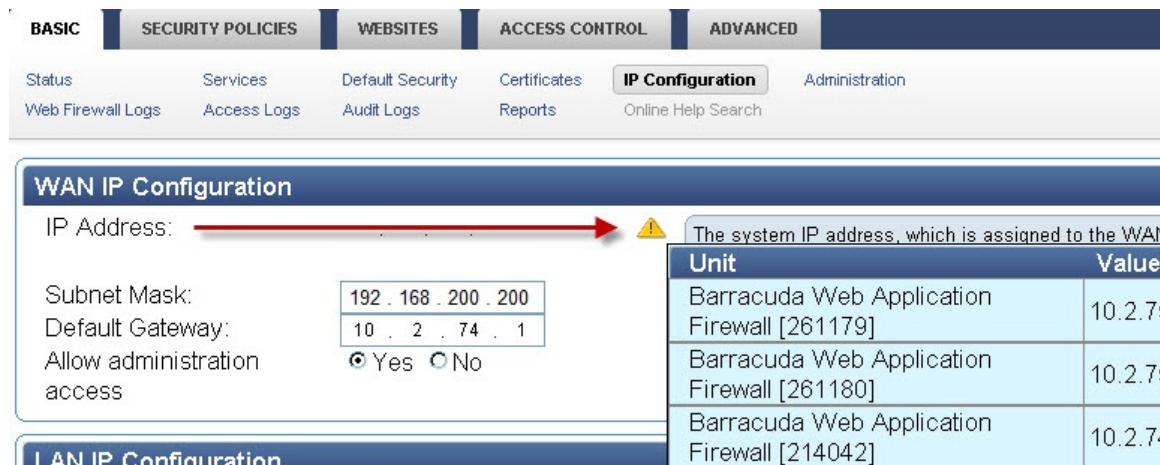
Related Articles
<ul style="list-style-type: none"> Barracuda Cloud Control <ul style="list-style-type: none"> Management Contexts Synchronize Security Policies Across Products Barracuda Web Filter <ul style="list-style-type: none"> 6.x Exception Policies BLOCK/ACCEPT Precedence Order Barracuda Web Application Firewall <ul style="list-style-type: none"> Tuning Security Rules Best Practices in Configuring Policy

Exception Triangle

When you are using the group context to view the settings on all devices of one type, if you see the yellow **Exception** (⚠️) icon next to the setting, this means that for a particular setting, the *values* of that setting differ across the devices in the group. You can hover the mouse over the setting to see a text box or table displaying the actual value of the setting on each device.

As shown in Figure 1, if you hover the mouse over the **Exception** icon, Barracuda Cloud Control displays the value of that setting for each product in the group. In this example, each Barracuda Web Application Firewall in the group has, of course, a different value for the IP Address, each of which displays in a pop-up table when you hover the mouse over the **Exception** icon.

Figure 1. Exception triangle indicates different values for settings on products of the same type.



Exception Circle

If you see the round yellow **Exception** (⦿) icon next to a setting, this indicates that the setting is unique to each device and is not shared or aggregated. For example, suppose you have multiple Barracuda Web Application Firewalls and you have configured the GET and POST **Allowed Methods** for each of them on the **Security Policies > URL Protection** page. Additionally, you have configured the HEAD **Allowed Method** for only one of the devices, so the round **Exception** icon displays next to the HEAD **Allowed Method** indicating that this value is additional and unique to a particular device. If you hover the mouse over the icon, a pop-up text box displays the device serial number as shown in Figure 2.

Figure 2. Configuring the same setting type with unique names across a group.

URL Protection

Enable URL Protection

☒ Enable
 ☐ Disable

Enables protection on a URL. These **Profiles** are used for validating the in
Recommended: Yes

Allowed Methods

<input type="text"/>	Add	
GET		
POST		
Rows that exist on a subset of units:		
HEAD		

A list of allowable methods in the req
 methods are GET, POST and HEAD.
 other methods to be allowed.

Allowed Content Types

<input type="text"/>	Add	
application/x-www-form-urlencoded		
multipart/form-data		

Units
 Barracuda Web
 Application Firewall
 [215523]
 multipart/form-data are common co
 forms.

In another example, if you have multiple Barracuda Web Application Firewalls in a group, you might configure an **HTTP** Service from the **BASIC > Services** page on all devices, but give each Service a unique name. The exception circle, as shown below in Figure 3, indicates that the Service is unique to the device by Name, even though it's the same actual Service type (**HTTP**) as the Services on the other devices. If an **HTTP** service with the same Name was configured on each of the devices, you see one entry for the Service and no exception circle.

Figure 3. Exception circle indicates the Service is unique to the device by Name.

		Europe		HTTP	10.5.125.32	80	Active	default		10.0.0.1
		Mail		HTTP	10.5.125.31	80	Passive	default		10.0.0.1
		Storefront		WAF: NYC [242165]						10.0.0.1

This service only exists on the following units

Settings that Cannot be Configured in the Group Context

Some features must be configured on each individual device within a group. Examples include IP Address, Quarantine settings on the Spam & Virus Firewall, Services on the Barracuda Web Application Firewall, and Default Host Name on various product types. Note that some tabs or pages of the web interface (in the [group context](#)) for a product may be grayed out (unavailable) for this reason, or because the features on that tab or page are not supported in the group context.

Synchronizing Settings Across a Group

Applying policies across a group of same-type Barracuda products is perhaps the most powerful feature of the group context. For example, if you have several Barracuda Web Application Firewalls grouped and you want to enable Encrypted Cookie Security Mode on all of the devices, you would do the following:

1. Click on the group link for those products in the product tree.
2. Navigate to the **BASIC > Default Security** page and click on *Encrypted* for **Cookie Security Mode**, the **Save Changes**. This setting synchronizes across all devices.
3. To change the value of a setting on just one of the devices, from the product tree, click on the device itself within the group. You'll see the individual product web interface, where you can navigate to the appropriate page and change the setting as needed. Doing so causes a yellow **Exception** () icon to appear in the [Group context](#) web interface.

Managing Your Account

Your account with Barracuda Networks gives you access to the Barracuda Networks products to which you have a subscription. As long as you

are logged in as an administrator, you can add users that can perform administrative tasks. Each user uses their own user name to log in.

Select Account Options

Once you add a Barracuda Networks product to Barracuda Cloud Control, you can perform these account-related tasks:

- Add, edit and remove users, including setting their privileges and start page. When you add a user you can select the services that the user is able to access.
- Update contact and billing information for your Barracuda Networks account.
- View invoices.
- Manage services associated with your account.

Click on the associated link on the top left hand side to go to the Barracuda Networks product web interface.

Monitor Barracuda Cloud Control

Use the **ADVANCED > Task Manager** and **CLOUD CONTROL > Status** pages to monitor Barracuda Cloud Control.

In this Section

- [Understanding Device Statistics](#)
- [Viewing the Task Manager](#)

Understanding Device Statistics

The **CLOUD CONTROL > Status** page provides an overview of the performance and health of all of the Barracuda Networks devices connected to Barracuda Cloud Control. In this view, the same traffic and performance statistics available in the **BASIC > Status** page for your other Barracuda Networks products display. Where there are multiple products of the same type, the statistics are aggregated in one section of the page. To view the traffic and performance statistics of a single device, click on the device name in the product tree or in the Unit Health pane.

Viewing the Task Manager

The **ADVANCED > Task Manager** page provides a list of tasks that are in the process of being performed, and displays any errors encountered when performing these tasks. Barracuda Cloud Control tracks tasks including configuration restoration.

If a task takes a long time to complete, you can click the **Cancel** link next to the task name and then run the task at a later time when the system is less busy. The Task Errors section lists an error until you manually remove it from the list; errors are not automatically phased out over time.

View Task Errors

Any task that results in an error is listed in the **Task Errors** section, with a red **Error Summary** link to this list present on every page in the web interface as long as there are errors in this list. Click on the **Clear** link to remove errors, since all errors remain in this list until explicitly removed.

How to Troubleshoot Barracuda Cloud Control

Related Articles

- [How to Connect and Disconnect Devices](#)

You can connect to Barracuda Support Servers to troubleshoot products connected through Barracuda Appliance Control.

To connect to Barracuda Support Servers,

1. Log in to the Barracuda Networks product web interface, and go to the **ADVANCED > Troubleshooting** page.
2. In the **Support Diagnostics** section, you can initiate a connection between your device and the [Barracuda Networks Technical Support Center](#) which allows technical support engineers to troubleshoot any issues you may be experiencing.

Barracuda User Community

In this article:

- [Search](#)
- [Product Forums](#)
- [Product Forum Posting Rules](#)
- [Available Actions](#)
- [Search Forums](#)
- [Product-Specific Forums](#)


The Barracuda User Community allows you to access product and general forums where you can discuss issues, ask questions, share solutions, and contribute product enhancement ideas.

To access the Barracuda User Community:

1. Log in to your Barracuda Customer account.
2. At the top of the left pane, click **Community**; the **User Community** page displays. From this view you can:
 - Search topics
 - Access product forums
 - View recent posts and comments
 - Vote on product suggestions

Search

You can search across all products and services, or select a specific forum in which to search for discussions and solutions.

 The Search tool supports text-based strings and does not currently support wildcards or compound search strings.


Product Forums

Once you log in to your Barracuda Customer account, you can begin participating in product forums.

Product Forum Posting Rules

Barracuda Networks encourages open communication between all forum users; however, there are some basic rules that everyone must adhere to:




- No profanity, vulgar or offensive language.
- No personal attacks or libelous statements.
- No references to unpublished internal components, systems, or processes related to Barracuda Networks or other vendors' products shall be used in any post.
- Do not use the Barracuda Technical Forums as a channel for criticizing specific customer-Barracuda Networks interactions.
- No impersonation of any person or entity – including impersonation of a Barracuda Networks official or forum leader – or misrepresentation of your affiliation with a person, entity, or organization is allowed.
- No discussion of illegal activities such as software and music piracy or other intellectual property violations is allowed.
- Do not post messages that serve mostly or exclusively to drive forum members to the forums or web sites in which you have a stake. It is, however, acceptable to list your personal website URL in your profile and/or in your signature, as long as it is done discreetly.
- Mirroring, reposting, or archiving the forums on any public web site is not permitted without the written permission of Barracuda Networks.
- All active accounts **MUST** be associated with a valid and functional email address. Any accounts associated with email addresses that are found to not accept any emails, or are otherwise deemed to be faked or invalid in any way, will be disabled **IMMEDIATELY**.
- These rules are subject to change. It is the users' responsibility to know and abide by them.

 Any posts that are discovered by or reported to Barracuda Networks as being in violation of these rules will be immediately removed from the forum. Barracuda Networks may, at its discretion, subsequently inform the author(s) of the offending post with the reason(s) for its removal.

It is Barracuda Networks' hope that forum users will understand and comply with these rules to ensure that all users' experience is a positive one.

Available Actions

The following table describes the different actions available on the **User Community** page:

Action	Description
Quick Navigation ()	From within a forum, click the Quick Navigation icon to select from a list of other forums.
Messenger ()	From within a forum, click Messenger to access your private messages .
Notifications ()	<p>From within a forum, click to view all of your notifications; click Options to modify your notification preferences:</p> <ul style="list-style-type: none"> • Community Administrator Updates • Topics & Posts • Status Updates • Profiles & Friends • Private Messages • Other Notifications
Search	Enter a search topic
Choose a product	<p>Select a specific product forum:</p> <ul style="list-style-type: none"> • Security • Networking • Data Protection • Cloud Services • General Questions • Barracuda University • Barracuda Experience • Forum Feedback • Forum Rules
Avatar	<p>Click on the Avatar icon to edit your settings:</p> <ul style="list-style-type: none"> • Change your photo • Set your time zone • Specify comment and visitor settings • Edit profile • Specify contact methods
PMs	<p>Click PMs to access your private messages:</p> <ul style="list-style-type: none"> • Create a new message to send to one or more specified recipients • Send a new message as an invitation to specified recipients to participate in a single conversation • Send a new message as a copy which sends a separate conversation to each recipient • Manage private messages • Store up to 50 messages • Search messages

Create a New Topic	<p>Navigate to the desired forum, and click Start New Topic:</p> <ul style="list-style-type: none"> • Enter the Topic Title • Enter up to 10 Topic Tags • Enter topic content • Manage Topic Poll - Click to add polling options • Post Options- Turn on the desired options: <ul style="list-style-type: none"> • Enable emoticons • Enable signature • Follow this topic • Post New Topic - Click to post the topic to the selected forum • Preview Post - Click to preview your post before adding it to the forum • Cancel - Click to close the topic without saving
Your Last Topic	Click to view the last topic you added to a forum.
Recent Posts	<p>Lists the last 4 forum posts:</p> <ul style="list-style-type: none"> • New Post - Click to create a new topic • View More - Click to view the last 50 most recent posts
Noteworthy Topics	<p>Displays the 4 top viewed posts:</p> <ul style="list-style-type: none"> • View More - Click to view the top 50 viewed posts
Vote on Product Suggestions	<p>Displays the top 4 most popular product suggestions</p> <ul style="list-style-type: none"> • View More - Click to see the 50 most popular product suggestions • I like this - Click to vote for a product suggestion • Click on a product suggestion title and select from the following options: <ul style="list-style-type: none"> • Follow this topic • Reply to this topic • Like This • Report (not available on locked topics) • Multiquote (not available on locked topics) • Quote (not available on locked topics)

Search Forums

Use the following steps to search posts across all products:

1. Log in to your Barracuda Customer account, and click the **Community** link in the left pane.
2. Enter your search criteria in the **Search** field; a list of matching criteria displays dynamically as you type.
3. Click on a title in the list to go directly to the topic discussion in the community forum.
4. If you prefer to search all forums, click **Search** to display all matching items.
5. In the **Search Results** page, all matching results display.
6. From this view you can select to:
 - a. View posts **By Content type**:
 - i. **Forums**
 - ii. **Members**
 - iii. **Help Files**
 - b. In the **Sort by** section, you can select to view posts by:
 - i. **Last Update Time**
 - ii. **Title**
 - iii. **Replies**
 - iv. **Views**
 - c. Additionally, you can select to view posts by either **Descending** or **Ascending** order.
7. Click on the post you wish to view.

Product-Specific Forums

Use the following steps to browse posts for a specific Barracuda Networks device or service:

1. Log in to your Barracuda Customer account, and click the **Community** link in the left pane.
2. From the **Choose a product** list, scroll down to and click on the desired Barracuda Networks device or service, or you can select from other forums such as **Barracuda University**.
3. Once you select your forum, the forum page displays the following information:
 - a. **Subforums** - additional device or service-related forums covering topics such as feature requests, and firmware releases, APIs, and product announcements.
 - b. **Posts** - displays a list of all posts related to the selected device or service
 - i. Use the navigation tools to move through multiple pages of posts
 - ii. **Mark this forum as read** - Click to add a check mark to the currently selected post for your own tracking
 - iii. **Recently Updated** - Click to display the most recently updated posts based on recently update
 - iv. **Start Date** - Displays the date the topic was created
 - v. **Most Replies** - Displays the topic in order of most replies
 - vi. **Most Viewed** - Displays topics in order of most viewed
 - vii. **Custom** - Click to create your own topic filter:
 1. **Show topic type**
 2. **Sort by**
 3. **Sort direction**
 4. **Time frame**
 - viii. A list of users currently browsing the selected forum displays at the bottom of the view.

Tools and Add-Ins

In this Section

- [Barracuda Networks iOS Mobile Application for iPad](#)
- [Barracuda Networks iOS Mobile Application for iPhone and iPod Touch](#)

Barracuda Networks iOS Mobile Application for iPad

This article refers to the Barracuda Networks iOS Mobile App version 1.1 or greater, on an iPad running iOS 5.0 or greater. If you wish to run this application on an iPhone or iPod touch, see the article [Barracuda Networks iOS Mobile Application for iPhone and iPod Touch](#).


In this article:

- [Available Actions](#)
- [Log In](#)
- [Request New Password](#)
- [View Demo Account](#)
- [View Products and Groups](#)
- [View Health Details](#)
- [Contact Support](#)
- [Open Support Tunnel](#)
- [Access Settings and Log Out](#)
- [Error and Warning Messages](#)

Related Articles

- [Barracuda Networks iOS Mobile Application for iPhone and iPod Touch](#)
- [Monitor Barracuda Cloud Control](#)
- [Cloud Control](#)






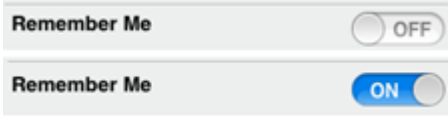


Through the Barracuda Networks iOS Mobile App you can view the status of your Barracuda Backup Servers and devices connected through Barracuda Appliance Control. Additionally, you can contact [Barracuda Networks Technical Support](#) for assistance and, if necessary, open a support tunnel for your connected devices.






 You must have a free Barracuda Cloud Control account to access your devices through the Barracuda Networks iOS Mobile App. To view a demo without logging in to your [Barracuda Cloud Control account](#), launch the Barracuda Networks iOS Mobile App, and tap **View Demo Account**.

Once you download and install the Barracuda Networks iOS Mobile App from the App Store, you can log in and manage your devices.

Available Actions

The following table describes the available actions in the Barracuda Networks iOS Mobile App:

Action	Icon	Description
Barracuda launch icon		Tap to launch the Barracuda Networks iOS Mobile App.
Email Address and Password		Enter your Barracuda Customer account login email address and the associated password to log in to the Barracuda Networks iOS Mobile App.
Forgot Password		Tap to request a new password sent to your Barracuda Customer account login email address; note that there is no notification if an invalid login email account is entered. Tap Cancel to return to the log in screen.
Log In		Once you enter your login credentials, tap Log In to access device status by product.
Log Out		On the Settings page, tap Log Out to log out of the Barracuda Networks iOS Mobile App.
Remember me		<p>When set to <i>On</i> on the device, the Barracuda Networks iOS Mobile App remembers your login and password in a secure location, and you are no longer required to enter your user name and password at log in.</p> <p>When set to <i>Off on the device</i>, you must enter your user name and password each time you log in to the Barracuda Networks iOS Mobile App. Note that when the application is pushed to the background, you remain logged in unless it remains in the background for an extended amount of time (e.g., 60 minutes).</p>
View Demo Account		Tap to log in to a demonstration account. Note that this account has a limited set of features.
Products/Groups		Tap Products to view available devices and Barracuda Backup Servers by product type, or tap Groups to view devices by your predefined Barracuda Cloud Control device groupings.

Support		Tap to view details on contacting Barracuda Networks Technical Support , or to open a tunnel for devices connected through Barracuda Cloud Control.
Arrow		Tap to view more information for the selected item.
Refresh		Tap to refresh the display. Note that the display automatically refreshes approximately every 60 seconds.
Settings		Tap to access the Settings page where you can log out of Barracuda Networks iOS Mobile App and access additional information including the 'About' statement, application version, and privacy and third party legal software licenses.
Support Tunnel		Support Tunnel access for troubleshooting. Note that this feature is available only for devices connected through Barracuda Appliance Control, and is not available for Barracuda Backup.

Log In

1. Launch the Barracuda Networks iOS Mobile App:



2. Tap the **Email Address** field, and enter your Barracuda Cloud Control account email address.
3. Tap the **Password** field, and enter the associated password.
4. You can optionally tap **Remember Me** to set the option to *On* if you wish the device to remember your login details.
5. Tap **Log In**; your Barracuda Backup and connected devices display in the **Products** view.

Request New Password

1. Launch the Barracuda Networks iOS Mobile App.
2. Tap **Forgot password**; the **Request New Password** page displays:

3. Tap in the **Email Address** field and enter your Barracuda customer account email address.
4. Tap **Submit**. Instructions to reset your password are sent to your email address.

View Demo Account

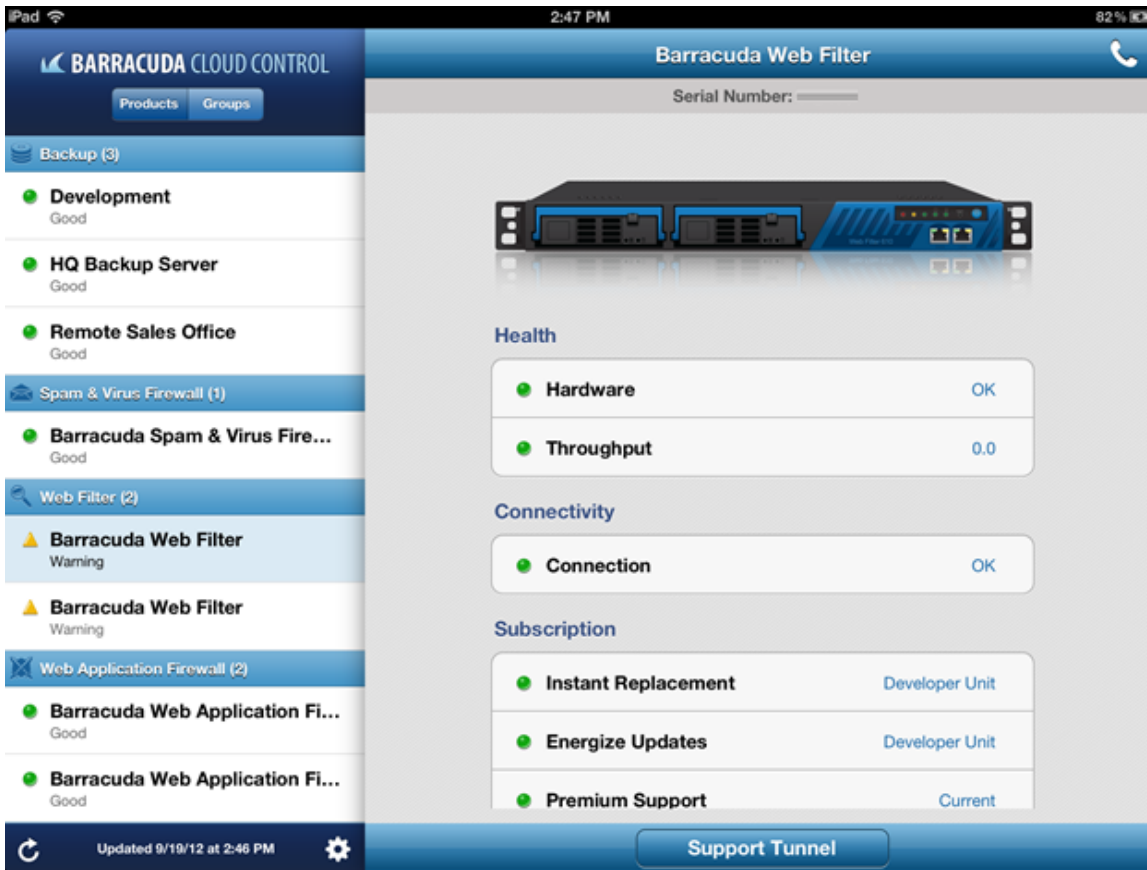
If you wish to "test drive" the Barracuda Networks iOS Mobile App, tap **View Demo Account** to access a reduced set of features.

View Products and Groups

Once you log in to the Barracuda Networks iOS Mobile App, swipe right to view Barracuda Backup and devices connected through Barracuda Appliance Control by product type. Each device displays an icon indicating the device status; note that each indicator has a unique shape to support users with color blindness:

- **Green circle** – Indicates the status is fine
- **Orange triangle** – Indicates one or more warnings were encountered on the device
- **Red square** – Indicates one or more critical errors and/or warnings were encountered on the device

Tap on a device name to view detailed information:



Screen Orientation

You can view the iOS Mobile Application in both Portrait and Landscape modes on an iPad.

- Portrait Mode – Each time you select a device, by default the device details display in a new slider pane; however, you can swipe right or click the slide icon to view all devices in the left pane and the selected device details in the right pane.
- Landscape Mode – Each time you select a device, all connected devices display in the left pane and the selected device details display in the right pane.

If you defined [groups](#) for your connected devices in Barracuda Appliance Control, tap **Groups** to view the devices alphabetically by grouping.



Note that you can tap on the serial number at the top of the view to copy and paste into an email when contacting Barracuda Networks Technical Support.

View Health Details

When you drill into a Barracuda Backup or device, the health details display.

- Device Details:

iPad 2:47 PM 82%

BARRACUDA CLOUD CONTROL

Products Groups

Backup (3)

- Development Good
- HQ Backup Server Good
- Remote Sales Office Good

Spam & Virus Firewall (1)

- Barracuda Spam & Virus Fire... Good

Web Filter (2)

- Barracuda Web Filter Warning
- Barracuda Web Filter Warning


Web Application Firewall (2)

- Barracuda Web Application Fi... Good
- Barracuda Web Application Fi... Good

Updated 9/19/12 at 2:46 PM

Barracuda Web Filter

Serial Number: _____



Health

- Hardware OK
- Throughput 0.0

Connectivity

- Connection OK

Subscription

- Instant Replacement Developer Unit
- Energize Updates Developer Unit
- Premium Support Current

Support Tunnel

- Barracuda Backup details:

iPad 2:47 PM 82%

BARRACUDA CLOUD CONTROL

Products Groups

Backup (3)

- Development Good
- HQ Backup Server Good
- Remote Sales Office Good

Spam & Virus Firewall (1)

- Barracuda Spam & Virus Fire... Good

Web Filter (2)


- Barracuda Web Filter Warning
- Barracuda Web Filter Warning

Web Application Firewall (2)

- Barracuda Web Application Fi... Good
- Barracuda Web Application Fi... Good

Updated 9/19/12 at 2:46 PM

Remote Sales Office



Hardware

- Backup Server is online and reporting.
- No hard drive issues reported.
- Hard drive is 8% full.
- No memory issues reported.

Subscriptions


- Plan: (87.89 GB / 200 GB)

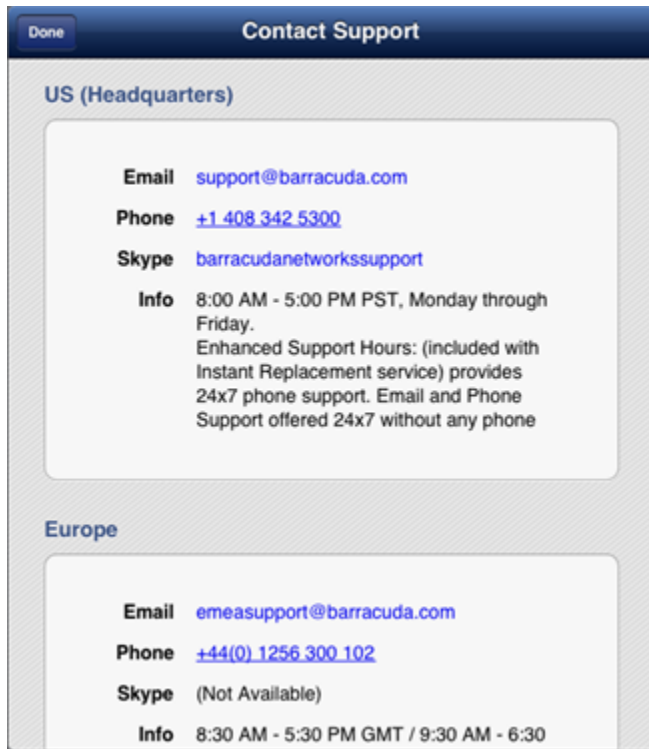
Backups

- Data sources are reporting no issues.
- All replication targets are online and reporting.

Contact Support



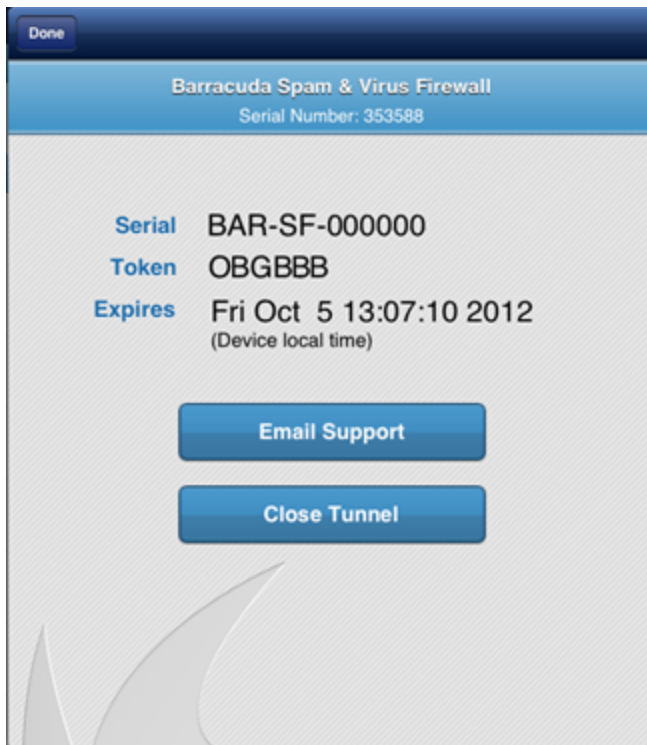
If at any time you wish to contact support, tap the **Support** () icon to access the **Support** page; note that the Barracuda Technical Support Office contact information displays based on you iPad locale setting (**Settings > General > International > Region Format**):



Open Support Tunnel


For devices connected through Barracuda Appliance Control, you can open a support tunnel to allow Barracuda Network Technical Support to troubleshoot your device. Because Barracuda Networks has support centers around the world, the Barracuda Technical Support Office email address is automatically selected based on the iOS device locale setting.

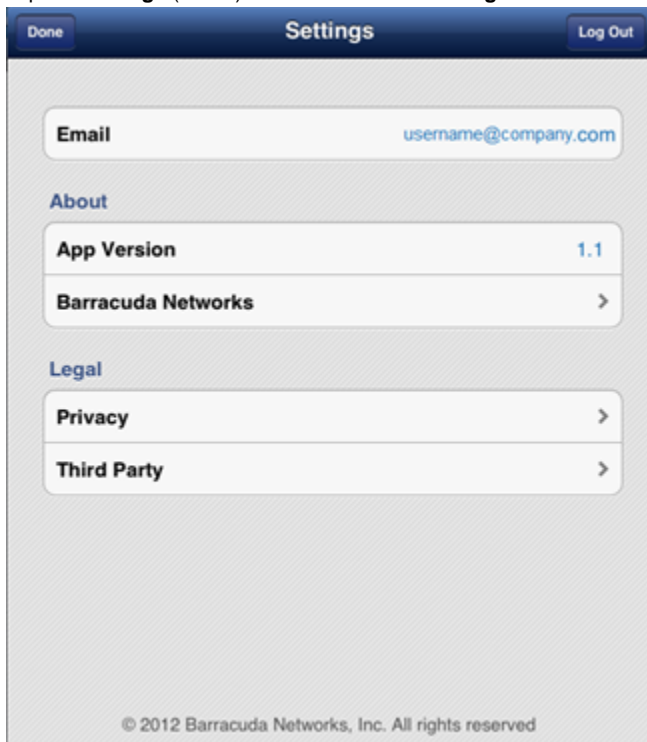
1. On the **Products** page, tap on the device in question.
2. Tap **Support Tunnel** to open the **Support** page.
3. The device details, including the serial number, display at the top of the page. Tap **Open Tunnel**.
4. Once the tunnel opens, tap **Email Support** (or tap **Close Tunnel** if you do not wish to continue):



5. An email displays the selected device details and support tunnel information.
6. Tap in the email to bring up the keyboard if you wish to edit the details, and then tap **Send** at the top of the view to send the email to Barracuda Networks Technical Support.

Access Settings and Log Out

1. Tap the **Settings** () icon to access the **Settings** screen:

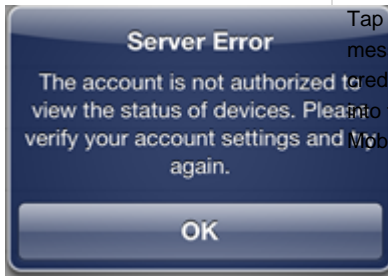
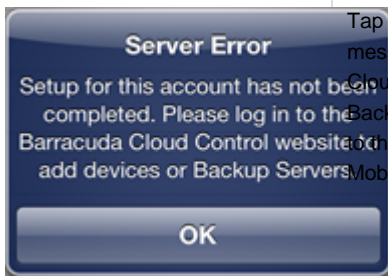
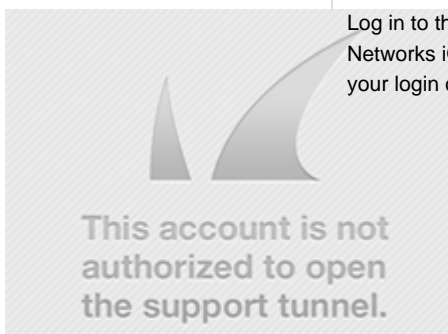
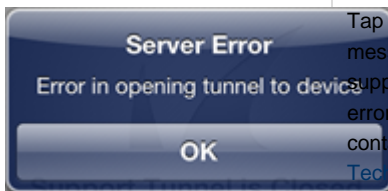


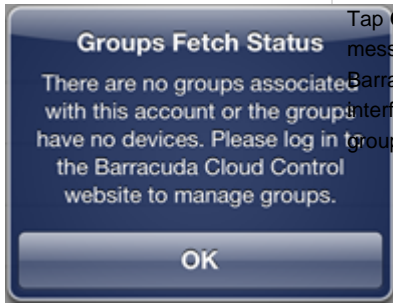

2. This screen displays the following information:
 - Barracuda Cloud Control account email address

- Barracuda Networks iOS Mobile App version
 - Access to Barracuda Cloud Control version and connection details
 - Privacy and third-party agreements
3. To log out of Barracuda Networks iOS Mobile App, tap **Log Out** at the top of the **Settings** screen.
To access settings, tap on an item to view the content.
 4. Tap **Settings** to return to the **Settings** view.

Error and Warning Messages

The following table lists error and warning messages and solutions:

Error	Description	Error Message	Solution
Account Authorization	If you log in with an account that does not have authorization to access devices through Barracuda Appliance Control or Barracuda Backup, an error message displays.		Tap OK to close the error message. Check your login credentials and try logging back into the Barracuda Networks iOS Mobile App.
Account Setup	If you log in with an account that is not subscribed to any service, an error message displays.		Tap OK to close the error message. Create a Barracuda Cloud Control or Barracuda Backup account, and then log in to the Barracuda Networks iOS Mobile App.
Support Tunnel Authorization	If you access the Barracuda Networks iOS Mobile App via the 'Demo Account' and tap Support Tunnel , an error message displays.		Log in to the Barracuda Networks iOS Mobile App using your login credentials.
Support Tunnel Error	If you log in using your login credentials and an error is encountered when opening a support tunnel, an error message displays.		Tap OK to close the error message. Attempt to open the support tunnel once again. If the error is again encountered, contact Barracuda Networks Technical Support .

Group Set Up	If you have not yet created groups , or if your groups are empty, the Groups Fetch Status message displays.	 <p>Tap OK to close the error message. Log in to the Barracuda Cloud Control web interface and define device groupings.</p>
No Products Found	If there are no products associated with the login account, the Products Fetch Status message displays.	 <p>Tap OK to close the error message. Log into the Barracuda Cloud Control web interface and connect your devices through Barracuda Appliance Control.</p>

Barracuda Networks iOS Mobile Application for iPhone and iPod Touch

This article refers to the Barracuda Networks iOS Mobile App version 1.0 or greater, on an iOS device running 5.0 or greater (iPhone and iPod Touch). If you wish to run this application on an iPad, see the article [Barracuda Networks iOS Mobile Application for iPad](#).

In this article:

- [Available Actions](#)
- [Log In](#)
- [Request New Password](#)
- [View Demo Account](#)
- [View Products and Groups](#)
- [View Health Details](#)
- [Contact Support](#)
- [Open Support Tunnel](#)
- [Access Settings and Log Out](#)
- [Error and Warning Messages](#)

Related Articles

- [Barracuda Networks iOS Mobile Application for iPad](#)
- [Monitor Barracuda Cloud Control](#)
- [Cloud Control](#)










Through the Barracuda Networks iOS Mobile App you can view the status of your Barracuda Backup Servers and devices connected through Barracuda Appliance Control. Additionally, you can contact [Barracuda Networks Technical Support](#) for assistance and, if necessary, open a support tunnel for your devices.






i You must have a free Barracuda Cloud Control account to access your devices through the Barracuda Networks iOS Mobile App. To view a demo without logging in to your [Barracuda Cloud Control account](#), launch the Barracuda Networks iOS Mobile App, and tap **View Demo Account**.

Once you download and install the Barracuda Networks iOS Mobile App from the App Store, you can log in and manage your devices.

Available Actions

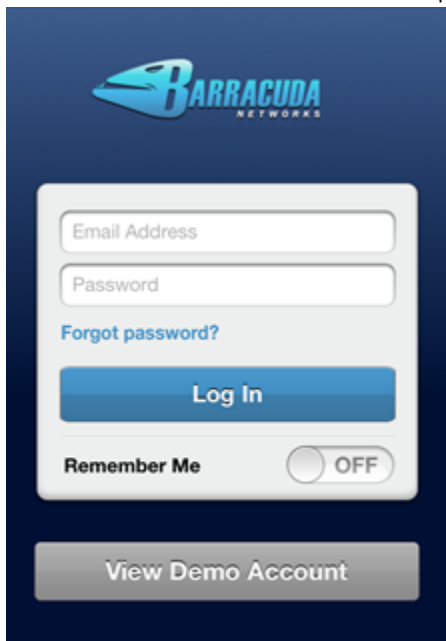
The following table describes the available actions in the Barracuda Networks iOS Mobile App:

Action	Icon	Description
Barracuda launch icon		Tap to launch the Barracuda Networks iOS Mobile App.
Email Address and Password		Enter your Barracuda Customer account login email address and the associated password to log in to the Barracuda Networks iOS Mobile App.
Forgot Password	Forgot password?	Tap to request a new password sent to your Barracuda Customer account login email address; note that there is no notification if an invalid login email account is entered. Tap Cancel to return to the log in screen.
Log In		Once you enter your login credentials, tap Log In to access device status by product.
Log Out		On the Settings page, and tap Log Out to log out of the Barracuda Networks iOS Mobile App.
Remember me		<p>When set to <i>On</i> on the device, the Barracuda Networks iOS Mobile App remembers your login and password in a secure location, and you are no longer required to enter your user name and password at log in.</p> <p>When set to <i>Off on the device</i>, you must enter your user name and password each time you log in to the Barracuda Networks iOS Mobile App. Note that when the application is pushed to the background, you remain logged in unless it remains in the background for an extended amount of time (e.g., 60 minutes).</p>
View Demo Account		Tap to log in to a demonstration account. Note that this account has a limited set of features.
Products/Groups		Tap Products to view available devices and Barracuda Backup Servers by product type, or tap Groups to view devices by your predefined Barracuda Appliance Control device groupings .
Support		Tap to view details on contacting Barracuda Networks Technical Support , or to open a tunnel for devices connected through Barracuda Cloud Control.
Arrow		Tap to view more information for the selected item.

Refresh		Tap to refresh the display. Note that the display automatically refreshes approximately every 60 seconds.
Settings		Tap to access the Settings page where you can log out of Barracuda Networks iOS Mobile App and access additional information including the 'About' statement, application version, and privacy and third party legal software licenses.
Back		When you are on the Contact Support screen, tap Back to return to the device view.
Support Tunnel		Support Tunnel access for troubleshooting. Note that this feature is available only for devices connected through Barracuda Cloud Control.
Health Details		View health and status details.

Log In

1. Launch the Barracuda Networks iOS Mobile App:




2. Tap the **Email Address** field, and enter your Barracuda Cloud Control account email address.
3. Tap the **Password** field, and enter the associated password.
4. You can optionally tap **Remember Me** to set the option to *On* if you wish the device to remember your login details.
5. Tap **Log In**; your Barracuda Backup and connected devices display in the **Products** view.

Request New Password

1. Launch the Barracuda Networks iOS Mobile App.
2. Tap **Forgot password?**; the **Request New Password** page displays:

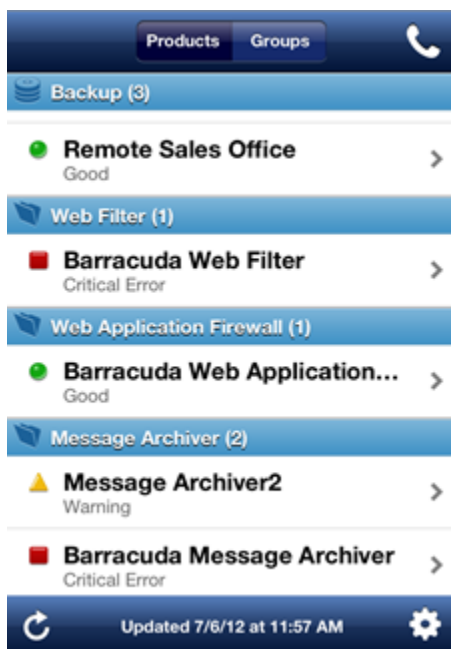
3. Tap in the **Email Address** field and enter your Barracuda Cloud Control account email address.
4. Tap **Submit**. Instructions to reset your password are sent to your email address.

View Demo Account

If you wish to "test drive" the Barracuda Networks iOS Mobile App, tap **View Demo Account** () to access a reduced set of features.

View Products and Groups

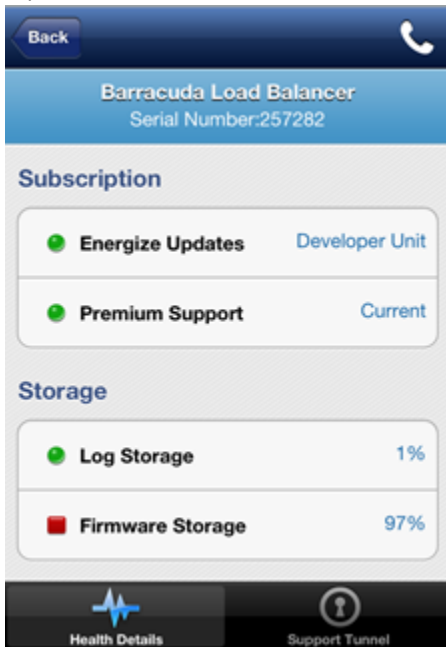
Once you log in to the Barracuda Networks iOS Mobile App, the status of each Barracuda Backup and devices connected through Barracuda Appliance Control display by product type:




- Each device displays an icon indicating the device status; note that each indicator has a unique shape to support users with color blindness:
 - **Green circle** – Indicates the status is fine

- **Orange triangle** – Indicates one or more warnings were encountered on the device
- **Red square** – Indicates one or more critical errors and/or warnings were encountered on the device

Tap on the device name to view more detailed information for the selected device:




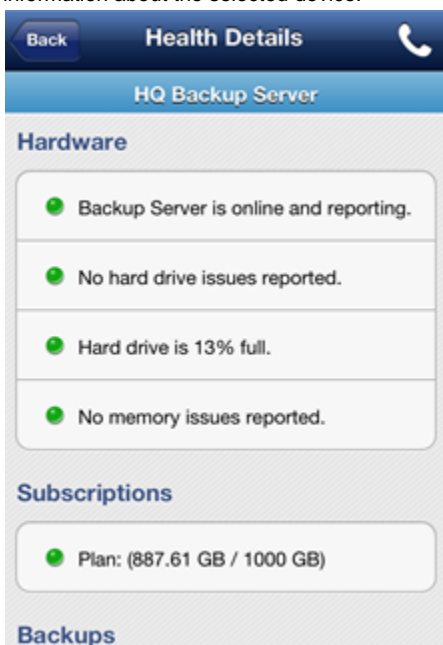
If you defined groups for your connected devices in Barracuda Appliance Control, tap **Groups** to view the devices alphabetically by grouping.

 Note that you can tap on the serial number at the top of the view to copy and paste into an email when contacting Barracuda Networks Technical Support.

View Health Details




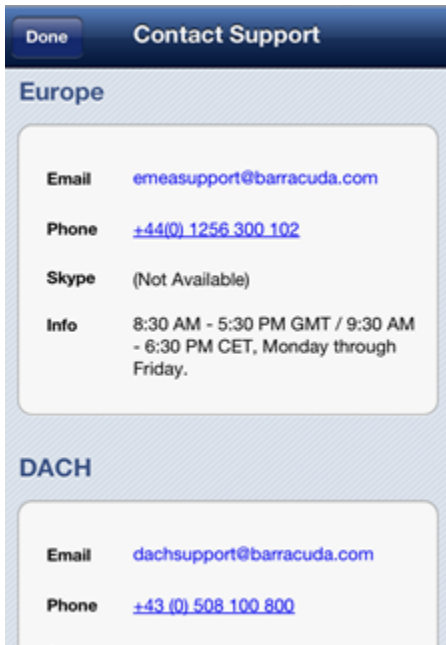
Once you drill into a specific Barracuda Backup or device, tap the **Health Details** () icon to view detailed information about the selected device:



Contact Support



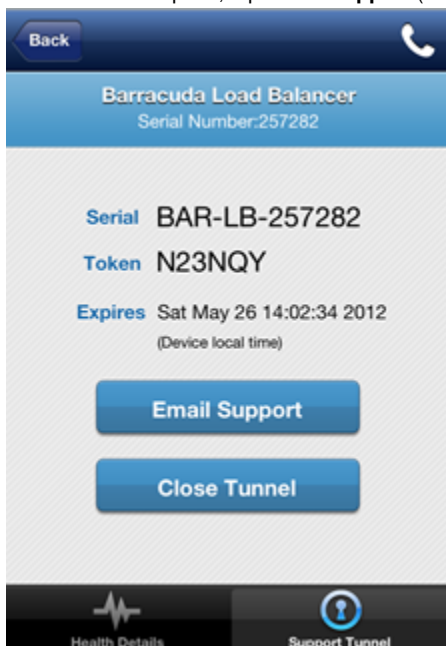
If at any time you wish to contact support, tap the **Support** () icon to access the **Support** page; note that the Barracuda Networks Technical Support Office contact information displays based on the locale setting of your iOS device (**Settings > General > International > Region Format**):



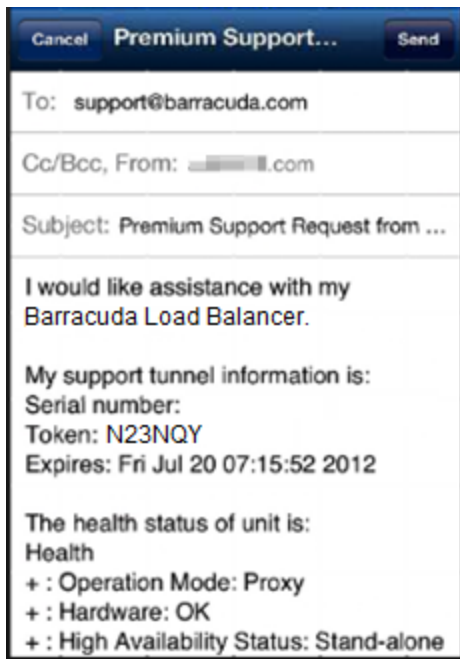
Open Support Tunnel

For devices connected through Barracuda Appliance Control, you can open a support tunnel to allow Barracuda Network Technical Support to troubleshoot your device. Because Barracuda Networks has support centers around the world, the Barracuda Technical Support Office email address is automatically selected based on the iOS device locale setting.

1. On the **Products** page, tap on the device in question.
2. Tap **Support Tunnel** to open the **Support** page.
3. The device details, including the serial number, display at the top of the page. Tap **Open Tunnel**.
4. Once the tunnel opens, tap **Email Support** (or tap **Close Tunnel** if you do not wish to continue):




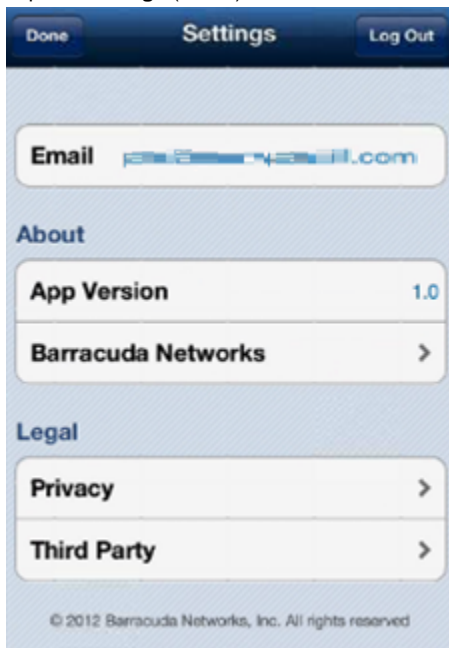
5. An email displays the selected device details and support tunnel information:



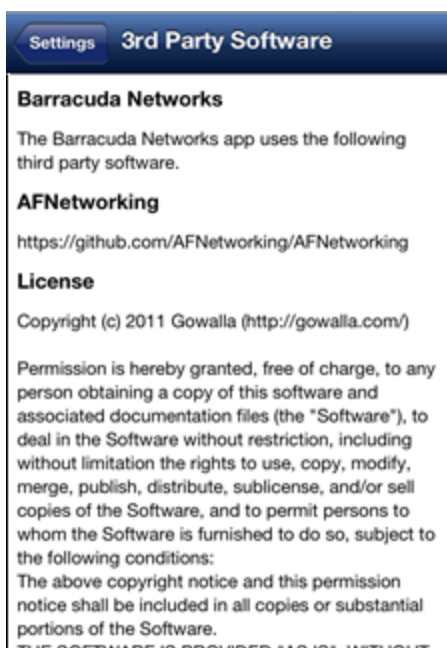
6. Tap in the email to bring up the keyboard if you wish to edit the details, and then tap **Send** at the top of the view to send the email to Barracuda Networks Technical Support.

Access Settings and Log Out

1. Tap the **Settings** () icon at the bottom of any view to access the **Settings** screen:



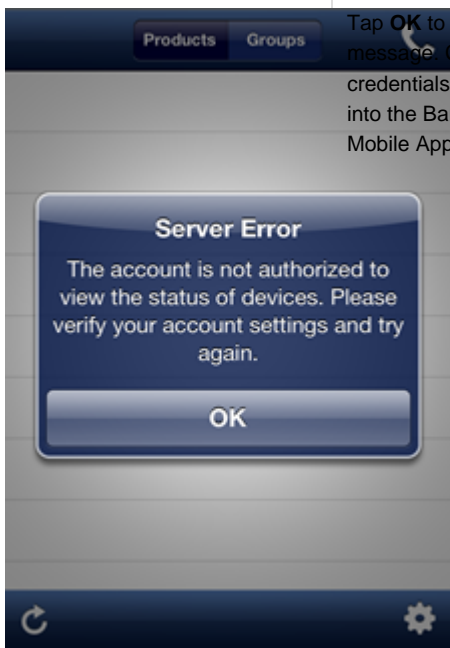
2. To log out of Barracuda Networks iOS Mobile App, tap **Log Out** at the top of the screen.
3. This screen displays the following information:
 - Barracuda Cloud Control account email address
 - Barracuda Networks iOS Mobile App version
 - Access to Barracuda Cloud Control version and connection details
 - Privacy and third-party agreements
4. Tap on the item to view the content:

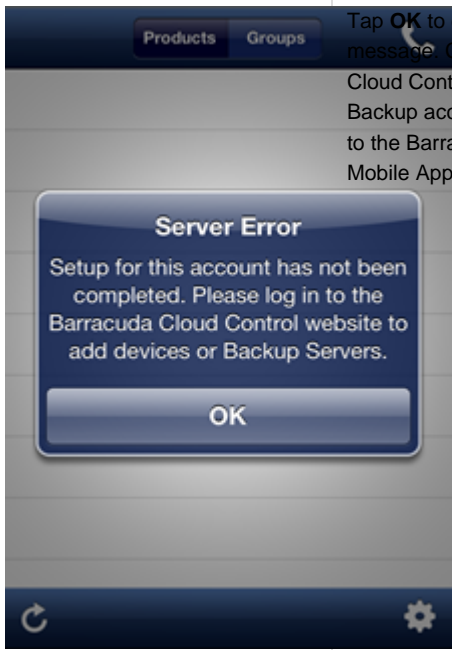
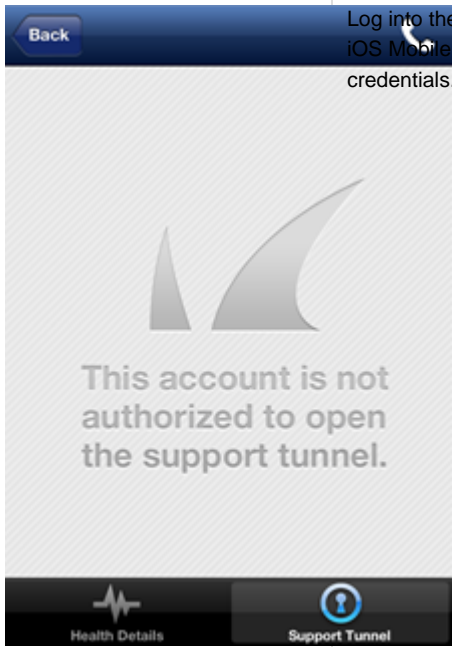



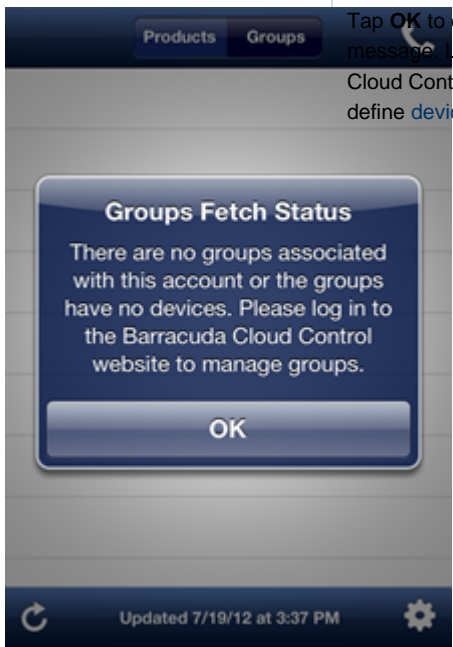
5. Tap **Settings** to return to the **Settings** view.

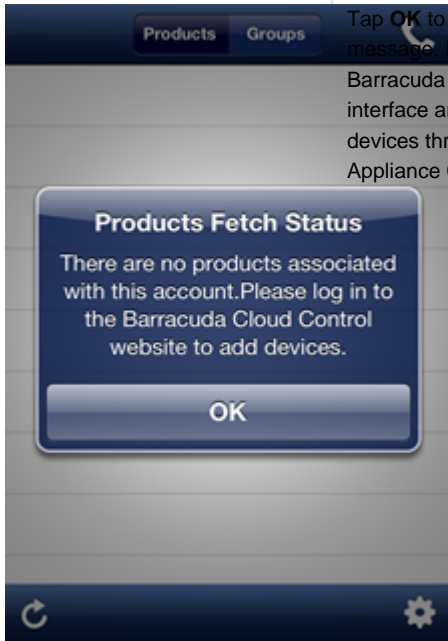
Error and Warning Messages

The following table lists error and warning messages and solutions:

Error	Description	Error Message	Solution
Account Authorization	If you log in with an account that does not have authorization to access devices through Barracuda Appliance Control or Barracuda Backup, an error message displays.		Tap OK to close the error message. Check your login credentials and try logging back into the Barracuda Networks iOS Mobile App.

<p>Account Setup</p>	<p>If you log in with an account that is not subscribed to any service, an error message displays.</p>	<div data-bbox="824 134 1273 779">  </div> <p>Tap OK to close the error message. Create a Barracuda Cloud Control or Barracuda Backup account, and then log in to the Barracuda Networks iOS Mobile App.</p>
<p>Support Tunnel Authorization</p>	<p>If you access the Barracuda Networks iOS Mobile Application via the 'Demo Account' and tap Support Tunnel, an error message displays.</p>	<div data-bbox="824 800 1273 1442">  </div> <p>Log into the Barracuda Networks iOS Mobile App using your login credentials.</p>

<p>Support Tunnel Error</p>	<p>If an error is encountered when opening a support tunnel, an error message displays.</p>	 <p>Tap OK to close the error message. Attempt to open the support tunnel once again. If the error is again encountered, contact Barracuda Networks Technical Support.</p>
<p>Group Set Up</p>	<p>If you have not yet created groups, or if your groups are empty, the Groups Fetch Status message displays.</p>	 <p>Tap OK to close the error message. Log into the Barracuda Cloud Control web interface and define device groupings.</p>

No Products Found	<p>If there are no products associated with the login account, the Products Fetch Status message displays.</p>	 <p>Tap OK to close the error message. Log into the Barracuda Cloud Control web interface and connect your devices through Barracuda Appliance Control.</p>
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Limited Warranty

Barracuda Online Services License and Warranty

READ THIS AGREEMENT CAREFULLY. Barracuda Networks, Inc. will provide Barracuda Networks Products or Services to you only if you accept all of the these terms and conditions, the Barracuda Networks Privacy Policy, as well as any operating rules, policies, price schedules, and other supplemental documents published by Barracuda Networks from time to time, all of which are incorporated herein by reference (collectively, "License and Warranty" or "this Agreement"). BY DOWNLOADING OR USING THE BARRACUDA NETWORKS PRODUCTS AND SERVICES, YOU ARE AGREEING ON BEHALF OF THE ENTITY USING THE BARRACUDA NETWORKS PRODUCTS AND SERVICES THAT YOU WILL BE BOUND BY AND BECOME A PARTY TO THIS AGREEMENT AND THAT YOU HAVE THE AUTHORITY TO BIND THE ENTITY.

1. Definition of Terms

1.1 "Barracuda Networks," "we," "us," or "our" mean Barracuda Networks, Inc. and its subsidiaries.

1.2 "You," "yourself," "user," "subscriber," "client," and "you" refer to the individual or legal entity registering for or using the Barracuda Networks Products or Services.

1.3 "Barracuda Networks Products or Services" means data backup services, web filtering and security services, websites (including without limitation, www.barracuda.com, backup.barracuda.com, and control.barracuda.com), hardware, all other documentation, features, tools, Barracuda Networks Software or Hardware, and any other products or services provided by Barracuda Networks or its authorized agents, distributors, and licensees.

1.4 "Barracuda Networks Software or Hardware" means software or hardware provided or sold to you or for your use by Barracuda Networks. "Barracuda Networks Software" means the software licensed for your use located on Barracuda Networks Hardware or for installation on your network or computers. "Barracuda Networks Hardware" means hardware purchased or provided for your use by Barracuda Networks.

1.5 "Computer" means a desktop or laptop computer, network device, and any storage device attached to them in any fashion.

1.6 "Personal Information" means information that you may provide at the time of registration or otherwise, such as name, physical location or address, IP address, e-mail address, gender, year of birth, billing information, payment information, and postal code.

1.7 "Backup Data" includes any data you back up through Use of the Barracuda Networks Products or Services and any related data that are in the possession of Barracuda Networks or affiliates.

1.8 To “Publish” documents or information means to provide to or make them accessible to you by mailing, emailing, desktop messaging, faxing, or delivering them to you and/or by posting them to www.barracuda.com or any other website you visit to register for, subscribe to, license, buy, or Use Barracuda Networks Products or Services.

1.9 To “Use” Barracuda Networks Products or Services means each time you visit a Barracuda Networks website, register with Barracuda Networks, download Barracuda Networks Software or receive Barracuda Networks Hardware, use Barracuda Networks Software or Hardware, view the status of a Barracuda Networks product, control a Barracuda Networks Product or Service, view the status of your Backup Data, store or restore Backup Data, or request support.

1.10 “Barracuda Networks Affiliate” means persons or entities who have provided products, licenses, or services to Barracuda Networks and persons or entities with which Barracuda Networks has entered into an agreement to sublicense or to provide Barracuda Networks Products or Services to users.

1.11 “Activation Date” means the earlier of: (i) the date Barracuda Networks grants you access to the services and (ii) the date on which you complete the online activation process.

1.12 “Authorized User” means an employee or a contractor of Customer who is authorized to use the Barracuda networks services provided hereunder.

1.13 Maximum Data Traffic Limit. An average of 950MB of data traffic per user per month.

2. Barracuda Backup Services

If you are using Barracuda Networks Backup Services and have paid for such services, the terms of this section apply; otherwise, they do not.

2.1 Guarantee of Data Backup. Barracuda Networks is responsible for backing up your data in accordance with the selections you make through the web-based control panel. Barracuda Networks does not make any further guarantee, expressed or implied, to backup any other data on or off of the client’s premises beyond the particular files and directories indicated by you in the control panel.

2.2 Data Backup Status Reporting. Barracuda Networks will provide you with the ability to view the condition of the overall backup status, as well as, backup status of individual files via the web-based control panel. It is your responsibility to verify that the data you intend to backup is accurately setup in the web-based control panel and is being backed-up and reporting no errors. Barracuda Networks will, in addition, monitor backup status and alert you by e-mail or telephone to potential problems, however, Barracuda Networks cannot be held responsible in any way if data is not backed up. It is your responsibility to verify that Barracuda Networks has the correct contact information for providing any alerts regarding backup issues.

2.3 Data Restoration. Barracuda Networks will provide various tools for you to restore data that has been backed-up. These tools include the secure web-based control panel and local network access using FTP protocol.

2.4 Failed Data Backups. Barracuda Networks is committed to maintaining reliable and redundant infrastructure to store your data. Barracuda Networks will normally complete your selected backup transfers within 72 hours. If the data backups are not completed within this time frame, Barracuda Networks will provide you notice via the control panel interface. This provision is restricted by the condition of your data network and all physical and Internet connectivity requirements being suitable for Barracuda Networks to perform its function properly. If Barracuda Networks indicates your data is properly backed up and it is determined that the data cannot be restored as a direct result of a defect or error with a Barracuda Networks Product or Service, you shall be eligible for a refund. Properly backed up data is limited to data that the control panel shows as successfully backed up and for which there are no backup process warnings or errors reported in the control panel. You are solely responsible for verifying that the necessary files to restore specialized software systems, such as databases and other data environments, are being created and are included in the data Barracuda Networks is backing up for you. The maximum amount of the refund shall be the total amount of money you have paid to Barracuda Networks directly related to the impacted product or service.

2.5 Barracuda Networks Products and Services save your data to a server operated by Barracuda Networks or a Barracuda Networks Affiliate. A copy of each file you designate is saved. Barracuda Networks Products and Services scans for changes or additions to these files and then periodically creates a copy of modified or newly designated file. You will not be able to restore files that Barracuda Networks has not completed copying or files that have been changed but not yet been backed up or not eligible for back up.

2.6 All your data, backed up by Barracuda Networks or otherwise stored via a Barracuda Networks Product or Service, is considered confidential and private, and will be secured using standard and proprietary encryption methods, and stored in facilities secured electronically and physically. In order to ensure integrity of data, Barracuda Networks computer software conducts bit level comparisons on some files and stores the data in an unidentifiable format on Barracuda Networks’ storage servers. Barracuda Networks personnel require no express permission from the you to view this unidentifiable version of the raw data being stored on Barracuda Networks’ storage servers. Barracuda Networks will also review information pertaining to file names, sizes, and revision dates for the purpose of confirming that your data is stored correctly. From time to time, you may request that Barracuda Networks personnel assist in setup process, the data restoration process, or review information in the web-based control panel. This action may expose information and the contents of your data to Barracuda Networks personnel. Your provide permission for Barracuda Personnel to view this data.

3. Barracuda Networks Web Filtering and Security Services

If you are using Barracuda Networks Web Filtering and Security Services and have paid for such services the terms of this section apply, otherwise they do not.

3.1 Subject to the terms and conditions of this Agreement, as of the Activation Date, Barracuda Networks will provide to you access to Barracuda Networks service, and bug fixes or other minor enhancements or improvements to such service. You acknowledge and agree that the service will redirect your Internet web traffic to Barracuda Networks servers and such traffic will be checked against rules regarding malware uploaded by you to the service and then the traffic will be transmitted back to you.

3.2 Subject to the terms and conditions of this Agreement, if you order or download one or more Barracuda Networks Hardware or Software products. Barracuda Networks hereby grants to you a non-exclusive, non-transferable, limited license (without the right to sublicense) to use the Barracuda Networks Hardware or Software products solely as necessary to access and use the services as described herein.

3.3 Subject to the terms and conditions of this Agreement, Barracuda Networks hereby grants to you (and to each Authorized User for whom you have paid the applicable fee a non-exclusive, non-transferable, limited license (without the right to sublicense) to access and use the services via the Internet, solely for your internal business purposes and only in accordance with any applicable documentation. Your use of the services is subject to the Maximum Data Traffic Limit.

3.4 If usage of the service by Customer's Authorized Users exceeds the Maximum Data Traffic Limit in any given month during the term of the Agreement, Barracuda Networks will charge you the then-current overage fees and/or terminate this Agreement immediately.

4. Acceptance of License and Warranty; Modification; Cancellation

By registering to use Barracuda Networks Products or Services, and each time you use a Barracuda Networks Product or Service, you affirm your acceptance of these License and Warranty and agree to comply with them now and throughout the period of your use of the Barracuda Networks Products or Services and thereafter, as noted in Section 6 (Barracuda Networks License to You) below. If you do not agree to these License and Warranty in their entirety, do not Use Barracuda Networks Products or Services.

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22. Dispute Resolution, Arbitration, Governing Law, and Venue

(a) Arbitration of Domestic (U.S.) Disputes. All disputes arising under or relating to this Agreement shall be resolved by final and binding arbitration conducted before a single arbitrator pursuant to the commercial arbitration rules of Resolute Systems, Inc. that were in force as of April 30, 2008. Evidentiary hearings and any other proceedings requiring personal attendance of parties or their representatives or witnesses shall be conducted in San Jose, CA or such other place within the United States as the arbitrator may direct in the case of all other Licensees.

(b) Arbitration of International Disputes. Notwithstanding the provisions of Subsection 22(a) (Arbitration of Domestic Disputes), any dispute arising under this Agreement that involves a dispute between Barracuda Networks and a person who is neither a citizen nor a resident of the United States, shall, at either party's request, be finally settled under the Rules of Arbitration of the International Chamber of Commerce by one or more arbitrators appointed in accordance with the said Rules, with such arbitration to be conducted in USA or such other place as the parties to such arbitration may agree.

(c) Exceptions to Agreement to Arbitrate. Notwithstanding the provisions of Subsections 22(a) (Arbitration of Domestic Disputes) and 22(b) (Arbitration of International Disputes), disputes pertaining to i) export controls, ii) unlawful Use of the Barracuda Networks Products or Services, or iii) the scope, applicability, or compliance with governmental or court-ordered access to or limits on use of Backup Data, shall not be resolved by arbitration, but shall instead be resolved by reference to a judicial or administrative body with jurisdiction over the dispute.

(d) Costs of Arbitration. The administrative expenses, arbitrator fees, and facility charges associated with the arbitration, whether domestic or international, shall be split equally between the parties. Each party shall be solely responsible for its attorney fees, expert witness fees, and other costs, fees, and expenses, except as may otherwise be provided in Section 18 (Indemnification).

(e) Discovery Procedures in Arbitration. The parties shall be entitled to such discovery as in the judgment of the arbitrator is appropriate, in light of the nature and objectives of arbitration, to ensure that each party has an adequate opportunity to determine the factual bases for its claims and defenses.

(f) Form and Effects of Award. The arbitrator shall render a naked award. Judgment on any arbitral award under this Agreement may be entered

in any court of competent jurisdiction. It is the intent of the parties that neither the award nor any resulting judgment have res judicata (claim preclusion) or collateral estoppel (issue preclusion) effects except as between the parties themselves.

(g) Governing Law. The arbitration undertaking in this Agreement shall be governed by, construed, and interpreted in accordance with the Federal Arbitration Act, 9 U.S.C. §§ 1 et seq. and, in the case of arbitrations involving one or more non-U.S. parties, by the Convention on the Recognition and Enforcement of Foreign Arbitral Awards and the U.S. legislation implementing the same, 9 U.S.C. §§ 201 et seq. To the extent that the Arbitration provisions of this Agreement do not apply, the federal and state courts sitting in Santa Clara County, California, USA shall have exclusive jurisdiction and venue to adjudicate any dispute arising out of this Agreement. Each party hereto expressly consents to the personal jurisdiction of the courts of California and service of process being effected by registered U.S. mail or by private delivery service providing proof of delivery, sent to the party being served.

All other provisions of this Agreement shall be governed by and construed and interpreted in accordance with the internal laws of the State of California Santa Clara County, USA, without regard to conflict of law provisions. The United Nations Convention on Contracts for the International Sale of Goods as well as any other similar law, regulation or statute in effect in any other jurisdiction shall not apply.

23. Termination, Expiration, Cancellation

(a) Limited Term. Your license will end upon the expiration of its stated term, upon your non-renewal of the licenses, upon your cancellation of the license, when Barracuda Networks elects to discontinue the product, upon your breach of these License and Warranty (if such breach is not cured within the time indicated below in this Section 23 (Termination, Expiration, Cancellation), or when Barracuda Networks cancels or terminates your license, whichever occurs first (any such expiration, cancellation, discontinuation, or termination are referred to hereafter as "termination.")

(b) Termination for Unlawful or Abusive Use, Other Breach. Barracuda Networks may block your access to your Backup Data and/or terminate your Use of the Barracuda Networks Products or Services if Barracuda Networks reasonably believes that the Backup Data may contain child pornography or are being used to support other types of illegal activities, if providing Barracuda Networks Products or Services to a person located in a particular country would violate U.S. or other applicable law, or if your continued Use of Barracuda Networks Products or Services may damage, disable, overburden, or impair our servers or networks.

(c) Right to use termination. If you breach these License and Warranty, your right to Use the Barracuda Networks Products or Services shall automatically terminate if you fail to cure the breach after seven (7) calendar days after notice from Barracuda Networks or any of the Barracuda Networks Affiliates, unless your breach is due to violations of Section 4 (Lawful Use), Section 8 (No Transfers or Modifications by You), Section 18 (Indemnification), Section 19 (Trademarks), Section 20 (U.S. Government Restrictions), in which case termination will be without notice and without any right to cure.

(d) Upon termination: i) you shall immediately cease any and all Use of the Barracuda Networks Products or Services and delete all copies of them; ii) the Barracuda Networks Software or Hardware may be disabled by Barracuda Networks without notice to you; and iii) you will no longer have the right to access or retrieve your Backup Data; you hereby grant Barracuda Networks the unrestricted right to delete all such Personal Information and Backup Data at any time after termination, without notice.

24. Survival

In the event of any termination, expiration, or cancellation, the restrictions on your Use of the Software and the other applicable restrictions as set forth in Section 4 (Lawful Use), Section 6 (Barracuda Networks License), Section 8 (No Transfers or Modifications by You), Section 16 (Warranties), Section 17 (Limitation of Liability), Section 18 (Indemnification), Section 19 (Trademarks, Service Marks, and Other Intellectual Property), Section 20 (U.S. Government Restricted Right), Section 21 (High Risk Activity), Section 22 (Dispute Resolution, Governing Law, Venue), Section 24 (Survival), Section 25 (Notice), Section 28 (Limitation on Actions), and Section 30 (Miscellaneous) shall survive such termination, expiration, or cancellation, and you agree to remain bound by those terms.

25. Notice

Any notice that may or must be given by Barracuda Networks in connection with this Agreement or in connection with the Use of the Barracuda Networks Products or Services, may be given by sending it to the email address provided by you upon registering for the Barracuda Networks Products or Services or as you may provide from time to time thereafter by modifying your user profile at www.barracuda.com. You are responsible for ensuring that your accurate email address is available to Barracuda Networks and provide any needed updates. Barracuda Networks may, in its sole discretion, use other means of providing notice, such as: desktop notification; regular, certified, or registered mail; fax; commercial delivery service; or messenger. All such notices shall be deemed given when dispatched with payment of delivery charges made or arranged. You hereby consent to receiving notice by any such means. Notwithstanding the foregoing, Barracuda Networks has no obligation to provide notice or attempt to locate a you other than through the email address provided.

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ont convenu de rediger cette entente en anglais.

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Should there be any conflict in terms between this Agreement and any other document, the terms and conditions set forth in this Agreement shall govern.

Any references that are singular or plural and any references that are masculine, feminine, or neuter in gender, are meant to be used interchangeably as the context of the sentence might imply.

28. Limitation on Actions

Unless otherwise required by law, an action or proceeding by you to enforce an obligation, duty, or right arising under this Agreement or by law must be commenced within one year after the cause of action accrues.

29. Copyright Infringement Notification

As provided in the Digital Millennium Copyright Act of 1998, we have designated the following individual for notification of potential copyright infringement regarding web sites hosted by Barracuda Networks: info@barracuda.com

If you believe content hosted by Barracuda Networks infringes a copyright, please provide the following information to the person identified above (17 U.S.C. § 512): (i) A physical or electronic signature of the copyright owner or authorized agent; (ii) Identification of the copyrighted work(s) claimed to have been infringed; (iii) Identification of the material that is claimed to be infringing or to be the subject of the infringing activity and that is to be removed or access to which is to be disabled, and information reasonably sufficient to permit us to locate the material; (iv) Information regarding how we may contact you (e.g., mailing address, telephone number, e-mail address); (v) A statement that the copyright owner or its authorized agent has a good faith belief that use of the material in the manner complained of is not authorized by the copyright owner, its agent, or the law; and (vi) A statement that the information in the notification is accurate, and made under penalty of perjury, and, if an agent is providing the notification, a statement that the agent is authorized to act on behalf of the owner of an exclusive right that is allegedly infringed.

30. Miscellaneous

You agree to reimburse Barracuda Networks for any costs or fees related to its enforcement of this Agreement, including without limitation the expert fees and attorney fees regularly charged by the experts and legal counsel chosen by Barracuda Networks.

Barracuda Networks is not responsible for misprints, errors or omissions in its advertising and promotional materials.

If you have designated a person (whether by email, orally, by registering such person with Barracuda Networks, or by granting such person access to your username and password) to have access to your Backup Data, in the possession or control of Barracuda Networks, you hereby grant Barracuda Networks the right to give that person access to your Backup Data, including without limitation in the event of your death or incapacity.

31. Severability

This Agreement will be enforced to the fullest extent permitted by applicable law. If for any reason any provision of this Agreement is held to be invalid or unenforceable under applicable law to any extent, then (i) such provision will be interpreted, construed, or reformed to the extent reasonably required to render it valid, enforceable, and consistent with the original intent underlying such provision and ii) such invalidity or unenforceability will not affect the validity or enforceability of any other provision of this Agreement and all such provisions shall remain in full force and effect.

32. Billing Issues

You must notify us about any billing problems or discrepancies within sixty (60) days after they first appear on the statement you receive from

your bank or credit card company or other billing company. Send such notification to us at the Barracuda Networks Contact Information indicated in Section 33 (Barracuda Networks Contact Information) below. If you do not bring such problems or discrepancies to our attention within that sixty (60) day period, you agree that you waive the right to dispute such problems or discrepancies.

33. Barracuda Networks Contact Information

If you have any questions or comments, please contact us at info@barracuda.com. Although we strongly prefer email communication, you may also send regular postal mail to the address on our web site at www.barracuda.com.

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Version 2.0, January 2004

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