

Somansa Endpoint DLP

Privacy-i 6.x
Troubleshooting Guide

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This Document is a Troubleshooting Guide for Privacy-i 6.x

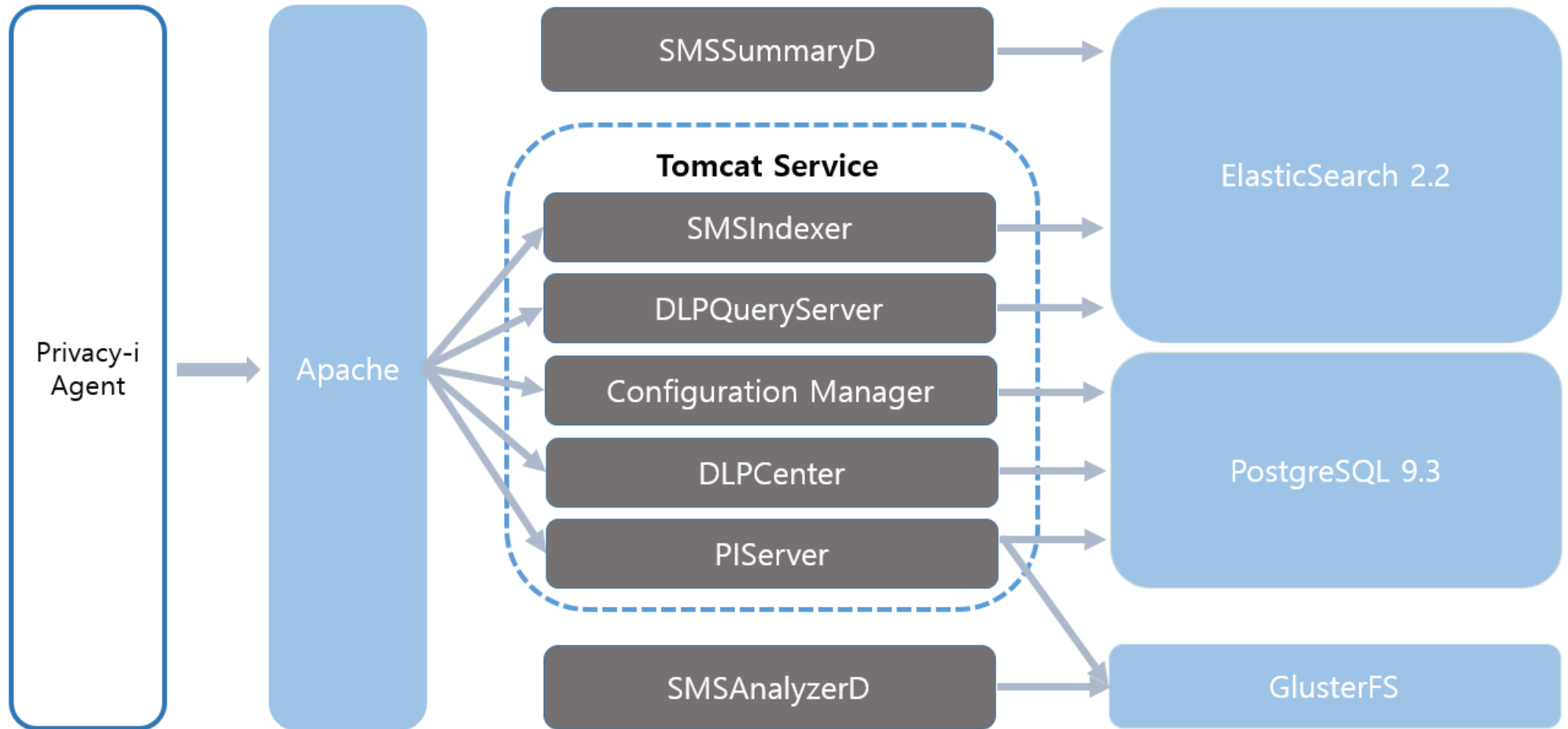
Please contact SOMANSA Support Team for additional questions and support.

Privacy-i

I. Service Introduction

I. Privacy-i Service Introduction

1. Privacy-i Service Architecture



1. Privacy-i Service Introduction

2. Privacy-i Service Introduction

Category	Contents
Configuration Manager	Web Services for basic Privacy-i configuration
DLPCenter	Web Service for Privacy-i Management such as statistics, log check, policy settings
PIServer	A Service that manages all events of Privacy-i Agent (Agent login, Policy Assignment, File Copy, Etc)
DLPQueryServer	Service to view logs in ElasticSearch
SMSIndexer	Service to store agent logs in ElasticSearch
SMSAnalyzerD	Services that analyzes file copies stored in GlusterFS
SMSSummaryD	Services that perform statistical work on data stored in ElasticSearch
ElasticSearch	File system that stores Agent's Data
GlusterFS	Services that store copies of files

Privacy-i

II. Troubleshooting Guide

II. Privacy-i Troubleshooting Guide

1. Log File Path for Services

Category	Path
CM	/somansa/cm/tomcat/logs/catalina.out
DLPCenter	/somansa/dlpcenter/tomcat/logs/catalina.out
PIServer	/somansa/privacyi/tomcat/logs/catalina.out
DLPQueryServer	/somansa/common/tomcat_queryserver/logs/catalina.out
SMSIndexer	/somansa/common/tomcat_indexer/logs/catalina.out
SMSAnalyzerD	/somansa/common/log/SMSAnalzyer.out
SMSSummaryD	/somansa/common/log/SMSSummary.out
ElasticSearch	/somansa/data/es_log/SMS_LogServer.log
GlusterFS	/var/log/glusterfs/somansa-data-gfs_data.log

II. Privacy-i Troubleshooting Guide

2. Incidents Pages doesn't display

- Primary Causes and Actions

- 1) DLPQueryServer does not operate or malfunctions

- Check error messages for DLPQueryServer

```
tail -f /somansa/common/tomcat_queryserver/logs/queryserver.log
```

- Service Stop and Start

```
/somansa/common/tomcat_queryserver/bin/shutdown.sh  
/somansa/common/tomcat_queryserver/bin/startup.sh
```

- Check process for DLPQueryServer

```
ps -ef |grep tomcat_queryserver
```

- 2) IP of DLPQueryServer configured at DLPCenter is not correct

- Check configuration file

```
vi /somansa/common/conf/DLPQueryServer.conf
```

- ip=https://DLPQueryServerIP check at configuration values.
- If the value is different, change the value and restart DLPCenter

II. Privacy-i Troubleshooting Guide

3-1 Reports Pages are not displayed

• Primary Causes and Actions

1) Check process execution(If successful, move to Step 5)

```
ps -ef |grep SMSSummaryD
```

2) Check crontab registration

```
*/10 * * * * /somansa/common/script/SMSSummaryD_check.sh >> /somansa/common/log/SMSSummaryD_Restart.log 2>&1
```

3) Process Execution

```
/somansa/common/script/SMSSummaryD.sh start
```

4) Check Execution log

```
vi /somansa/common/log/SMSSummaryD.out
```

- Contact SOMANSA Support Team for error logs
- if no error logs found, restart SMSSummaryD

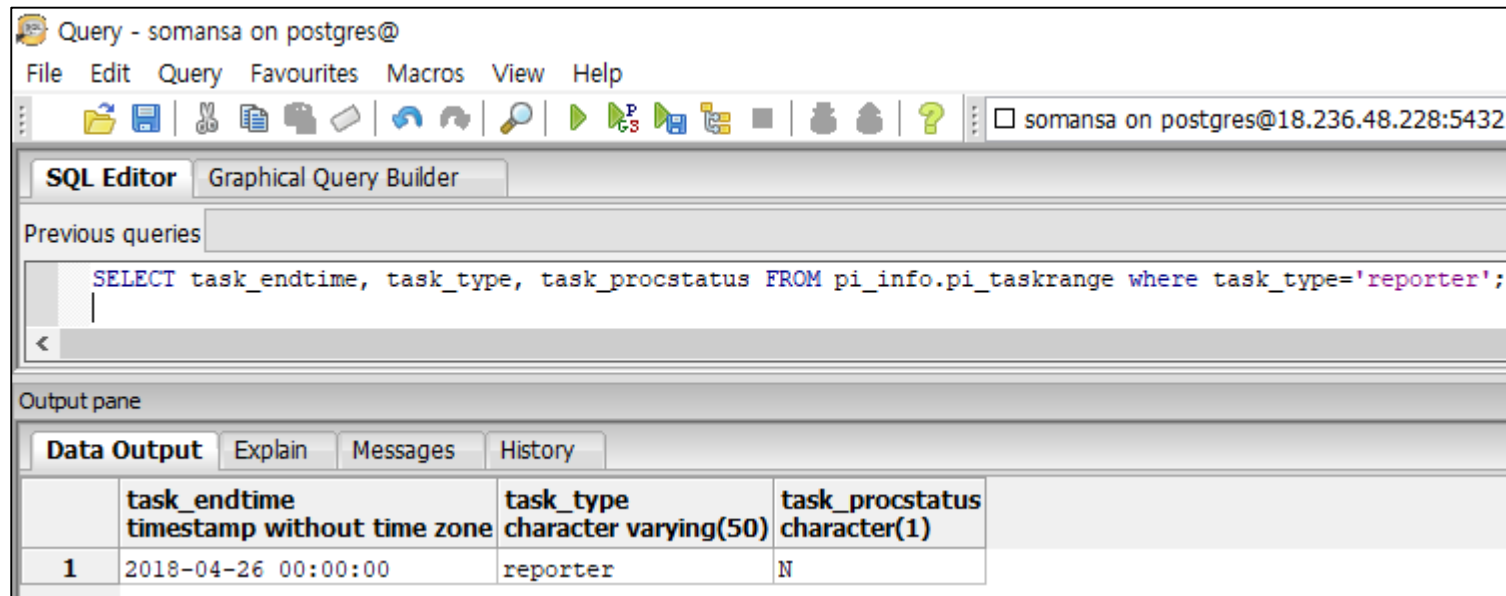
```
/somansa/common/script/SMSSummaryD.sh stop  
/somansa/common/script/SMSSummaryD.sh start
```

II. Privacy-i Troubleshooting Guide

3-2 Reports Pages are not displayed

- Primary Causes and Actions
 - 5) Check status of tasks of DB (PostgreSQL)
 - Execute the following query

```
SELECT task_endtime, task_type, task_procstatus FROM pi_info.pi_taskrange where task_type='reporter';
```



The screenshot shows a PostgreSQL query editor window titled "Query - somansa on postgres@". The window has a menu bar (File, Edit, Query, Favourites, Macros, View, Help) and a toolbar with various icons. The "SQL Editor" tab is active, showing the query: `SELECT task_endtime, task_type, task_procstatus FROM pi_info.pi_taskrange where task_type='reporter';`. Below the editor is the "Output pane" with tabs for "Data Output", "Explain", "Messages", and "History". The "Data Output" tab is selected, displaying the following table:

	task_endtime timestamp without time zone	task_type character varying(50)	task_procstatus character(1)
1	2018-04-26 00:00:00	reporter	N

- Task can't execute when the value of task_procstatus is N
- In this case, change the value of task_procstatus to Y and restart SMSSummaryD

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4-1 Can not analyze the information in the file copy

· Primary Causes and Actions

1) Check process execution (If successful, move to Step 5)

```
ps -ef |grep SMSAnalyzerD
```

2) Check crontab registration

```
*/10 * * * * /somansa/common/script/SMSAnalyzerD_check.sh >> /somansa/common/log/SMSAnalyzerD_Restart.log 2>&1
```

3) Process Execution

```
/somansa/common/script/SMSAnalyzerD.sh start
```

4) Check Execution log

```
vi /somansa/common/log/SMSAnalyzerD.out
```

- Contact SOMANSA Support Team when error logs exist
- if error logs not exist, restart SMSAnalyzerD

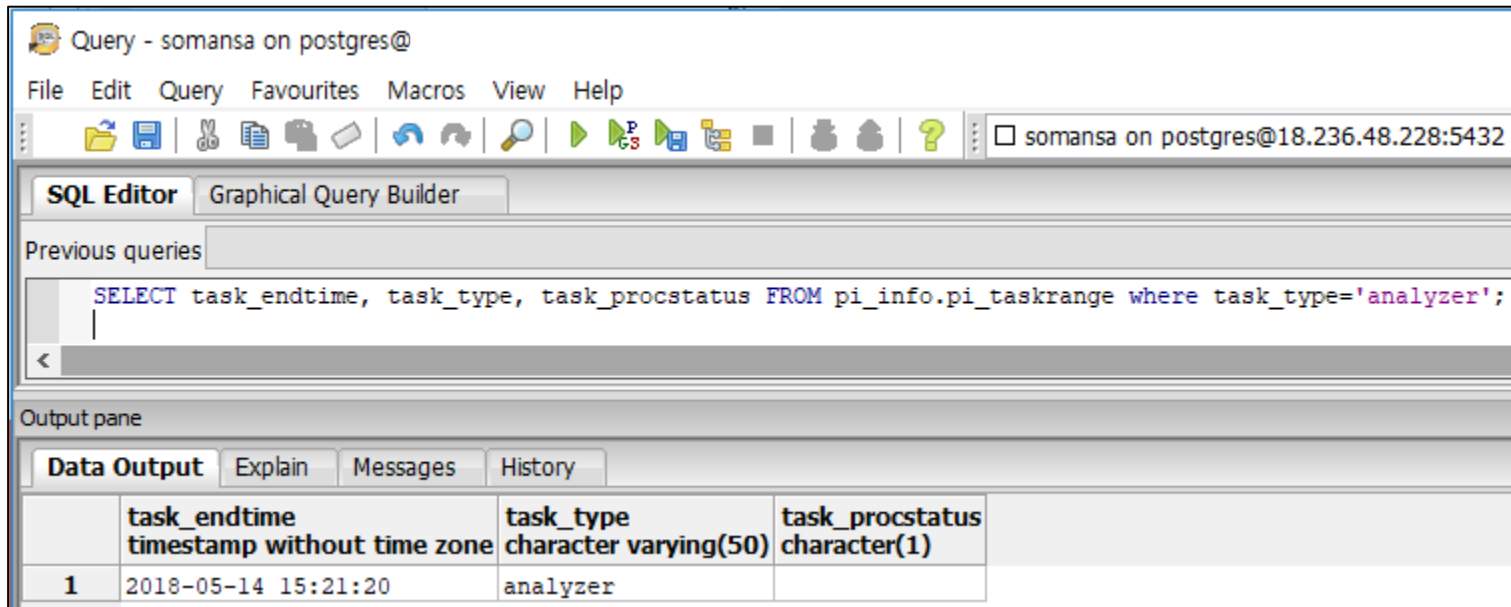
```
/somansa/common/script/SMSAnalyzerD.sh stop  
/somansa/common/script/SMSAnalyzerD.sh start
```

II. Privacy-i Troubleshooting Guide

4-2 Can not analyze the information in the file copy

- Primary Causes and Actions
- 5) Check status of tasks in DB (PostgreSQL)
 - Execute the following query

```
SELECT task_endtime, task_type, task_procstatus FROM pi_info.pi_taskrange WHERE task_type='analyzer';
```



The screenshot shows a PostgreSQL query editor window titled "Query - somansa on postgres@". The query editor contains the following SQL query:

```
SELECT task_endtime, task_type, task_procstatus FROM pi_info.pi_taskrange where task_type='analyzer';
```

The output pane shows the results of the query in a table format:

	task_endtime timestamp without time zone	task_type character varying(50)	task_procstatus character(1)
1	2018-05-14 15:21:20	analyzer	

- Task_endtime is the time when the pattern analysis has been completed (Updated every 5 seconds)
- Contact SOMANSA Support Team if the time doesn't change after the above measures have been taken

II. Privacy-i Troubleshooting Guide

5-1 The Log was Not Saved

- Primary Causes and Actions

- 1) ElasticSearch does not operate or malfunctions

- Check Process Execution

```
ps -ef | grep elasticsearch
```

- If the process does not exist, execute Elasticsearch

```
service elasticsearch start
```

- Check logs if execution fails

```
tail -f /somansa/data/es_log/SMS_LogServer.log
```

- 2) SMSIndexer does not operate or malfunctions

- Check Process Execution

```
ps -ef | grep tomcat_indexer
```

- If the process does not exist, execute SMSIndexer

```
/somansa/common/tomcat_indexer/bin/startup.sh
```

- Check log when execution fails

```
tail -f /somansa/common/tomcat_indexer/logs/catalina.out
```

II. Privacy-i Troubleshooting Guide

5-2 The Log was Not Saved

- Primary Causes and Actions

3) There are many files created in /somansa/temp_index path when log save fails

- Save Failed files can be saved in ElasticSearch

- Use the following command to save in ElasticSearch

```
java -classpath /somansa/common/bin/SMSIndexerRemainFiles.jar com.somansa.smsindexer.main.Main 3 0 24 "/somansa/temp_index"
```

- If you don't have the SMSIndexerRemainFiles.jar file in the /Somansa/common/bin/ path on Server, please contact the SOMANSA Support Team

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6. GlusterFS Volume Creation Failed

- Primary Causes and Actions

- 1) The Firewall may be blocking required ports

- Check port 49152 to 49156 is allowed in the firewall settings

- 2) The brick you are trying to connect to is incorrectly connected to another volume.

- The following error occurs when creating a volume

```
failed: Brick: 192.168.208.241:/somansa/data/gfs_brick1 not available. Brick may be containing or be contained by an existing brick
```

- If an error message appears, execute `/hyboost/init/gfs.init.sh` to initialize.

- If the file was executed, the saved file was deleted, so it is not responsible for the lost file.

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7. Attached file downloaded as 0KB

- Primary Causes and Actions

- 1) GlusterFS on the server is unmounted

- Check the port 49152 to 49156 is allowed in the firewall settings

```
mount -t glusterfs HOSTNAME:/gfs_volume/somansa/data/gfs_dat
```

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8. Indexer Service behaves abnormally

- Primary Causes and Actions

- 1) Occurs when two Indexer services are running

- Check SMSIndexer log

```
tail -f /somansa/common/tomcat_indexer/logs/catalina.out
```

- Continually check if the getConnection() error log is occurring
- Check the process to see if two indexers are running

```
ps -ef |grep tomcat_indexer
```

- Check the two indexer PIDs and perform forced termination

```
kill -9 [PID]
```

- Restart the indexer service

```
/somansa/common/tomcat_indexer/bin/startup.sh
```

- 2) Error when restarting Indexer service

(java.net.BindException: Address is already in use <null>:8700 error)

- Repeat Step 1

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9. Incidents are not logged when selected as Top Level Department

- Primary Causes and Actions

- 1) Error occurs when the number of query conditions exceed 1024

- Add the line below in the `/etc/elasticsearch/elasticsearch.yml` file and restart ElasticSearch

```
index.query.bool.max_clause_count: 4096
```

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10. Web page doesn't open when approval requested

- Primary Causes and Actions

1) For Windows 10

- May occur if the default web app in the app settings is not set to Internet Explorer

