Questions and Answers from the July 2010 Webinar: **Troubleshooting and Debugging Issues for V-Series v7.5**

Question:	**Answer:**
From the standpoint of system resources, is it safe to run TCPDump during full production?	Yes, it is perfectly safe to run Tcpdump in a full live production. For ease of use try to think what you are trying to capture/debug and create an expression to try and capture this so you don't end up with a very large capture file.
Are most of the tcpdump commands available in that pull down menu?	Provided through the V series toolbox we have provided two commands. Tcpdump outputting to a text file and tcpdump –w which outputs to a pre-defined output file.
Are the 169 addresses always the same?	Yes the addresses are always the same. Eg: Internal IP for Websense content gateway is 169.254.254.1 and for the filtering module this is 169.254.254.3.
How can I enable the debug?	This is detailed in the slides/presentation
Where is it possible to locate the list of error codes - e.g. the meaning of 2240 for NTLM debug?	A full list of error codes can be found on the internet such as sites like: http://searchenterprisedesktop.techtarget.com/sDefinition/0,,sid192_gci990463,00.html# Example shown in the presentation was error code 2240 which from the site shows as: "The user is not allowed to log on from this workstation."
How can I do those debugs from WCG machine? I don't have an appliance.	You can perform the Debugs also if you have a standalone WCG proxy. The process is the same but by running the commands manually: /opt/WCG/bin/content_line –s proxy.config.diags.debug.tags –v wtg_txn.* /opt/WCG/bin/content_line –s proxy.config.diags.debug.enabled –v 1 /opt/WCG/bin/content_line –x
What could be the reason for a very slow "Toolbox", more then 30 Seconds?	We have not experienced any problems with slowness of the toolbox in our testing therefore this maybe something for you to raise a case with support regarding so that we can look into this.
extended.log be directed to a syslog server?	Unfortunately, the extended.log cannot be directed to a syslogserver however you can collate multiple WCG log files to a standalone collation server and a help guide on how to do this is provided in the WCG Help.
Are modified configuration files are reset to default if using "content_lin -s/-x) feature?	Once you apply the content_line –s command these lines are written to the file and will remain in the file for ever more. For example if the line already exists in the file then the command doesn't add a new line it just changes the value of the line in the config.
Where i can find the IP scheme of the V series?	Please refer to the slides from the presentation for the diagram showing the IP addressing structure.
Does debugging strains the V5000 resources? Can we run Debug from an external host?	The debugging should not affect performance on t he V5k, this depends on the load already going through the box. A debug such as http_hdrs.* on a heavily loaded box may cause performance issues so you need to be careful when you enable and what debugs you enable.
Does the toolbox exist for non-appliance Websense proxy	No the toolbox only exists for the V-series Websense appliance.

solutions?	
Will the debug capture all traffic or can it be filtered to a single IP?	You can look for specific IP address/ports. This all depends on the TCPdump expression that you use. For example if you want to look at a specific IP you can use the “host x.x.x.x” expression.
If I run debug, will the service of Websense stop?	No the services are not stopped during the debug process.
Are there ways to look at NTLM cache?	No there is not any way to view the NTLM cache. The only way to do this is to enable the NTLM debug and then to look at the NTLM cache messages in the debug.