



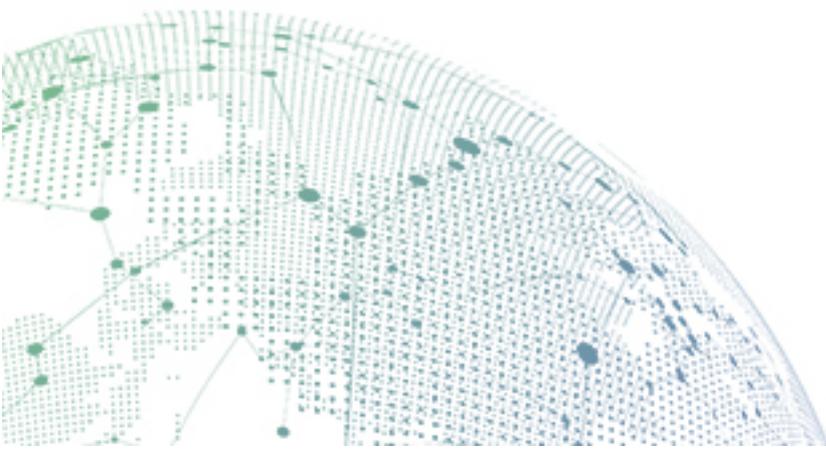
SANGFOR



IAM

Report Center Troubleshooting Guide

Version 12.0.13



Change Log

Date	Change Description
Oct 22, 2018	Version 12.0.13 document release.

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Chapter 1 Applicable Environment

Customer report center module and face some common issue, this document is to assist on problem solving.

Chapter 2 Related program of Data Center

Actrace: Source of logs generate, record most of the logs, include URL, posting, email, non-encrypted chat content, non-categorized application and etc.

Fluxlogd: Source of logs generate, record bandwidth logs.

Datasync: External report center SYNC program.

Ldb_demon: Service that audit other service functionality, if one service is not enable, this program will enable the program: If service is stuck, this service will kill it and restart the service.

Ldb_mapreduce: Multiple similar service is running, differentiate through port number, example 804 and etc; This is an index service, responsible to statistical task, searching task, reporting task, responsible to execute a job.

Ldb_master: Responsible to generate midtable or index file service, find task, after found the task, it will pass to ldb_mapreduce to execute the task.

Launch: Search in UI, send searching task.

Mdb_server: Server service, normally do not concern.

Actablecreator: Table creator tool

Attachlistcreator: Attachment list generator tools

Involve that problem of logs generate by backend when logs searching, concern on below service: ldb_master+ldb_mapreduce

Backend process able generate normally, frontend searching issue concern: launch+ldb_mapreduce

2.1 Introduction of Data Center table

A: Internet activities logs,post URL mail others

F:Traffic table

G:Group traffic

H:Website category-Protocol Dimension

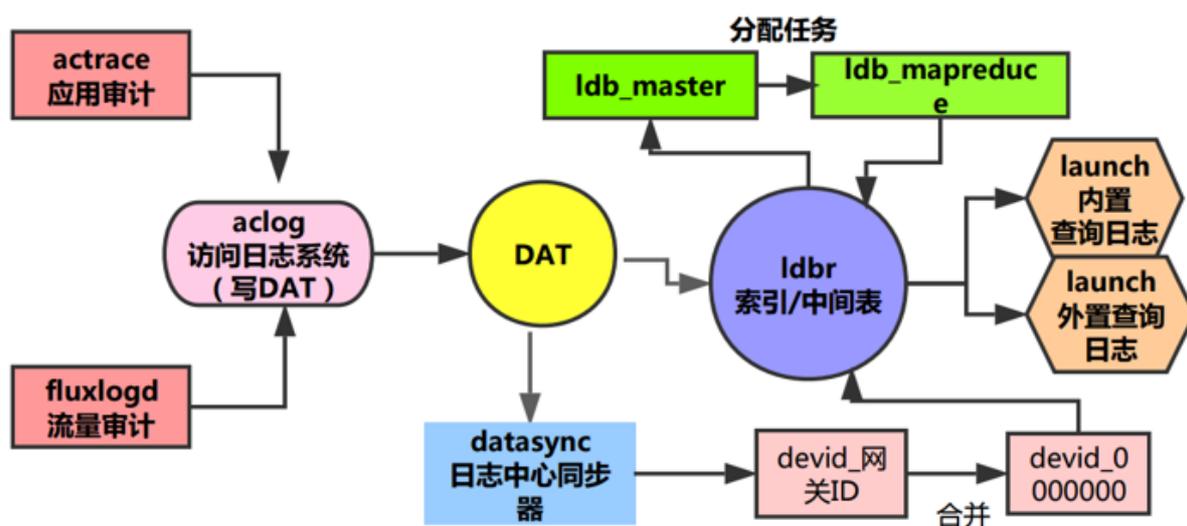
T:Duration

E:Domain Name Duration table

L:Domain Name traffic table

Y:Small table,Protable Endpoint,Anti Connection Sharing,login/logout and etc

2.2 Report Center Working Flow



Attention:IAM11 version above do not use mysql anymore, will use DAT as core.

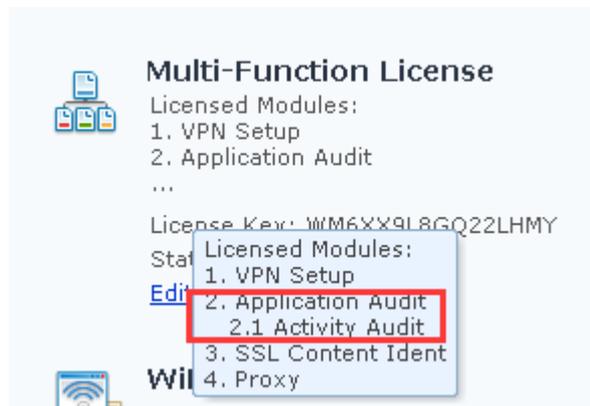
Chapter 3 Report Center Troubleshooting

3.1 Logs generate source program actrace, fluxlogd

Follow with the flow of above figure, if fail to find logs,Firstly check on the log generate source functionality, the actrace and fluxlogd service.

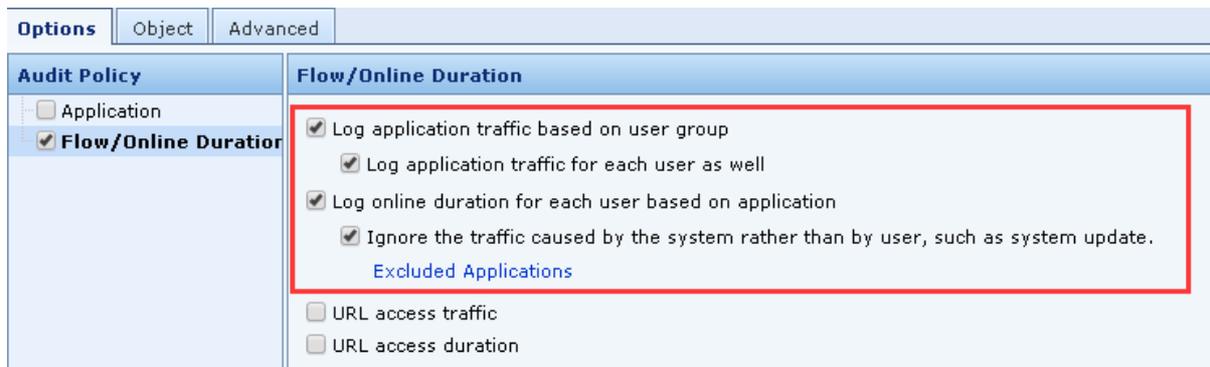
Troubleshooting Steps:

- 1) Fail to search Internet behavior---Check whether the audit policy created.
- 2) Internet behavior able to audit but the content unable audit---Check on the device license key wheather enabled the function, as shown on picture below
- 3) Internet behaviour content able to audit,but the chat content fail to audit---check the license key wheather the Activity Audit enabled.



- 4) Traffic audit fail, check whether the Flow/Online Duration is enable, as show below:

Always have this issue:Data center dashboard do not have content,user traffic do not have content and etc, will need to enable below option.





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