



CounterACT[®] Technical Support Plugin

Configuration Guide

Version 1.1.2 and Above

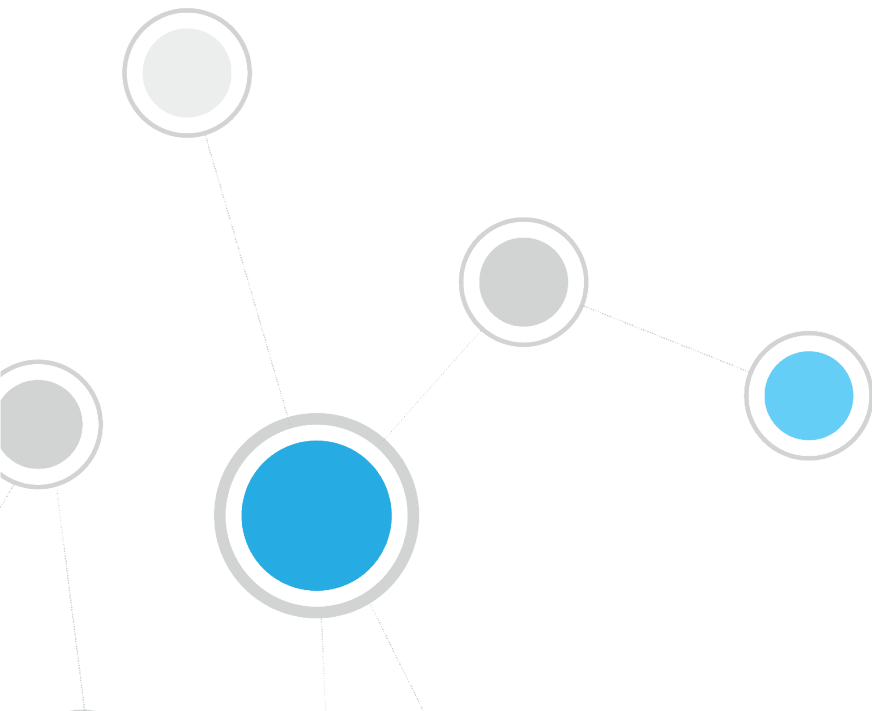


Table of Contents

- About the Technical Support Plugin 3**
 - Tool Options3
 - What to Do.....3
 - Requirements3

- Installation and Configuration 4**

- Run the Technical Support Command 4**
 - Send Logs to ForeScout Support4
 - Save Logs to a CounterACT Device6
 - Map Appliance IP Address to Revision Model7

About the Technical Support Plugin

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 CounterACT system.

The plugin provides an fstool that analyzes and sends system logs 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 fstool 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

- CounterACT version 7.0.0, with Service Pack 2.0.1 or above.

Installation and Configuration

This section describes how to install the plugin. No configuration is required. The plugin automatically runs after installation.

To install the plugin:

1. Navigate to the [Customer Support, Base Plugins](#) page and download the plugin `.fpi` file.
2. Save the file to the machine where the CounterACT Console is installed.
3. Log into the CounterACT Console and select **Options** from the **Tools** menu.
4. Select **Plugins**. The Plugins pane opens.
5. Select **Install**. The Open dialog box opens.
6. Browse to and select the saved plugin `.fpi` file.
7. Select **Install**.
8. An installation or upgrade information dialog box and a license agreement dialog box will open. Accept the license agreement to proceed with the installation.
9. Once the installation is complete, select **Close**. The plugin is listed in the Plugins pane.

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 Appliance/Enterprise Manager as root.
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 ForeScout, 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 onto Appliance/Enterprise Manager as root.
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 onto the Enterprise Manager as root.
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            |
```

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