

Forcepoint

Forcepoint Data Classification

Powered by Getvisibility

Generate Logs for Troubleshooting Agent Installer



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Generate Logs for Troubleshooting Agent Installer

This document explains how to generate installer logs to be reviewed in case of a failed installation attempt.

Forcepoint Data Classification product uses an agent installed on the endpoints to facilitate communication between the Server, where product is installed, and File Explorer/Office plugins, that allow the users to classify files as per your Organization's policies.

This agent can be deployed using different methods, from installing manually by the user, through deployment via GPO policy and by different deployment solutions such as SCCM, Intune, and others.

In case of a failed attempt, you can use the below method to generate installer logs that can be shared with the Support team during troubleshooting.

For more details, see the guide [Forcepoint Data Classification Powered by Getvisibility Agent Deployment Flow](#).

To generate installer logs, you will need to add the below parameter to the installation command, this can be used either with calling the installer manually or when deploying using deployment solutions mentioned above.

```
GVClient.3.2.0-Getvisibility.msi /lv c:\fpc\install.log /quiet
```

After executing the above command, you will find a log in the folder above.



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About Forcepoint

Forcepoint is the leading user and data protection cybersecurity company, entrusted to safeguard organizations while driving digital transformation and growth. Forcepoint's humanly-attuned solutions adapt in real-time to how people interact with data, providing secure access while enabling employees to create value. Based in Austin, Texas, Forcepoint creates safe, trusted environments for thousands of customers worldwide.