# Forcepoint

### **Forcepoint Data Classification**

Powered by Getvisibility

**Troubleshooting Guide** 



Report

Forcepoint 5 July, 2024 Forcepoint Proprietary

### **Table of Contents**

INTRODUCTION	2
PREREQUISITES	2
FIREWALL WHITELISTING Supporting Services Collecting Logs	2 3 3
SCENARIO BASED TROUBLESHOOTING	4
SCENARIO 1: GETVISIBILITY ICON IS GREYED OUT	4
Scenario 2: Getting AI suggestions on the limited documents Scenario 3: Agent not receiving suggestions on the defined regex pattern	6 6
SCENARIO 4: AGENT NOT RECEIVING ML BASED SUGGESTIONS	7
SCENARIO 5: CITRIX/VSPHERE INCOMPATIBILITY SCENARIO 6: UIWPF LOADER CRASHED	8 9
SCENARIO 7: SLOWNESS IN RECEIVING AI/ML SUGGESTION	10
Scenario 8: Agent does not receive newest configuration Scenario 9: Configuration Wizard unable to push the json on the Dashboard	11 12
SCENARIO 10: AGENT NOT LISTED ON THE AGENT MANAGEMENT CONSOLE	13
ADDITIONAL INFORMATION	15
SUPPORTED FILE TYPES	15

### Introduction

This document provides a high-level understanding of how the engineer can troubleshoot few common scenarios that can occur while working on Data Classification. The document comprises of the prerequisites, basic troubleshooting, specific scenario-based troubleshooting, and some generic information related to Data Classification.

### Prerequisites

List of prerequisites that need to be fulfilled to ensure the working of all the features of the Data Classification product.

#### **Firewall Whitelisting**

The list of the endpoints needs to be accessible from GetVisibility Management Server to keep the system updated.

- → \*.k3s.getvisibility.com
- → git.rancher.io
- $\rightarrow$  docker.io
- $\rightarrow$  quay.io
- → gcr.io
- → registry.opensource.zalan.do
- → github.co
- → storage.googleapis.com
- → \*.k3s.io
- → github.com
- → \*.amazonaws.com

Following firewall rules should be set. Firewall Port Opening Matrix:

SN	Source IP Address	Destination IP Address	Port Number	Protocol TCP/UDP	Directions	Comments
1	User Windows Machine	GetVisibility Management Server	443, 80	ТСР	Bi-directional	Source machine will have Data Classification Agent installed on it and will communicate with the Data Visibility server.
2	Windows machine with Browser, SSH, scp enabled.	GetVisibility Management Server	443, 80, 22	ТСР	Single direction from source to destination	To access the Data Visibility machine via SSH and its services via browser.

#### **Supporting Services**

- 1. Following services are supporting the GetVisibility Platform and they need to be up and running:
  - → Kafka
  - → Postgresql
  - → Consul
  - → K3s
- 2. K3 service is running as systemd service, and its status can be known by run the following command on the CLI of the GetVisibility Management Server:

systemctl status k3s

3. If the service is not running, run the following command:

sudo systemctl start k3s.service.

- 4. The basic level of health check-up of the remaining services can be performed by using the Rancher Web UI.
- 5. To know the status of individual services are as follows:
  - a) Login to Rancher UI dashboard.
  - b) Navigate to Cluster Node > Workload and Search for the service in the Filter search box.
  - c) The keyword Active is the status of the service, which means the service is up.

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Cluster	~											_	
Workload	^	Workloads 🕸										Crea	ate
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III DaemonSets	1	O Redeploy 🗄 Download YAML 🕷 Delete					=			kafka			
Deployments	21												
III Jobs	0	State O Name O	Type 🔾	Image 0		Restarts		Age	ି He	alth			
Image: StatefulSets	5												
⊫ Pods	27	Namespace: default											
Apps	~	Active gy-essentials-kafka-ui	Deployment	provectuslabs/kafka-ui:v0.4.0		1		20 hoi	urs 🔳			~	÷.
Service Discovery	~												
Storage	~	Active gv-kafka-cluster-entity-operator	Deployment	quay.ovstrimzvoperator:0.29.0 +1more		1		20 hoi	urs 🗨			~	
Monitoring	×	Active     gv-kafka-cluster-kafka	StatefulSet	quay.io/strimzi/kafka:0.29.0-kafka-3.2.0		3		20 hor	urs 🗨		_	~	+
More Resources	ř	Active gv-kafka-cluster-zookeeper	StatefulSet	quay.io/strimzi/kafka:0.29.0-kafka-3.2.0		3		20 hor	urs			~	:

figure 1.

Note: The rancher Web UI link will be shared by the Forcepoint technical support.

#### **Collecting Logs**

To collect the log of the individual services are as follows:

- 1. Navigate to Rancher UI dashboard > Cluster Node > StatefulSet.
- 2. Select the service and click on it.
- 3. Click on the three-dot menu on the service.
- 4. From the context menu, click on the view logs.

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ister orkload	~	StatefulSet: gv-kafka-cluster- Namespace: default Age: 21 hours Pod Resta	kafka (Active)					Detail	Config	YAML	
DaemonSets Deployments	1 21	Image: quay.io/strimzi/kafka:0.29.0-kafka-3.2.0 Labels: app.kubernetes.ior/instance: gv-kafka-cluster Annotations: Show 2 annotations	Ready: 1/1 pp.kubernetes.lo/managed-by:strimzi-cluster-operator app	kubernetes.io/name:kafka app.kubernetes.io/part-4	of: strimzi-gv-kafka-cluster strimzi.io/cluster: gv-kafka-	cluster strimz	ti.io/kind: K	afka strima	i.io/name: gv-ka	fka-cluster-ka	'ka
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#### Agent Service Logs:

C:\Windows\ServiceProfiles\LocalService\AppData\Roaming\GVClient.Service\Logs

#### Agent Service logs:

%appdata%\GVClient.Service

%appdata%\GVClient.Plugins

%appdata%\GVClient.UIWPF

### Scenario Based Troubleshooting

#### Scenario 1: Getvisibility Icon is greyed out

Problem Description: The GetVisibility agent ribbon shows greyed out on opening any MS office application, for example: MS Word.

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The issue can occur because any of the following reasons:

- 1. Potential Cause: Agent cannot connect to the GetVisibility Management Server because of network restrictions. **Solution:** 
  - → Add a rule on the Network Firewall to allow the agent to communicate with the backend GetVisibility server on port **443 & 80.**
- 2. Potential Cause: Agent has not received the configuration to activate itself.

#### Solution:

 $\rightarrow$  Push the configuration from the agent Configuration Wizard of the dashboard.

Agent Configuration	
N Agent Management	Getvisibility Synergy Agent Configuration
$\overline{\bullet}$	At Getvisibility we help companies secure their data using classification levels, compliance tags and interaction rules. These combine to restrict the movement and creation of documents and emails containing sensitive information.
	Configuration Import         Use this option to migrate your existing configuration from a JSON file.         Expert Mode         Use custom settings if you want to change all possible security and interaction rules across the features provided.         Configuration Wizard         A step-by-step process to guide you through setting up the Synergy Agent to best suit your organisation's needs.

figure 4.

3. Potential Cause: The Kafka service might be down.

#### Solution:

 $\rightarrow$  Follow the Prerequisites section to check the status of the Kafka Service.

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Cluster	~																						_	
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⊫ CronJobs	0				_													_	-					
III DaemonSets	1	C Redeploy		Delet	e 1 sel	ected															kafka			
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In StatefulSets	5																							
⊫ Pods	27	Namespace: default	τ																					
Apps	~	Active	gv-essentials-kafka-ui				De	eployment	provectusla	bs/kafka-ui:v0	0.4.0					1			19 h	ours			· ~	£ C
Service Discovery	~								auguio/strip	nzi/operator:f	129.0													
Storage	~	Active	gv-kafka-cluster-entity-o	perator			De	eployment	+ 1 more	nai, operator .e						1			19 h	ours			~	1
Monitoring	v	Active	gv-kafka-cluster-kafka				Sta	atefulSet	quay.io/strin	nzi/kafka:0.29	2.0-kafka-3.1	2.0				3			19 h	ours	-	-	~	
More Resources	ř	Active	gv-kafka-cluster-zookeep	er			Sta	atefulSet	quay.io/strin	nzi/kafka:0.29	0.0-kafka-3.2	2.0				3			19 h	ours	_	-	~	:



#### Scenario 2: Getting AI suggestions on the limited documents

**Problem Description:** Agent not throwing suggestions on all kinds of documents, this could occur because the file content is quite large for the classifier to process.

1. Potential Cause: The classifier is timing out while processing the document content.

Solution:

- → Classifier needs to re-configure to consume the files of bigger size and spend more time on processing the files before timing out.
- → Contact support.forcepoint.com in case of this issue is detected.

#### Scenario 3: Agent not receiving suggestions on the defined regex pattern

**Problem Description:** Agent is not giving a classification or compliance tag suggestion on the regex pattern found in the document opened by the user.

1. Potential Cause: The classifier service is down. This service is responsible for sending suggestions to the agent.

Solution:

- → Follow the steps mentioned in Supporting Services and Collecting Logs under Prerequisites, to check the status and logs of the classifier service.
- → The service status will be reviewed from the Rancher Web UI.

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2. Potential Cause: The classification confidence level defined for the regex is lower than the defined threshold to provide a suggestion.

Solution:

- $\rightarrow$  The default classification confidence defined in agent is 0.60 (60 %).
- → Either you must bring down the threshold or increase the confidence value defined in the GetVisibility Management server.
- → The threshold can be brought down by login to the Windows machine where the agent is installed and edit the following file:

C:\Windows\ServiceProfiles\LocalService\AppData\Roaming\GVClient.Service\GVC lient Service Properties.config.json

- → Update the value of variable ConfidenceSuggestionThreshold to the required value.
- → The second approach would be to redefine the classification confidence level of the regex in the classifier service in the GetVisibility Management Server.
- → Contact Forcepoint technical support to make the required changes to the regex pattern.
- 3. Potential Cause: The regex is mis-configured in the background.

Solution:

- → The regex pattern is mis-configured, and this will not trigger on the expected pattern.
- → Contact support.forcepoint.com to make the required changes to the regex pattern

#### Scenario 4: Agent not receiving ML based suggestions

Problem Description: Agent is not giving a classification or compliance tag ML suggestion on the document opened by the user.

- 1. Potential Cause: The classifier service is down. This service is responsible for sending suggestions to the agent. **Solution:** 
  - → Follow the **Step 5** mentioned in the Supporting Services under Prerequisites, to check the status and logs of the classifier service.
  - $\rightarrow$  The service status will be reviewed from the Rancher Web UI.
- 2. Potential Cause: The classification confidence level not reaching the threshold defined in the agent.

#### Solution:

- $\rightarrow$  The default classification confidence defined in agent is 0.60 (60 %).
- → Either you must bring down the threshold or increase the confidence value defined in the GetVisibility Management server.
- → The threshold can be brought down by login to the Windows machine where the agent is installed and edit the following file:

```
C:\Windows\ServiceProfiles\LocalService\AppData\Roaming\GVClient.Service\GVC lient_Service_Properties.config.json
```

- → Update the value of variable ConfidenceSuggestionThreshold to the required value.
- → Restart the **GetVisibility** service.
- 3. Potential Cause: Agent configuration suggestion section is misconfigured

Solution: Agent configuration contains the following section.

- $\rightarrow$  The **key** value should be pointing to the right ID.
- → Each set of tags should have a specific ID defined to that.

For Example: GetVisibility default classification tagset is b4c70d4c-e8af-4331-ba0c-733721d06495 and for Compliance is 00000000-0000-0000-0000-00000002001

→ So, the custom tag set have a different value, contact Forcepoint technical support to know about it.

figure 7.

#### Scenario 5: Citrix/vSphere incompatibility

**Problem Description:** The agent first fails to install, and then fails to start the client process when installed via SCCM to the Citrix Workspace One.

Solution:

→ The issue is that the agent is not starting right away after installation meaning the PC must be restarted.

→ When the Workspace One agent installs the package in the background no window is shown to the user. The issue was resolved by:

- 1. Adjusting the installer to start the agent right after installation is done (not after window is closed).
- 2. The Install Context in Workspace One must be set as **User** as follows:

Add Application - Getvisi	bility Classifler (Main) v 2.8.5	
Internal   Managed By: M137892142   Applic	ation ID: (26E4C404-1D42-48C1-9097-F4F8B1933099)   App Size: 51196 KB	
Details Files Deployment Options Images	Terms of Use	
When To Install		
Data Contingencies		
Disk Space Required	0	КВ - О
Device Power Required	٥	O
RAM Required	0	MB ~ ()
How To Install		
Install Context		
Install Command *	msiexec /l "GVClient.2.8.5-qa-unsigned.msi" /qn	
Admin Privileges	YES NO ()	
Device Restart	Do not restart	~ <b>(</b>
Retry Count *	3	0
Retry Interval *	5	0
Install Timeout *	60	0
Installer Reboot Exit Code	1641	0

```
figure 8.
```

#### Scenario 6: UIWPF Loader Crashed

Problem Description: The agent ribbon bar button is not responding on clicking it

1. Potential Cause:

So, the scenario should like this:

- 1. Start Agent and service.
- 2. Classify a document (example: set compliance).
- 3. Change configuration and add new tag for compliance.
- 4. Try to classify the document from point 2 again via explorer.
- 5. The Agent will crash because it still has the old ClassificationEvent with less tags than the current configuration, making necessary the changes.



figure 9.

#### Solution:

→ Manually rerun the **gvclient.uiwpf.loader** process if it has crashed, using the following file path:

C:\Program Files (x86)\GVClient\GVClient.UIWPF.Loader.exe

→ Also, restart the GetVisibility service to make sure the agent has stabilized now.

File Action View Help			
Services (Local) O Services (Local)			
Getvisibility Name Description Sta	tatus Starte	ир Туре	Log On As
🙀 GameDVR and Broadcast User Service_9003d This user ser Rui	unning Manu	ual	Local Syste
Stop the service 🖾 Geolocation Service This service Rur	unning Manu	ual (Trig	Local Syste
🔐 Getvisibility Provides sys Rug	lunning Auto	matic	Local Service
🖓 Google Chrome Elevation Service (GoogleChromeElev	Manu	ual	Local Syste
Description: 🌼 Google Update Service (gupdate) Keeps your	Auto	matic (	Local Syste
remote Getvisibility Equips service 🦓 Google Update Service (gupdatem) Keeps your	Manu	ual	Local Syste
🖓 GraphicsPerfSvc Graphics pe	Manu	ual (Trig	Local Syste
Group Policy Client The service i Rur	unning Auto	matic (T	Local Syste



#### Scenario 7: Slowness in receiving Al/ML Suggestion

Problem Description: Agent is taking more than 5 minutes to produce the classification suggestion.

Solution:

→ The suggestion prompt timestamp is defined in the following file which is present on the machine where the agent is installed:

C:\Windows\ServiceProfiles\LocalService\AppData\Roaming\GVClient.Service\GVC lient\_Service\_Properties.config.json

→ The suggestions prompt can be made faster by updating the below variable with a smaller value like 3000, that is 3 secs:

"FileTextEventDebounceMilis": 3000

→ Restart the GetVisibility service.

🔍 Services						
File Action View	Help					
	à 🗟 🛛 🖬 🕨 🔲 🕪 🖬					
🏩 Services (Local)	O Services (Local)					
	Getvisibility	Name	Description	Status	Startup Type	Log On As
		🎑 GameDVR and Broadcast User Service_9003d	This user ser	Running	Manual	Local Syste
	Stop the service	🎑 Geolocation Service	This service	Running	Manual (Trig	Local Syste
	Trestart the service	🧟 Getvisibility 🗧	Provides sys	Running	Automatic	Local Service
		🔍 🖓 Google Chrome Elevation Service (GoogleChromeElev			Manual	Local Syste
	Description:	🖏 Google Update Service (gupdate)	Keeps your		Automatic (	Local Syste
	remote Getvisibility Focus service	🖏 Google Update Service (gupdatem)	Keeps your		Manual	Local Syste
		🖏 GraphicsPerfSvc	Graphics pe		Manual (Trig	Local Syste
		🍓 Group Policy Client	The service i	Running	Automatic (T	Local Syste

figure 11.

- → The slowness can also occur when GVClient Service has lost connectivity to the Kafka bus.
- $\rightarrow$  Verify the status of Kafka bus before reporting the issue.

#### Scenario 8: Agent does not receive newest configuration

**Problem Description:** The agent dialog box does not show the updated classification tagset or is not working on the latest defined rules in the configuration.

1. Potential Cause: Agent is not connected to the GetVisibility Management server.

Solution:

- → Follow the steps mentioned in Supporting Services and Collecting Logs under Prerequisites, to check the status of the Kafka Service.
- → Check if the port **443** and **80** is open on the network firewall for the agent to communicate to the GetVisibility Management Server.
- 2. Potential Cause: The configuration pushed is not compatible with the Agent.

Solution:

→ Check the version defined in the agent configuration, it should be the same as the version of the agent installed but only till the first decimal value.

For Example: The agent with version 2.9.0 will be compatible with the configuration version defined as **2.9.** 

The snippet of the agent configuration:

```
{
    "id": "8e808d12-fdc4-4fc9-8938-853b0a4a5d3d",
    "timeStamp": "2021-12-
15T10:45:07.523+01:00[Europe/London]",
    "version": "2.9",
    "notes": "Sample configuration": {
        "id": "e16409a7-1700-4153-9090-
3955bc2f0ae8",
        "tags": [
            "Public",
            "General Business Use",
            "Confidential",
            "Highly-Confidential"
        ]
     },
...
```

#### figure 12.

#### Scenario 9: Configuration Wizard unable to push the json on the Dashboard

Problem Description: Unable to push the agent configuration from the agent wizard of the GetVisibility Dashboard.

1. Potential Cause: The configuration service might not be running

Solution:

- $\rightarrow$  The service status and logs can be reviewed from the Rancher Web UI.
- → Follow the Prerequisites section to know the steps to check the status and review the logs of the classifier service.
- 2. Potential Cause: Follow the Prerequisites section to check the status of the Kafka Service.

Solution:

- → Check if the port 443 and 80 is open on the network firewall for the agent to communicate to the GetVisibility Management Server.
- 3. Potential Cause: The configuration json pushed via Expert Mode is shown as not valid.



figure 13.

Solution:

- → Use a json validator to review the configuration and make the correction and re-push it.
- $\rightarrow$  One of the good online json validator would be <u>https://jsonlint.com/</u>.

#### Scenario 10: Agent not listed on the Agent management console

**Problem Description:** The GetVisibility agent that is installed and communicating with the GetVisibility Management server is not present in the list of connected agents.

And the status of the used plugins is not getting updated.

1. Potential Cause: The agent and the audit service are not running.

Solution:

- → Follow the Prerequisites section to know the steps to check the status and logs of the agent and the audit service.
- $\rightarrow$  The service status will be reviewed from the Rancher Web UI.

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⊨ CronJobs	0							_					
DaemonSets	1	C Redeploy		Delete				:=		agent-s			×
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Monitoring	~												
More Resources	~												



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Cluster	~												_	_
Workload	^	Workloads 🖄											Cri	eate
⊫ CronJobs	0								_					
III DaemonSets	1	O Redeploy ± Dow	/nload YAML	Delete							aud	id		×
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III Jobs	0	State 🗘 🛛 Name 🗘		Type 🔾	Image 0			Restarts		Ag	e 🗧 Health	•		
IIII StatefulSets	5													
III Pods	27	Namespace: default												
Apps	~	Active audit-service	ce	Deployment	images.master.k3s.getvisibility.com/audit-service:1.3.0-SNAPSHOT			3		1	day 💼			+
Service Discovery	~													
Storage	~													
Monitoring	~													
More Resources	~													

#### figure 15.

2. Potential Cause: Follow the Prerequisites section to check the status of the Kafka Service.

Solution:

→ Check if the port **443** and **80** is open on the network firewall for the agent to communicate to the GetVisibility Management Server.

### Additional Information

#### Supported File Types

The following file types that are supported with Data Classification:

Format
PDF files
MS Office World (before 2007) documents
MS Office Excel (before 2007) spreadsheets
MS Office Powerpoint (before 2007) slideshows
MS Office Word (after 2007) documents
MS Office Excel (after 2007) spreadsheets
MS Office Powerpoint (after 2007) presentations
MS Office Visio (after 2007) diagrams
OpenOffice documents
OpenOffice spreadsheets
OpenOffice presentations

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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.

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