



CounterACT Hardware WatchDog Plugin

Configuration Guide

Version 1.1.0 and Above

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About the Hardware WatchDog Plugin

The *Hardware WatchDog Plugin* ensures that Appliances restart in cases where their operating system halts. The mechanism activated by the plugin automatically reboots Appliances that mistakenly halt after an upgrade, or as a result of malfunctions, for example software bugs causing *kernel panic* or if the CounterACT software cannot write to the Appliance disk.

The plugin configures a hardware (firmware) Intelligent Platform Management Interface (IPMI) Watchdog timer. The watchdog works by receiving heartbeats from the Appliance operating system. Once the heartbeat stops, the IPMI watchdog resets the Appliance. In addition to the above, the plugin performs the following tasks:

- Dumps the contents of the IPMI SEL (System Event Log) to its plugin log file.
- Dumps the IPMI sensor data to its log file once an hour. The sensor data contain metrics for various components, such as temperature, voltage, fan speed, etc. This information can be useful for troubleshooting hardware issues.
- Starts a daemon (`ipmievd`) that sends new IPMI events to the Appliance `syslog`.

You can update default settings that control the WatchDog heartbeat timeout frequency, and the SEL and sensor functionality.


Requirements

- CounterACT version 6.2.3 or higher.
- It is recommended for any upgrade from 6.3.2 or earlier, to first install the plugin on the old version and then install the newer version of CounterACT.

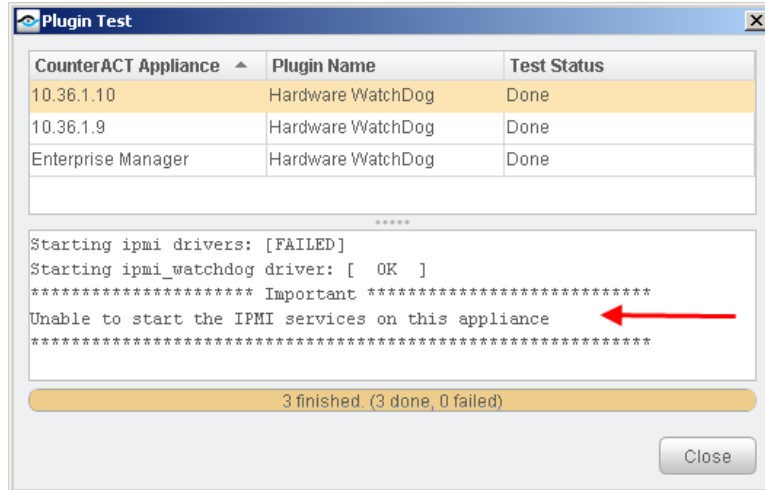
Supported Appliances

The plugin is supported on:

- CT1000/CT2000/CT4000 Appliances that were made available from Q2, 2007 and on
- CT100 Appliances that were made available starting Q1, 2010.

If an attempt is made to install the plugin on an Appliance that does not support it, the plugin will appear as stopped in the Plugins pane .

As an additional verification, you can select the plugin from the **Plugins** pane and then select **Test**. If the Appliance is not supported, the following message will appear.



Installation and Configuration

This section describes installation and configuration steps required when working with CounterACT version 6.3.3.1 or higher and when working with versions prior to CounterACT version 6.3.3.1.

Bundled with CounterACT Version 6.3.3.1 and Higher

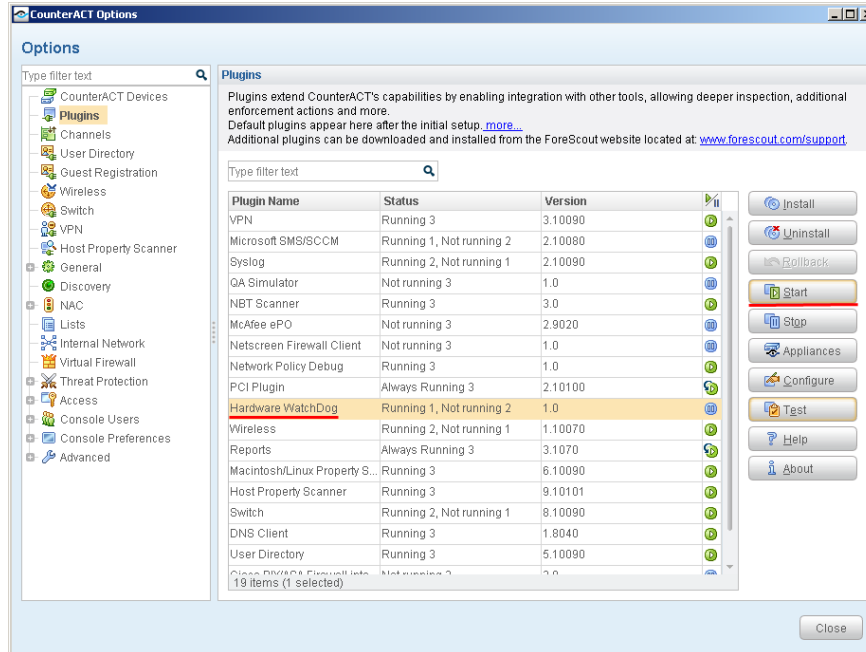
The plugin is bundled with CounterACT version 6.3.3.1 and higher, and does not require installation or configuration to work. You can however update the default settings described in [About the Hardware WatchDog Plugin](#). Update procedures are described below.

Working with Versions Lower than 6.3.3.1

If you are working with a CounterACT version lower than 6.3.3.1, you must download the plugin from the ForeScout website and install it.

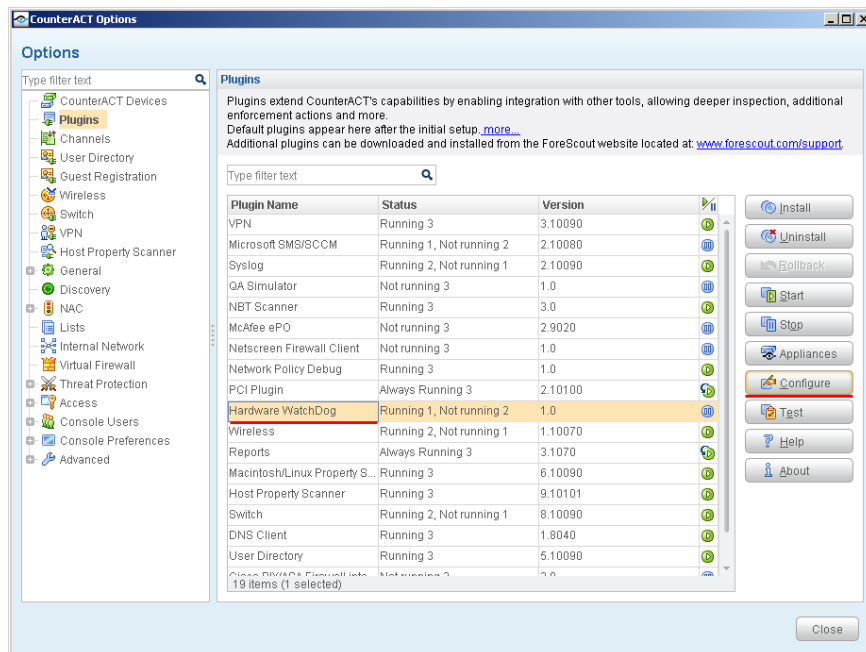
To download and install the plugin:

1. Download the plugin from the ForeScout website.
http://www.forescout.com/support/files/plugins/hw_watchdog/1.0/1.0-5/ForeScout-ipmi-1.0-5.fpi
2. Select **Options** from the **Tools** menu at the Console and then select the **Plugins** folder.
3. Select **Install**. Install the plugin from the location that you saved it. The plugin appears in the Options>Plugins pane.
4. If the plugin supports the Appliance, the plugin will automatically start and the **Start** button will be enabled. If the Appliance is not supported, the **Stop** button will be enabled.

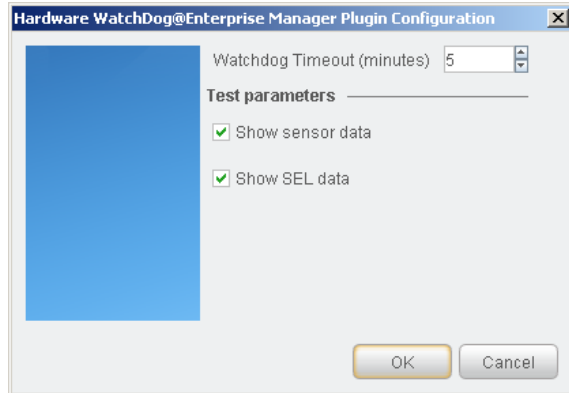


To update the default configuration:

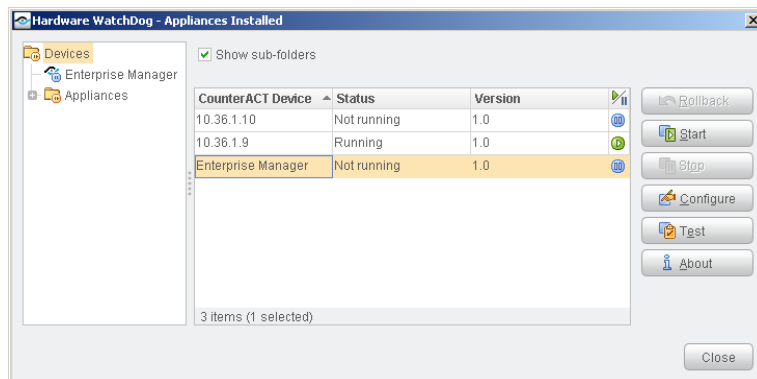
1. Select Options from the Tools menu at the Console.
2. Select the **Plugins** folder and then select the **Hardware WatchDog** plugin.



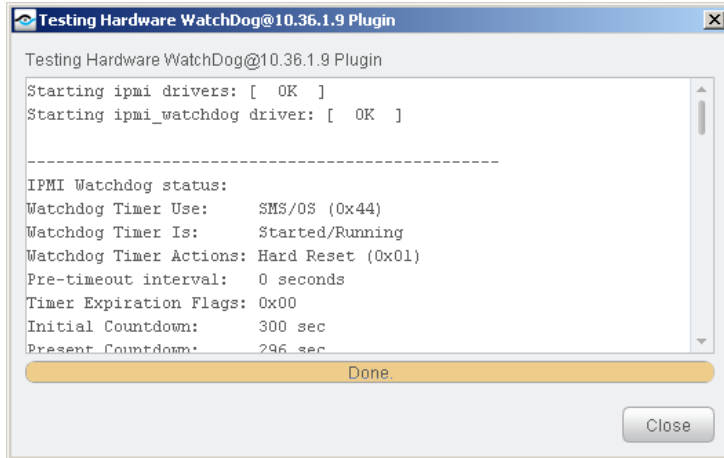
3. Select **Configure**. The *Select Appliances* window opens.
4. Select the appliance you want to configure.
5. Select **OK**. The *Hardware WatchDog Plugin Configuration* dialog box opens.



6. Update the default watchdog timeout interval (minutes). The default value is 5 minutes, which allows enough time to shutdown a working system.
7. In the **Test parameters** section, update the default by disabling the:
 - Show sensor data** checkbox: When enabled, it dumps the contents of the IPMI SEL (System Event Log) to its plugin log file (log/ipmi.log)
 - Show SEL data** checkbox: When enabled, it dumps the IPMI sensor data to its log file once an hour. The sensor data contain metrics for various components, such as temperature, voltage, fan speed, etc. This information can be useful for troubleshooting hardware issues.
8. To generate this output, select the **Hardware WatchDog** plugin from the Plugins pane, and select **Appliances**. The *Appliances Installed* window opens.



9. Select the appliance to test, and select **Test**. The test is run and the resultant output information is displayed.



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