



# ForeScout

## Core Extensions Module: Technical Support Plugin

Configuration Guide

Version 1.2.4



## Contact Information

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## About the Documentation

- Refer to the Resources page on the Forescout website for additional technical documentation: <https://www.forescout.com/company/resources/>
- Have feedback or questions? Write to us at [documentation@forescout.com](mailto:documentation@forescout.com)

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## Table of Contents

<b>About the Technical Support Plugin</b> .....	<b>4</b>
Tool Options .....	4
What to Do.....	4
Requirements .....	4
<b>Run the Technical Support Command</b> .....	<b>5</b>
Send Logs to Forescout Support.....	5
Save Logs to a CounterACT Device .....	6
Map Appliance IP Address to Revision Model.....	7
<b>Core Extension Module Information</b> .....	<b>8</b>
<b>Additional Forescout Documentation</b> .....	<b>8</b>
Documentation Downloads .....	8
Documentation Portal .....	9
Forescout Help Tools .....	9

## About the Technical Support Plugin

The Technical Support Plugin is a component of the Forescout® Core Extensions Module. See [Core Extension Module Information](#) for details about the module.

The Technical Support Plugin provides an infrastructure used to automatically analyze an extensive range of log files on your system and send them to the Forescout support team for further investigation.

Analysis of log files is carried out on a wide range of issues, for example service restarts, database issues, plugin errors, issues dealing with policies, internal processes, reports or any other issue occurring on your Forescout system.

The plugin provides a CLI command that analyzes and sends system log files for each of your CounterACT devices. You should run the tool on the device you want to troubleshoot.

By default, information is sent from the last 24 hours.

Installation of the plugin does not initiate the tool. Information is collected, analyzed and sent only when the CLI command is running.

For customers who do not have internet access, an option is available to save the files on an Appliance.

## Tool Options

The support team may provide you with additional command-line options to retrieve specific information, for example:

- A time frame for which to send log files. For example, the last seven days or a specific date.
- Information about a single plugin or several plugins.
- A specific file.
- Core files and database tables.

## What to Do

You must perform the following to work with this plugin:

- Verify that requirements are met. See [Requirements](#).
- Run the tech support command when requested by Forescout support. See [Run the Technical Support Command](#).

## Requirements

The plugin requires the following:

- Forescout version 8.1

## Run the Technical Support Command

If you have experienced a problem, contact Forescout Support at [support@forescout.com](mailto:support@forescout.com).

If the team member recommends that you run the technical support command, run the command on the CounterACT device you want to troubleshoot.

For customers who do not have internet access, an option is available to save the files on an Appliance.

## Send Logs to Forescout Support

### To send files to Forescout support:

1. Log onto the Appliance/Enterprise Manager CLI.
2. Run the following command: `fstool tech-support`

The following prompts appear.

```
-----
About to collect snapshot relevant to time period:
-----
```

```
Since: Sun Feb 9 17:47:20 2014
Until: Mon Feb 10 17:47:20 2014
-----
```

Options:

- 1) Send the snapshot directly to Forescout support
- 2) Pack the snapshot (upload later via `https://upload.forescout.com`)

Choice (1-2) [1] :

3. Type **1** at the **Choice** prompt. You are prompted to enter your company name and a comment.

```
Enter company name [ExampleCompany] :
```

```
Enter one-line comment : My comment
```

4. Enter the company and a comment and press **Enter**. The snapshot is created and sent to Forescout.

```
-----
Creating the snapshot
-----
```

```
Checking CounterACT service: Done
```

```
Checking plugins : Done
```

```
Checking core files : Done
```

```
Collecting CounterACT service logs : Done
```

```

Collecting Packet Engine logs: Done
Collecting Portal logs: Done
Collecting events: Done
Collecting stats: Done
Collecting system information: Done
Collecting configuration files: Done
-----
Sending files to Forescout support...
-----
Connecting to Forescout Snapshot Server...
Transferring snapshot...
Progress: 12.17% done, ETA: 00:03:05 (217.60 Kbps)

```

## Save Logs to a CounterACT Device

If you do not want to automatically send log files to the Forescout portal, you can save them on the Appliance at which you ran the command. The command prompt output indicates the location the files are saved and the size of the files.

The files can later be uploaded to upload later to <https://upload.forescout.com>.

### To save files to on your CounterACT device:

1. Log in to the Appliance/Enterprise Manager CLI.
2. Run the following command: `fstool tech-support`

The following prompts appear.

```

-----
About to collect snapshot relevant to time period:
-----

```

```

Since: Sun Feb 9 17:47:20 2014

```

```

Until: Mon Feb 10 17:47:20 2014
-----

```

Options:

- 1) Send the snapshot directly to Forescout support
- 2) Pack the snapshot (upload later via <https://upload.forescout.com>)

Choice (1-2) [1] :

3. Type **2** at the **Choice** prompt. You are prompted to enter your company name and a comment.

4. Enter the company and a comment and press **Enter**. The snapshot is created.

```
-----
Creating the snapshot
-----
```

```
Checking CounterACT service: Done
```

```
Checking plugins: Done
```

```
Checking core files: Done
```

```
Collecting CounterACT service logs: Done
```

```
Collecting Packet Engine logs: Done
```

```
Collecting Portal logs: Done
```

```
Collecting events: Done
```

```
Collecting stats: Done
```

```
Collecting system information: Done
```

```
Collecting configuration files: Done
-----
```

```
Packing the snapshot
-----
```

```
Storing the snapshot to /tmp/ExampleCompany-appliance.2014_02_10-17.50.23.tgz
```

```
...
```

```
-----
Snapshot is ready for upload to https://upload.forescout.com
-----
```

```
File: /tmp/ExampleCompany-appliance.2014_02_10-17.50.23.tgz
```

```
Size: 59.4 Megabytes
```

## Map Appliance IP Address to Revision Model

You can determine the revision models of Appliances in your deployment by running a command prompt on the Enterprise Manager. *N/A* is printed for virtual appliances, or if no model is defined.

### To determine Appliance revision models:

1. Log in to the Enterprise Manager CLI.
2. Run the following command: *fstool tech-support oneachmodel*

The following information appears:

```
-----
| IP          | Appliance Model |
|-----|-----|
| 192.168.10.15 | CT1000-30      |
| 192.168.10.16 | CT1000-30      |
```

192.168.10.17	CT2000-30	
192.168.10.18	CT4000-30	
192.168.10.19	N/A	
192.168.10.20	N/A	
192.168.10.21	N/A	

## Core Extension Module Information

The Technical Support plugin is installed with the Forescout Core Extension Module.

The Forescout Core Extensions Module provides an extensive range of capabilities that enhance the core Forescout solution. These capabilities enhance detection, classification, reporting, troubleshooting, and more. The following components are installed with the Core Extensions Module:

Advanced Tools Plugin	DNS Enforce Plugin	NBT Scanner Plugin
CEF Plugin	DNS Query Extension Plugin	Packet Engine
DHCP Classifier Plugin	External Classifier Plugin	Reports Plugin
Dashboard Plugin	Flow Analyzer Plugin	Syslog Plugin
Device Classification Engine	Flow Collector	Technical Support Plugin
DNS Client Plugin	IOC Scanner Plugin	Web Client Plugin
	IoT Posture Assessment Engine	

The Core Extensions Module is a Forescout Base Module. Base Modules are delivered with each Forescout release. Upgrading the Forescout version or performing a clean installation installs this module automatically.

## Additional Forescout Documentation

For information about other Forescout features and modules, refer to the following resources:

- [Documentation Downloads](#)
- [Documentation Portal](#)
- [Forescout Help Tools](#)

### Documentation Downloads

Access documentation downloads from the [Forescout Resources Page](#), or one of two Forescout portals, depending on which licensing mode your deployment is using.

- **Per-Appliance Licensing Mode** – [Product Updates Portal](#)
- **Flexx Licensing Mode** – [Customer Portal](#)



 *Software downloads are also available from these portals.*

**To identify your licensing mode:**

- From the Console, select **Help > About Forescout**.

### **Forescout Resources Page**

The Forescout Resources Page provides links to the full range of technical documentation.

**To access the Forescout Resources Page:**

- Go to <https://www.Forescout.com/company/resources/>, select **Technical Documentation**, and search for documents.

### **Product Updates Portal**

The Product Updates Portal provides links to Forescout version releases, Base and Content Modules, and eyeExtend products, as well as related documentation. The portal also provides a variety of additional documentation.

**To access the Product Updates Portal:**

- Go to <https://updates.forescout.com/support/index.php?url=counteract> and select the version you want to discover.

### **Customer Portal**


The Downloads page on the Forescout Customer Portal provides links to purchased Forescout version releases, Base and Content Modules, and eyeExtend products, as well as related documentation. Software and related documentation only appear on the Downloads page if you have a license entitlement for the software.

**To access documentation on the Forescout Customer Portal:**

- Go to <https://Forescout.force.com/support/> and select **Downloads**.

### **Documentation Portal**

The Forescout Documentation Portal is a searchable, web-based library containing information about Forescout tools, features, functionality, and integrations.

 *If your deployment is using Flexx Licensing Mode, you may not have received credentials to access this portal.*

**To access the Documentation Portal:**

- Go to [https://updates.forescout.com/support/files/counteract/docs\\_portal/](https://updates.forescout.com/support/files/counteract/docs_portal/) and use your customer support credentials to log in.

### **Forescout Help Tools**

Access information directly from the Console.

#### **Console Help Buttons**

Use context-sensitive *Help* buttons to access information about tasks and topics quickly.

**Forescout Administration Guide**

- Select **Forescout Help** from the **Help** menu.

**Plugin Help Files**

- After installing the plugin, select **Tools** > **Options** > **Modules**, select the plugin, and then select **Help**.

**Online Documentation**

- Select **Online Documentation** from the **Help** menu to access either the [Forescout Resources Page](#) (Flexx licensing) or the [Documentation Portal](#) (Per-Appliance licensing).