



ForeScout

Core Extensions Module: Technical Support Plugin

Configuration Guide

Version 1.3.1



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About the Documentation

- Refer to the Technical Documentation page on the Forescout website for additional documentation: <https://www.Forescout.com/company/technical-documentation/>
- Have feedback or questions? Write to us at documentation@forescout.com

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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.

The plugin also provides [Health Monitoring Policies, Properties and Dashboard](#).

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 [Technical Support Requirements](#).
- [Ensure That the Technical Support Plugin Is Running](#)
- Run the tech support command when requested by Forescout support. See [Run the Technical Support Command](#).

Technical Support Requirements

The plugin requires the following:

- Forescout version 8.2.1




Ensure That the Technical Support Plugin Is Running

After installing the Technical Support Plugin (and configuring it, if necessary), ensure that it is running.

To verify:

1. Select **Tools > Options > Modules**.
2. In the *Modules* pane, hover over the Technical Support Plugin name to view a tooltip indicating if it is running on Forescout devices in your deployment.

The name is preceded by one of the following icons:

-  - The Technical Support Plugin is stopped on all Forescout devices.
 -  - The Technical Support Plugin is stopped on some Forescout devices.
 -  - The Technical Support Plugin is running on all Forescout devices.
3. If the Technical Support Plugin is not running, select **Start**, and then select the relevant Forescout devices.
 4. Select **OK**.

Run the Technical Support Command

If you have experienced a problem, contact Forescout Support at 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            |
```

Health Monitoring Policies, Properties and Dashboard

The Technical Support Plugin provides the following functionality related to Health Monitoring:

- **Health Monitoring Policy Templates.** Use these templates to create health monitoring policies, enable the Health Monitoring Dashboard and populate specific widgets in the dashboard.

- **Health Monitoring Properties.** Use these properties to help monitor Appliance health. These properties are included in policies created by Health Monitoring Policy Templates. You can also use these properties in custom policies.
- **Health Monitoring Dashboard.** View at a glance, real-time data that helps you monitor and improve the health of Forescout Appliances in your deployment. Located in the Dashboards view, part of the Forescout Web Client.

Refer to the *Forescout Administration Guide* for more information about this functionality.

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	Device Data Publisher	IoT Posture Assessment Engine
CEF Plugin	DNS Client Plugin	
Cloud Uploader	DNS Enforce Plugin	NBT Scanner Plugin
DHCP Classifier Plugin	DNS Query Extension Plugin	Packet Engine
Dashboards Plugin	External Classifier Plugin	Reports Plugin
Data Publisher	Flow Analyzer Plugin	Syslog Plugin
Data Receiver	Flow Collector	Technical Support Plugin
Device Classification Engine	IOC Scanner Plugin	Web Client Plugin

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

Documentation downloads can be accessed from the [Technical Documentation Page](#), and 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 Support Portal](#)

 *Software downloads are also available from these portals.*

To identify your licensing mode:

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

Technical Documentation Page

The Forescout Technical Documentation page provides a link to the searchable, web-based [Documentation Portal](#), as well as links to a wide range of Forescout technical documentation in PDF format.

To access the Technical Documentation page:

- Go to <https://www.Forescout.com/company/technical-documentation/>

Product Updates Portal

The Product Updates Portal provides product and documentation downloads for Forescout platform releases, Base Modules, Content Modules, and eyeExtend products. The portal also provides 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 Support Portal

The Downloads page on the Forescout Customer Support Portal provides product and documentation downloads for Forescout platform releases, Base Modules, Content Modules, and eyeExtend products. Software and related documentation only appear on the Downloads page if you have a license entitlement for the software.

To access documentation on the Customer Support 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.

To access the Documentation Portal:

- Go to https://updates.forescout.com/support/files/counteract/docs_portal/

Forescout Help Tools

You can access individual documents, as well as the [Documentation Portal](#), directly from the Console.

Console Help Buttons

- Use context sensitive *Help* buttons to quickly access information about the tasks and topics you are working with in the Console.

Forescout Administration Guide

- Select **Administration Guide** from the **Help** menu.

Plugin Help Files

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

Content Module, eyeSegment Module, and eyeExtend Product Help Files

- After the component is installed, select **Tools > Options > Modules**, select the component, and then select **Help**.

Documentation Portal

- Select **Documentation Portal** from the **Help** menu.