

Forcepoint

Forcepoint Data Classification

Powered by Getvisibility

Troubleshooting Guide



Report

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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
- docker.io
- 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	TCP	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	TCP	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.

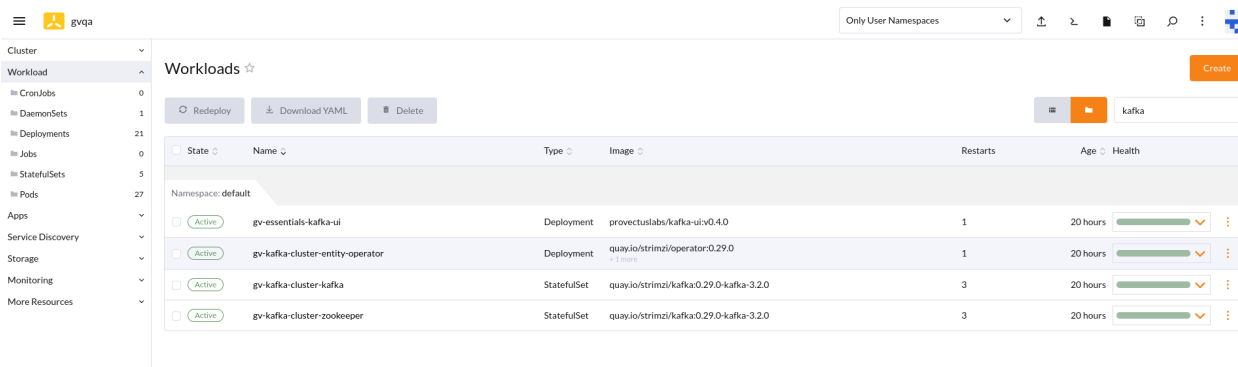


figure 1.

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**.

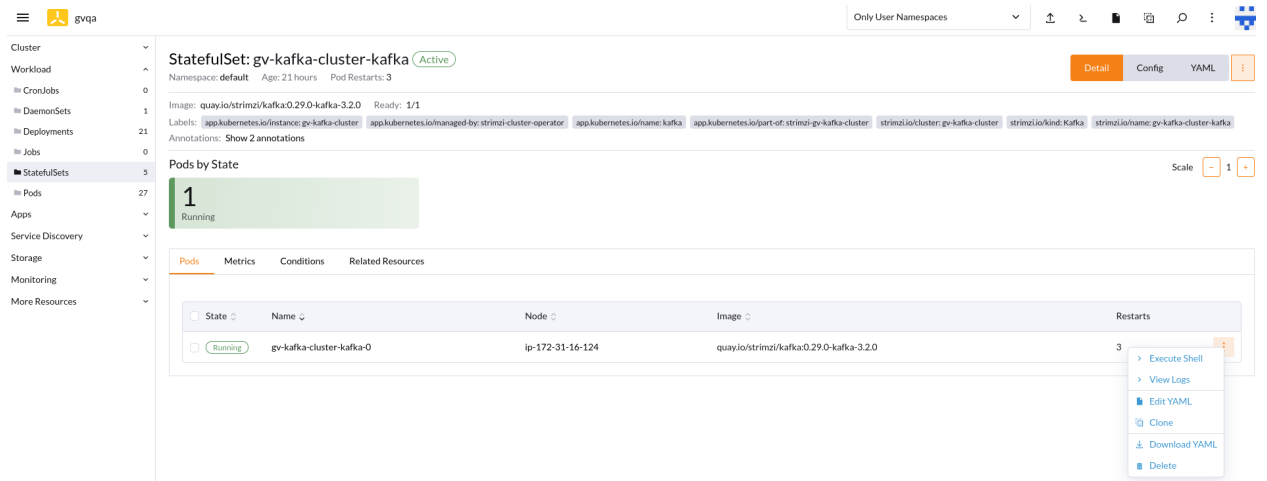


figure 2.

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.

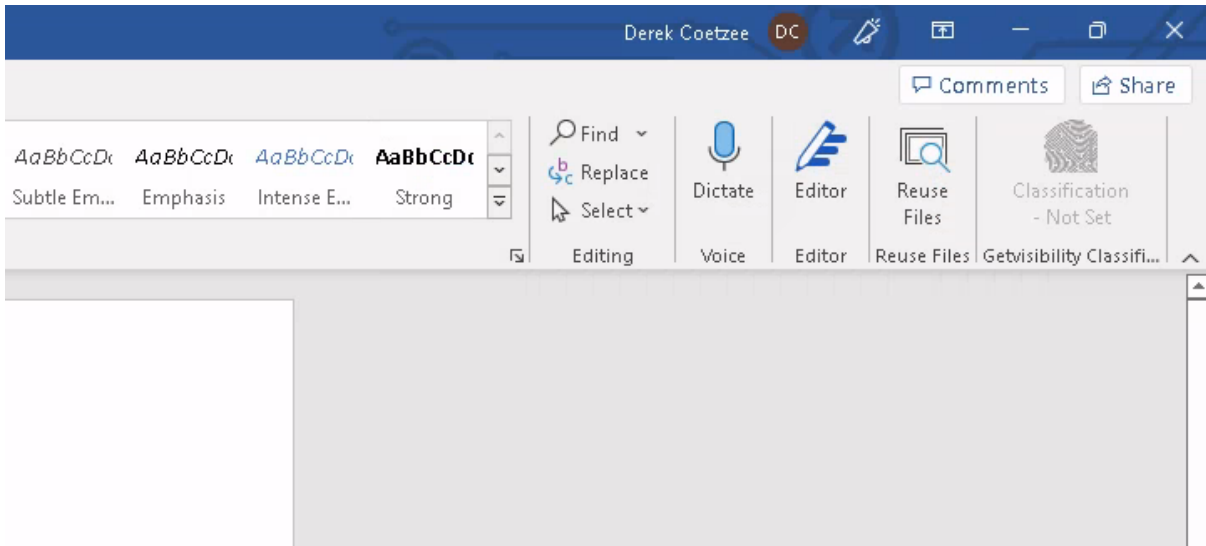


figure 3.

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:

→ Push the configuration from the agent Configuration Wizard of the dashboard.

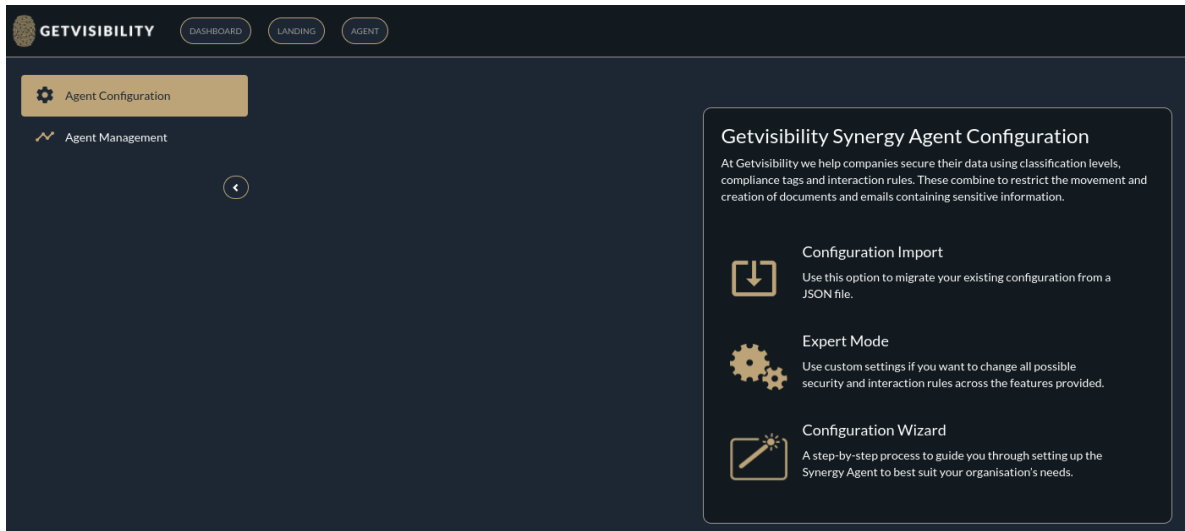


figure 4.

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

Solution:

→ Follow the Prerequisites section to check the status of the Kafka Service.

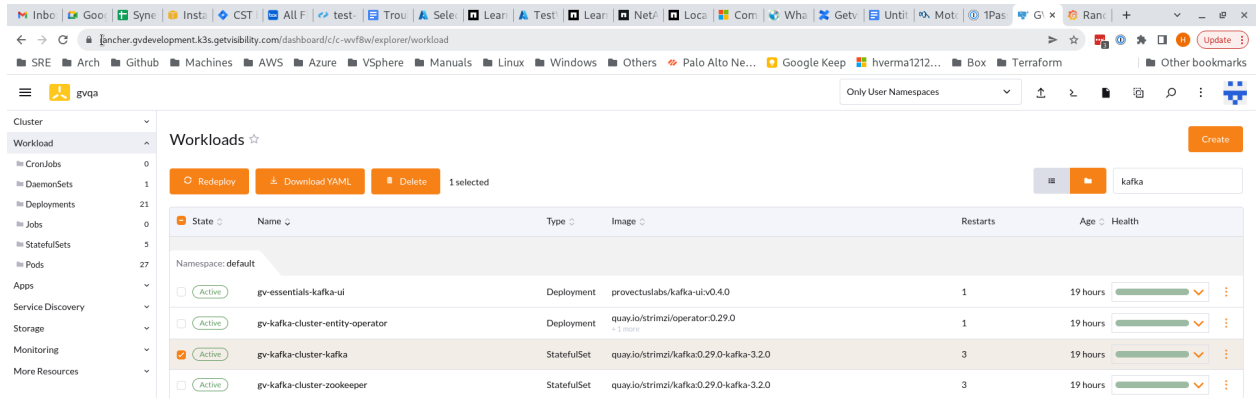


figure 5.

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.

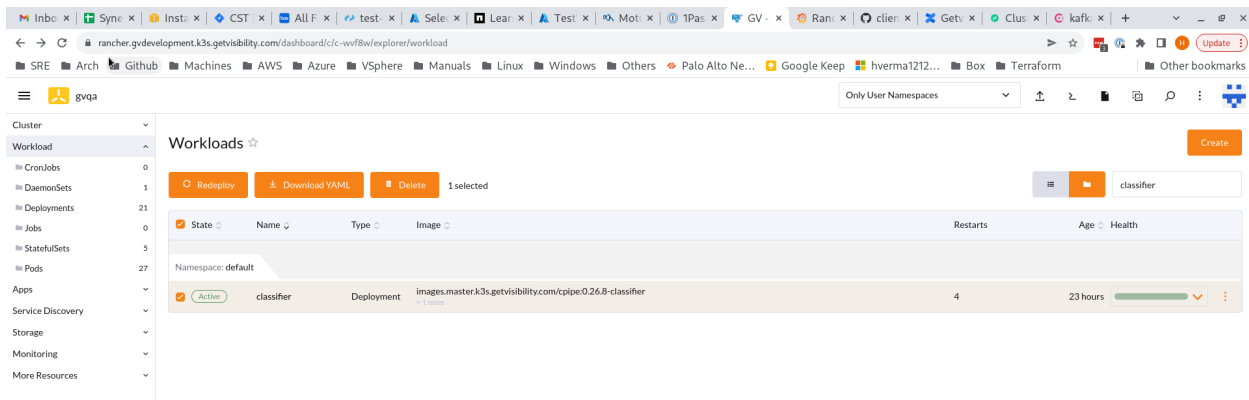


figure 6.

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

Solution:

- 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\GVClient_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.
- 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:

- 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\GVCClient.Service\GVCClient_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.

- 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 **00000000-0000-0000-0000-000000002001**
- So, the custom tag set have a different value, contact Forcepoint technical support to know about it.

```
"suggestionOptions" : [ {
  "key" : "b4c70d4c-e8af-4331-ba0c-733721d06495",
  "tagset" : "e16409a7-1700-4153-9090-3955bc2f0ae8",
  "tag" : "Classification"
}, {
  "key" : "00000000-0000-0000-0000-000000002001",
  "tagset" : "f14fc1f1-8950-40d5-8a29-45909da947d6",
  "tag" : "GDPR/PII"
} ]
```

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.

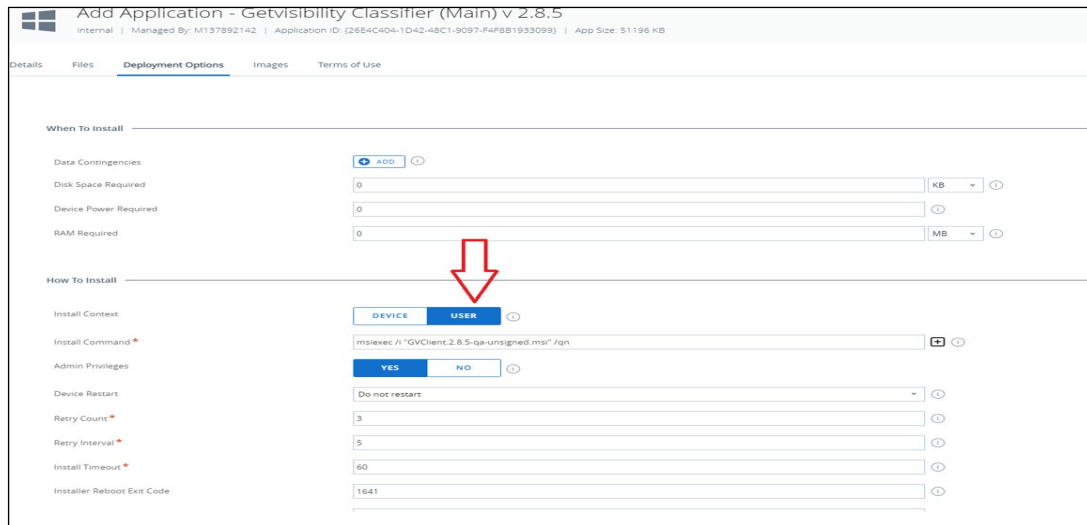
Solution:

- 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:



The screenshot shows the 'Add Application - Getvisibility Classifier (Main) v 2.8.5' configuration window. The 'Deployment Options' tab is active. Under 'When To Install', there are fields for 'Data Contingencies', 'Disk Space Required', 'Device Power Required', and 'RAM Required'. Under 'How To Install', the 'Install Context' dropdown is set to 'USER', highlighted by a red arrow. Other options include 'Install Command', 'Admin Privileges', 'Device Restart', 'Retry Count', 'Retry Interval', 'Install Timeout', and 'Installer Reboot Exit Code'.

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.

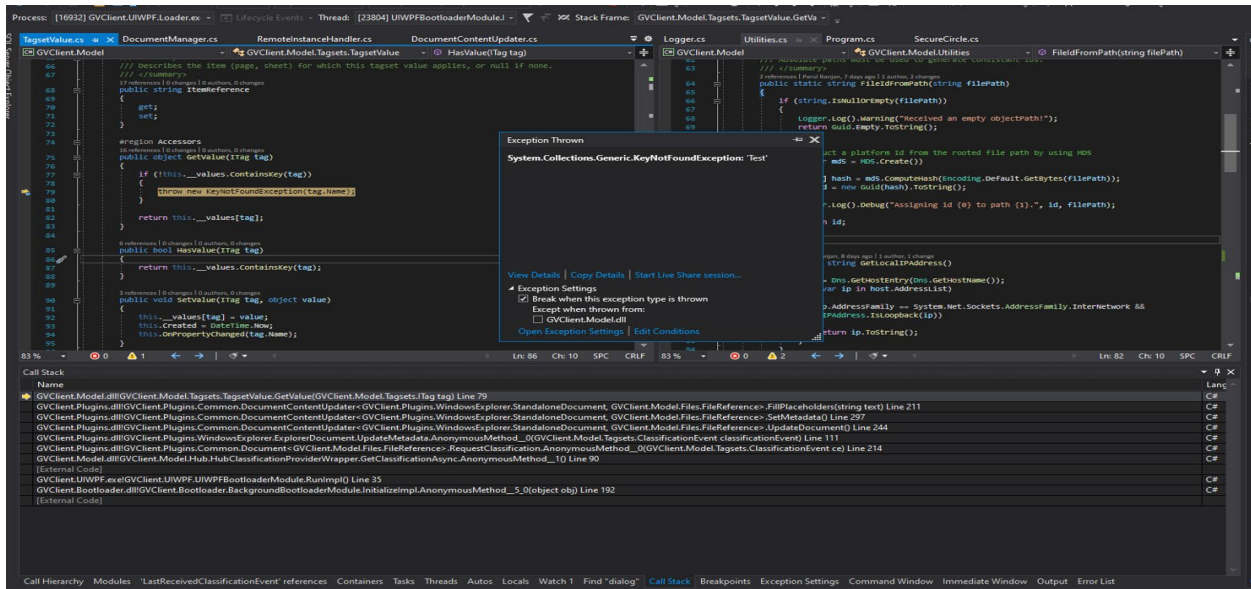


figure 9.

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.

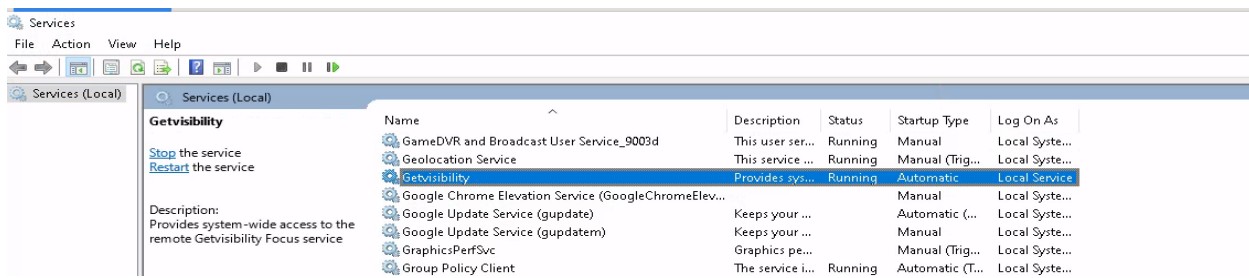


figure 10.

Scenario 7: Slowness in receiving AI/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\GVClient_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.

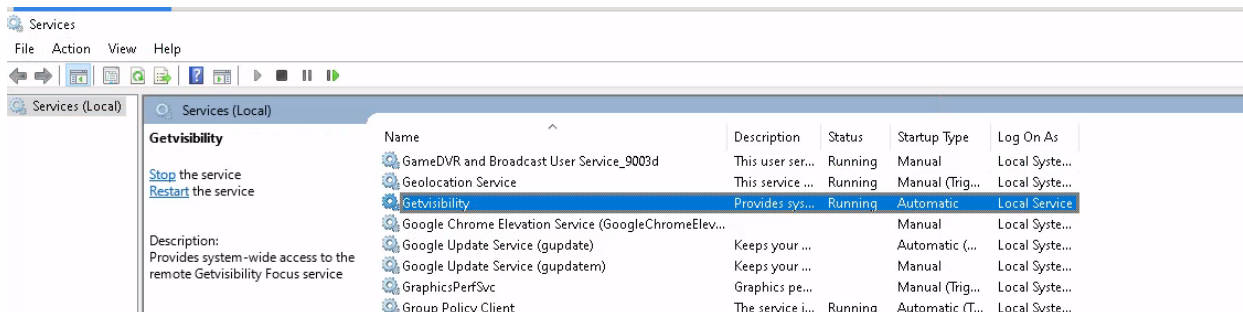


figure 11.

- The slowness can also occur when GVClient Service has lost connectivity to the Kafka bus.
- 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:

- 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.

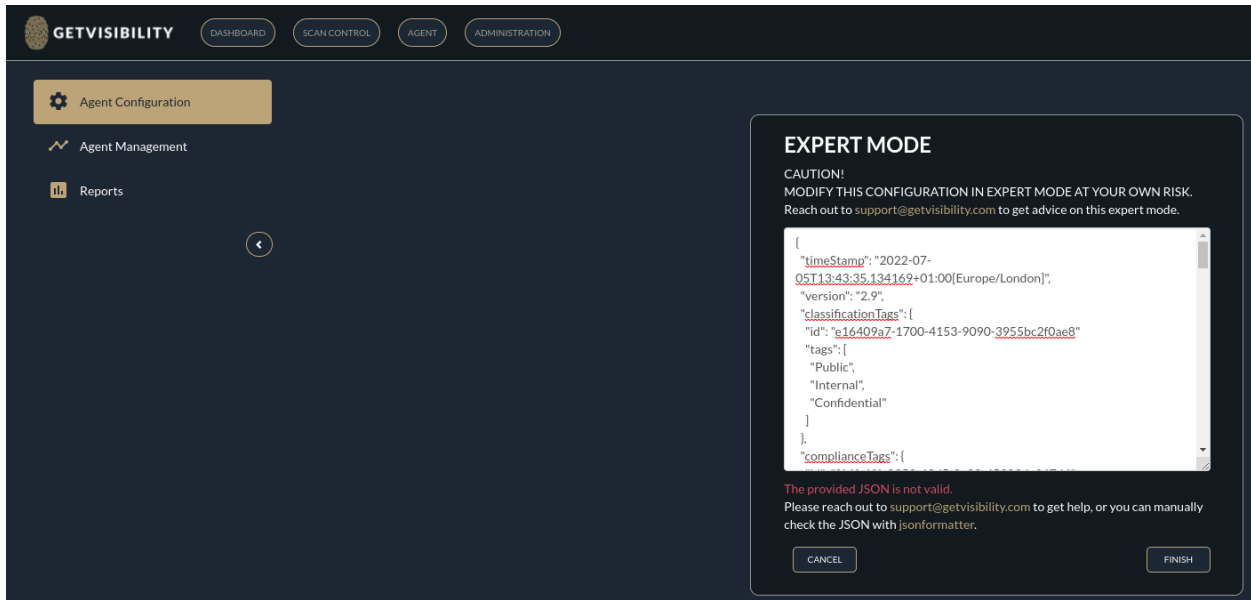


figure 13.

Solution:

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

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.
- The service status will be reviewed from the Rancher Web UI.

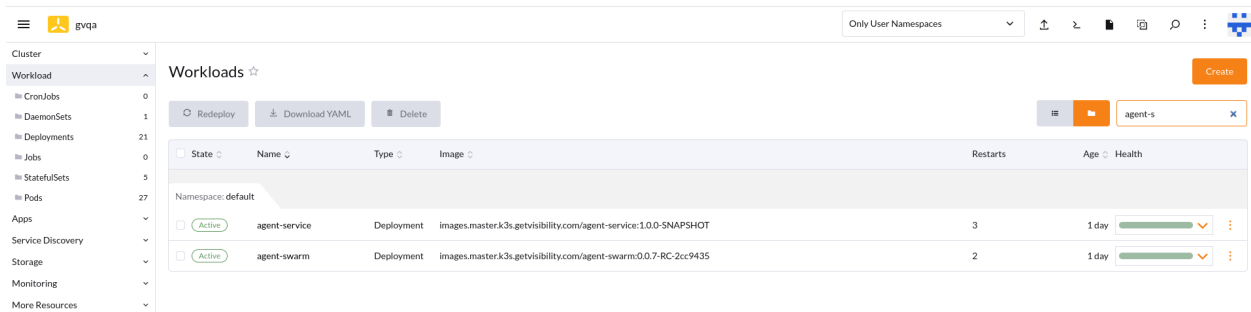


figure 14.

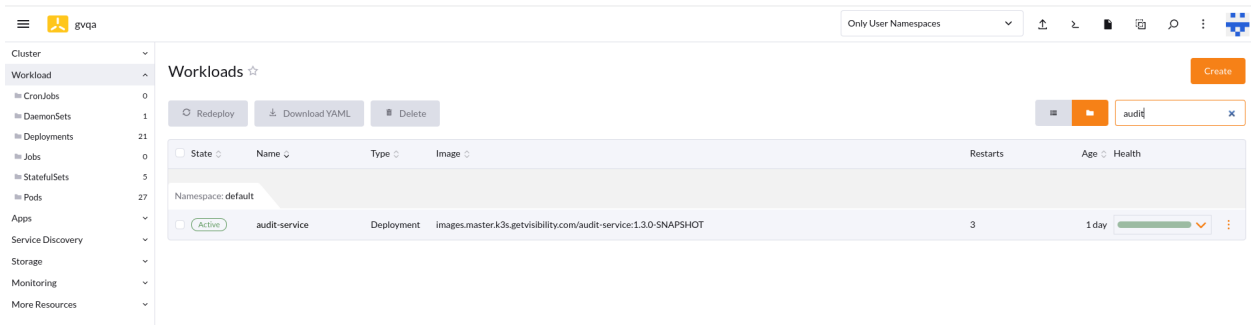


figure 15.

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:

Extensions	Format
pdf	PDF files
doc, dot	MS Office Word (before 2007) documents
xls, xlt	MS Office Excel (before 2007) spreadsheets
ppt, pps	MS Office Powerpoint (before 2007) slideshows
docx, docm, dotm, dotx	MS Office Word (after 2007) documents
xlsx, xlsm, xltm	MS Office Excel (after 2007) spreadsheets
pptx, potm, potx, ppsm, pptm, ppsx	MS Office Powerpoint (after 2007) presentations
vsdm, vsdx, vstx	MS Office Visio (after 2007) diagrams
odt, ott, oth, odm	OpenOffice documents
ods, ots	OpenOffice spreadsheets
odp, odg, otp	OpenOffice presentations



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