DC Agent Troubleshooting

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This collection includes the following articles to help you troubleshoot DC Agent installation and user identification issues.

Click a link below to jump to the topic, or use the arrows at the top of the content pane to browse the troubleshooting articles in the collection.

For information about deploying and configuring DC Agent, see the Using DC Agent for Transparent User Identification technical paper.

Problems installing DC Agent

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Installation account permissions issue

Error messages can appear when you attempt to install DC Agent using an account that does not have domain and local administrator privileges. As a result, some of the required DC Agent files are not installed properly, and the service cannot run.

Typically, one of the following error messages is displayed:

```
Error Code 997
Could not configure DC Agent (Code 3)
```

To correct this issue, manually remove the failed installation and reinstall the service:

1. Log on to the DC Agent machine with **domain** and **local administrator** privileges.

2. Open a command prompt (Start > Run > cmd) or the Windows Powershell.

3. Navigate to the web protection **bin** directory (C:\Program Files\Websense\Web Security\bin, by default).

4. Use the following command to manually uninstall the DC Agent service:

   ```
   XidDcAgent.exe -u
   ```

   A status message verifies that the service was successfully removed.

5. Use the following command to manually reinstall and register the DC Agent service:

   ```
   XidDcAgent.exe -i
   ```

   A status message verifies that the service was successfully installed.

6. Use the Windows Services tool to start the **Websense DC Agent** service.

If the service is running correctly, after a few minutes, a **dc_config.txt** file is created in the **bin** directory.

Manually enable the Computer Browser service

User Service and DC Agent require a Microsoft service, the **Computer Browser** service, to enable user identification.

If the service is not started during installation, enable it manually:

1. Make sure that Windows Network File Sharing is enabled.

   Windows Server 2012:

   a. Go to **Settings > Control Panel > Network and Internet > Network Sharing Center > Advanced Sharing Settings**.

   b. Under "File and printer sharing," mark **Turn on file and printer sharing**.

   Windows Server 2008:

   c. Go to **Start > Network > Network and Sharing Center**.

   d. In the Sharing and Discovery section, set **File Sharing** to **On**.

2. Open the Windows Services tool.

   ■ Windows Server 2012: **Server Manager > Tools > Services**

   ■ Windows Server 2008: **Start > Administrative Tools > Services**

3. Double-click **Computer Browser** to open the Properties dialog box.

4. Set the Startup type to **Automatic**.

5. Click **Start**.

6. Click **OK** to save your changes and close the Services tool.

Repeat these steps on each Windows machine running an affected component.

DC Agent initial diagnostic steps

Locate error messages

To start troubleshooting DC Agent user identification problems, start by assessing the status of the DC Agent service:

1. On the DC Agent machine, open the Windows Services tool (in the Server Manager > Tools or Start > Administrative Tools menu) and make sure that the **Websense DC Agent** service has started. If the service has stopped, right-click the service name and attempt to start it.

   Regardless of whether the service starts, was already started, or refuses to start, continue with the next step.

2. Open the Windows Event Viewer (in the Server Manager > Tools or Start > Administrative Tools menu) to look for error messages and warnings from the **Websense DC Agent** service.

The most common DC Agent errors are:

- **ERROR_ACCESS_DENIED**, which indicates a permissions issue. Although they do not make any changes to the domain, both DC Agent and User Service must run with domain administrator privileges. If you suspect a permissions issue, you can enable directory service auditing to find out what user and group information your software is trying to access. See *DC Agent: ERROR_ACCESS_DENIED - 5*, page 5.

- **ERROR_BAD_NETPATH**, which indicates a network communication issue. See *DC Agent: ERROR_BAD_NETPATH - 53*, page 6.

Make sure that users are being identified correctly

To ensure that users are being identified correctly, start with the following procedure:

1. Log on to a machine whose users do not appear to be getting identified properly.

2. Open a browser and navigate to 4 or 5 distinctive websites.

3. Go to the DC Agent machine and check the Windows Event Viewer for error messages. If error messages appear, see:

   - *DC Agent: System error while enumerating domain controllers*, page 4
   - *DC Agent: Error Code 1058 (seen on startup)*, page 5
   - *DC Agent: ERROR_ACCESS_DENIED - 5*, page 5
   - *DC Agent: ERROR_BAD_NETPATH - 53*, page 6

4. If there are no errors, open the TRITON Manager and use Real-Time Monitor or investigative reports to see if your Internet activity (in step 2) was logged as the correct user.

- If the correct user name appears associated with the requests, there may be a policy configuration issue, rather than a user identification issue. Use the Check Policy tool in the TRITON Manager to troubleshoot the issue.

- If the user name is incorrect, see *DC Agent doesn't see some or all users*.

- If no user name information appears, verify that DC Agent and User Service are able to communicate with your directory service, and that the Windows **Computer Browser** service is enabled on the DC Agent machine.

  To enable the Computer Browser service, open the Windows Services tool, right-click **Computer Browser**, and select **Properties**. Change the Startup type selection to **Automatic**, then click **Start**.

You can also use either Real-Time Monitor, in the TRITON Manager, or the command-line TestLogServer utility, located on the Log Server machine, to verify that user names are being associated with Internet requests.

- See Real-Time Monitor for more information.
- For more information about TestLogServer see Using TestLogServer for Troubleshooting.

DC Agent: System error while enumerating domain controllers

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```
System error while enumerating the domain controllers.
domain: (****)ecode: 71 : message: No more connections can
be made to this remote computer at this time because there
are already as many connections as the computer can accept.
```

This error can be ignored. It occurs when DC Agent is unable to find a specific domain controller in a perceived domain. The issue may lie with connectivity to the domain controller, but it is more likely that the "domain" is actually a workgroup with no domain controllers.

Verify that the domain that appears in the error is a legitimate domain. If the "domain" that appears in the error message is actually a workgroup, or doesn't exist, you can either:

- Ignore the error.
- Edit the DC Agent **dc_config.txt** file to change the value of the false domain controller entry from on to off. See *Configure which domain controllers DC Agent polls*, page 8, for instructions.

This error results from the DC Agent automatic domain discovery process, used to identify new domains and domain controllers.

DC Agent: Error Code 1058 (seen on startup)

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This issue may be caused by a Local Security Policy on the DC Agent machine that has disabled the service.

> **Note**
> For further details about the causes of this error message, refer to Microsoft KB article 241584.

To troubleshoot this issue:

1. Open the Windows Services tool (from the Server Manager > Tools or Start > Administrative Tools menu) on the DC Agent machine.
2. Scroll down to locate the **Websense DC Agent** service. If the service is running, no further troubleshooting is necessary.
3. If the service has not started, right-click on the service name, and then select **Properties**.
4. Click the **Log On** tab of the Properties dialog box. The Hardware Profile list shows whether the service is enabled or disabled.

   Typically, this error message appears when the profile is disabled.
5. Click **Enable** to attempt to enable the service, then go to the General tab and click **Start**.
6. Click **OK**, then close the Services tool.

DC Agent: ERROR_ACCESS_DENIED - 5

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This error appears when DC Agent does not have sufficient permissions to perform its required tasks.

To a domain controller, an anonymous account is equivalent to a Windows Guest account. If DC Agent is configured to use an anonymous account, and the domain controller has been set not to give the list of user logon sessions to an anonymous user, then DC Agent is unable to retrieve logon information.

● DC Agent uses the **NetSessionEnum** call, which may fail depending on your Local Security Policy or Trust Relationship configuration.
● User Service uses **NetUserGetGroups**, which requires domain administrative rights.

To address this issue, create an account domain controller read privileges for DC Agent to use when requesting user logon information from the directory service.

If DC Agent is configured to perform domain discovery or computer polling, the service must run as an account with **domain** or **enterprise admin** privileges.

Updating DC Agent permissions

1. On the DC Agent machine, create a user account with a descriptive name, like **WebDcAgent**. This account exists only to provide a security context for DC Agent when it requests information from the directory service.

   ■ Assign the new account domain administrator privileges in all domains.

   ■ Assign the same password to this account in all domains.

   ■ Set the password to never expire. This account exists only to provide a security context for accessing directory objects.

   Make a note of the user name and password so that you have it when you get to step 5.

2. Open the Windows Services tool (from the Server Manager > Tools or Start > Administrative Tools menu).

3. Scroll to the **Websense DC Agent** service, right-click the service name, and then select **Stop**.

4. Double-click the service name, and then select the **Log On** tab.

5. Select **This account**, and then enter the DC Agent account name and password that you just created. Some domains require that the account name be entered in the format **domain\username**.

6. On the General tab, click **Start** to start the service, then click **OK**.

7. Close the Services tool.

You may also need to assign the same set of administrative privileges to User Service.

DC Agent: ERROR_BAD_NETPATH - 53

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This error typically indicates that a network problem is preventing DC Agent from contacting a domain controller.

If you encounter this remote access issue:

1. On the DC Agent machine, use the Windows Services tool (in the Server Manager > Tools or Start > Administrative Tools menu) to verify that the **Remote Registry Service** is running.

2. If DC Agent is configured to use NetBIOS ("UseNetBIOS=true" appears in the transid.ini file), make sure that NetBIOS is bound to the network adapter on the DC Agent machine:

   a. Navigate to **Control Panel > Network and Internet > Network and Sharing Center**.

b. Click **Local Area Connection**, then click **Properties**.

c. Select **Internet Protocol Version 4 (TCP/IPv4)**, then click **Properties**.

d. Click **Advanced**, and then select the **WINS** tab.

e. Make sure that the NetBIOS setting is **Default** or **Enable**.

f. If you made a change, click **OK** three times to save your changes and close Properties dialog boxes.

3. Verify that the DC Agent machine and the domain controller machine are using the same network protocol for communication (for example, TCP/IPv4).

4. Use the **net view** command to verify that the DC Agent machine can communicate with client machines in the network, and with the domain controller:

```
net view \\<machineIPaddress>
net view \\<domaincontrollerIPaddress>
```

If the net view command fails, check the DC Agent machine's network connection and placement within the network.

5. Make sure that remote administration is enabled on the domain controller.

DC Agent doesn't see some or all users

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If DC Agent is installed, but user and group policies aren't being applied, DC Agent might:

- Not be able to contact the domain controller
- Be retrieving information from the wrong domain controller
- Have a corrupted or missing configuration file

The following error may accompany the problem:

```
WSDCagent : Error reading Config File: dc_config.txt
Erroneous Entry: <string>
```

To troubleshoot issues of this type, see:

- *DC Agent is not receiving domain controller information*
- *Configure which domain controllers DC Agent polls*
- *Uncover DC Agent communication issues*
- *Create a missing dc_config.txt file*
- *Manually enable the Computer Browser service*

DC Agent is not receiving domain controller information

DC Agent can misidentify users if it is unable to get data from domain controllers, resulting in incorrect filtering behavior. This can happen if:

- DC Agent is attempting to use NetBIOS for domain controller communication, but NetBIOS is not enabled between DC Agent and domain controllers.

- The Computer Browser service is not enabled on the DC Agent machine.

  To enable the Computer Browser service, open the Windows Services tool, right-click **Computer Browser**, and select **Properties**. Change the Startup type selection to **Automatic**, then click **Start**.

- DC Agent is not detecting all domain controllers in the network.

  To see which domains and domain controllers DC Agent has identified, go to the **Web > Settings > General > User Identification** page in the TRITON console, and click **View Domain List** (under DC Agent Domains and Controllers). This lists all domains currently being polled by all DC Agent instances in your network. The instances polling each domain are listed in the DC Agent Instances column.

  If one or more domains is missing from the list, or if an instance is not polling the correct domains, see *Configure which domain controllers DC Agent polls*, page 8.

- DC Agent may not be able to identify the domain controllers in a particular domain.

  Use the Windows Event Viewer to check for the following error:

      ERROR_NO_BROWSER_SERVERS_FOUND -6118

  If your network includes multiple subnets, DC Agent may have problems communicating with Master Browser or domain controller machines in other subnets. As a best practice, install a separate DC Agent in each subnet to avoid problems gathering logon information from domain controllers.

- DC Agent and User Service may be configured to use an anonymous account. To change the account used to run DC Agent or User Service, see *Updating DC Agent permissions*, page 6.

- DC Agent may not be able to contact a remote domain controller that has been shut down or restarted. See *DC Agent: ERROR_BAD_NETPATH - 53*, page 6.

Configure which domain controllers DC Agent polls

If DC Agent is attempting to poll domain controllers that don't exist, or if you have turned off automatic domain discovery and want to have DC Agent poll a new domain controller, edit the **dc_config.txt** file to configure DC Agent behavior.

1. Go to the web protection **bin** directory (C:\Program Files\Websense\Web Security\bin, by default) on the DC Agent machine.

2. Make a backup copy of the **dc_config.txt** file in another location.

3. Open the original **dc_config.txt** file in a text editor (like Notepad).

4. Confirm that all of your domains and domain controllers are listed. For example:

```
[WEST_DOMAIN]
dcWEST1=on
dcWEST2=on
[EAST_DOMAIN]
dcEAST1=on
dcEAST2=on
```

If there are domain or domain controller entries missing from the list, you can add them manually. Before adding entries, run the **net view /domain** command on the DC Agent machine to make sure that the agent can see the new domain.

5. If there are entries in the list that DC Agent should not poll, change the entry value from on to off. For example:

```
dcEAST2=off
```

- If you configure DC Agent to avoid polling an active domain controller, the agent cannot transparently identify users logging on to that domain controller.

- If DC Agent's automatic domain discovery has detected a domain controller that should not be used to authenticate users, set the entry to off, rather than removing it. Otherwise, the next discovery process will re-add the controller.

6. Save your changes and close the file.

7. Use the Windows Services tool to restart the **Websense DC Agent** service.

Uncover DC Agent communication issues

In order to identify users, DC Agent uses DNS or NetBIOS to identify domains and domain controllers in the network. DC Agent may be unable to identify domain controllers if there are network communication problems, or DNS or NetBIOS configuration problems.

To identify these issues:

1. Open a command prompt or Windows Powershell on the DC Agent machine.

2. To verify that the DC Agent machine can see all required domains, use the **net view** command:

```
net view /network
```

3. To check for DNS issues, use the **nslookup** command.

For example, to find out if DNS resolves the hostname "testmachine1":

```
nslookup testmachine1
```

If the DNS lookup succeeds, the result looks something like this:

```
Server: testdns.test.example.com
Address: 10.56.1.4

Name: testmachine1.test.example.com
Address: 10.56.100.15
```

If you are using v8.1, use a similar command to verify that a reverse DNS lookup will succeed for a dual-stack (IPv4 and IPv6) client with IPv6 address "::ffff:A.B.C.D":

```
nslookup ::ffff:A.B.C.C
```

If the DNS lookup succeeds, the result looks something like this:

```
Server: testdns.test.example.com
Address: ::ffff:A.B.C.C
```

If lookup does not succeed, make sure you have a reverse lookup zone for IPv6 in your DNS.

4. If DC Agent is configured to use NetBIOS, attempt to telnet to a domain controller on port **139**. If the telnet command is successful, you will see a blank screen. If unsuccessful:

- A router, firewall, or other device may be blocking NetBIOS traffic.
- NetBIOS may not be enabled, and the domain controller may not be listening on port 139. To check the status of the port, use the **netstat** command:

  Windows:

  ```
  netstat -na | find "139"
  ```

  Linux:

  ```
  netstat -na | grep 139
  ```

Configure DC Agent to use only NetBIOS for user identification

1. Navigate to the web protection **bin** directory (C:\Program Files\Websense\Web Security\bin, by default) and open the **transid.ini** file in a text editor.

   If the file does not exist, use a text editor to create a file called **transid.ini**, and add the following line to the top of the file:

   ```
   [DCAgent]
   ```

2. Locate the or add the **UseNetBIOS** parameter, then set its value to **True**. For example:

   ```
   [DCAgent]
   UseNetBIOS=True
   ```

3. Save and close the INI file.
4. Use the Windows Services tool to stop the **Websense DC Agent** service.
5. Remove the **XidDcAgent.bak** file from the Websense **bin** directory.

   The file is recreated when you start DC Agent.

6. Start the **Websense DC Agent** service.

Create a missing dc_config.txt file

If DC Agent does not create a **dc_config.txt** file, this indicates that it is either unable to see any domain controllers, or the service does not have read and write privileges to the web protection **bin** directory.

If the DC Agent Service has read and write permissions to the bin directory, the most typical reasons it cannot create the file are:

1. DC Agent does not have the **domain** or **enterprise admin** permissions required to perform automatic domain discovery.
2. User Service is running on Linux, and your network does not include a WINS server. To resolve this, use DC Agent, rather than User Service, for domain discovery. See *Use DC Agent for domain discovery*.
3. The Computer Browser service is not running on the machine hosting DC Agent, User Service, or Windows Active Directory. See *Manually enable the Computer Browser service*.

If you are unable to resolve the issue preventing DC Agent from creating the file, it is possible to create the file manually (see *Create the dc_config.txt file manually*, page 11). When you do this, however, if the underlying problem is not resolved, DC Agent cannot detect changes to your network structure. You must maintain the list of domains and domain controllers in the dc_config.txt file manually.

Use DC Agent for domain discovery

1. Log on to the TRITON console and go to the **Web > Settings > General > User Identification** page.
2. Click the DC Agent instance hostname or IP address in the Transparent Identification Agents list.
3. Under Domain Discovery, make sure **Enable automatic domain discovery** is selected, then select **DC Agent** as the service to use for domain discovery.

    DC Agent must run with **domain** or **enterprise admin** permissions to perform automatic domain discovery.
4. Click **OK** to cache the change, then click **Save and Deploy**.

After about 2 minutes, the **dc_config.txt** file should be created automatically.

Create the dc_config.txt file manually

1. Open a text editor on the DC Agent machine.

2. Use the following format to list each domain that DC Agent should poll, followed by its domain controllers, as shown below. The square brackets ([]) around the domain name are required.

```
[WEST_DOMAIN]
dcWEST1=on
dcWEST2=on
[EAST_DOMAIN]
dcEAST1=on
dcEAST2=on
```

3. Enter a carriage return after the last line in the new file.

If this hard return is not included (creating a blank line at the end of the file), the last entry in the file gets improperly truncated, and an error message like the following appears in the **websense.log** file:

```
WSDCagent : Error reading Config File: dc_config.txt
Erroneous Entry: dcEAST2=o
```

4. Save the file in the web protection **bin** directory (C:\Program Files\Websense\Web Security\bin, by default) with the name **dc_config.txt**.

5. Use the Windows Services tool to restart the **Websense DC Agent** service.