Agent Troubleshooting / Device Not Reporting

There are a few different things to check. Please follow steps mentioned for Windows or *nix or MAC to learn more. Or, check BigFix grouping if the device is connecting but not showing in the expected group.
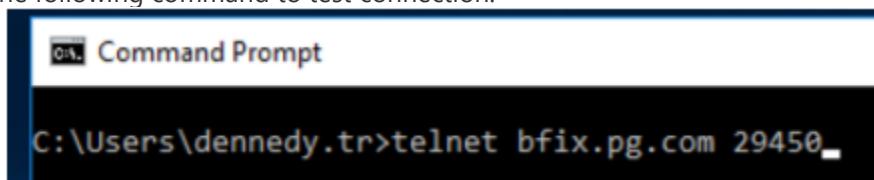
Windows

1) Check if BigFix agent is installed. Check Control Panel / Installed programs or apps for BigFix client or IBM BigFix client (older name)
2) Check if BigFix service is running from - **Services**. It should be listed as BES client and should be running.
3) Check for BigFix log files. These are usually located in C:\Program Files (x86)\BigFix Enterprise\BESClient__BESData__Global\Logs and there is a log for each day. Open the latest log file.

    i) For a successful connection to the corporate BigFix environment, search for the following in the log file. It should attempt registration with a server using port 29450. It should indicate "registered" with the server using port 29450.

    ```
    At 04:04:06 +0000 -
        RegisterOnce: Attempting secure registration with 'https://                          :29450/c
        Unrestricted mode
        Configuring listener without wake-on-lan
        Registered with url 'https://                                  :29450/cgi-bin/bfenterprise/clientregi
        Registration Server version 9.5.16.90 , Relay version 9.5.16.90
    ```

    ii) If you see a successful connection to a server using port 52311, then your device to connected to the PS Interstates BigFix and not the corporate BigFix. You'll need to consult with your IT/OT, Cybersecurity leader, or device solution provider to ensure your device is enrolled to the proper BigFix environment.

    iii) If you don't see a successful connection, then possibly a firewall issue is preventing your device from enrolling.

4) Confirm connectivity from the agent to the backend servers. BigFix has relays both internal and external to P&G, but the initial registration must always be internal. BigFix servers communicate to clients using TCP and UDP 29450. BigFix clients communicate to upstream servers using TCP 29450.

    Use the following command to test connection:

    ```
    Command Prompt

    C:\Users\dennedy.tr>telnet bfix.pg.com 29450_
    ```

If there is a firewall issue, you will see something like this (the port is changed in the command below to induce the error message):

If there is a good connection, you will see a blank screen. The server is waiting for a command. Use CTRL-C several times to close the connection.

Linux/ *nix

1. Check if BigFix agent is installed. - Use command "**rpm -qa**" which will list out all application installed or use "**rpm -q BESAgent**"

2. Check if BigFix service is running - Use the following command "service besclient status" to check status of Bigfix client on Linux device

3. Check for BigFix log files..... See [Windows log info](#) on diagnosing the logs for a good connection. - Linux client are usually located under **/var/opt/BESClient/__BESData/__Global/Logs**
To read logs run following command in terminal - **cat /var/opt/BESClient/__BESData/__Global/Logs/20200928.log**

4. Confirm connectivity from the agent to the backend servers. BigFix has relays both internal and external to P&G, but the initial registration must always be internal. BigFix servers communicate to clients using TCP and UDP 29450. BigFix clients communicate to upstream servers using TCP 29450.

Use ssh -v -p 29450 bfix.pg.com to check for connectivity from the client. You should see about 4 lines down "Connection established" if it is successful

```
[dennedy.tr@C02CD0JQMD6T ~ % ssh -v -p 29450 bfix.pg.com
OpenSSH_8.1p1, LibreSSL 2.7.3
debug1: Reading configuration data /etc/ssh/ssh_config
debug1: /etc/ssh/ssh_config line 47: Applying options for *
debug1: Connecting to bfix.pg.com port 29450.
debug1: Connection established.
debug1: identity file /Users/dennedy.tr/.ssh/id_rsa type -1
debug1: identity file /Users/dennedy.tr/.ssh/id_rsa-cert type -1
debug1: identity file /Users/dennedy.tr/.ssh/id_dsa type -1
debug1: identity file /Users/dennedy.tr/.ssh/id_dsa-cert type -1
debug1: identity file /Users/dennedy.tr/.ssh/id_ecdsa type -1
debug1: identity file /Users/dennedy.tr/.ssh/id_ecdsa-cert type -1
debug1: identity file /Users/dennedy.tr/.ssh/id_ed25519 type -1
debug1: identity file /Users/dennedy.tr/.ssh/id_ed25519-cert type -1
debug1: identity file /Users/dennedy.tr/.ssh/id_xmss type -1
debug1: identity file /Users/dennedy.tr/.ssh/id_xmss-cert type -1
debug1: Local version string SSH-2.0-OpenSSH_8.1
kex_exchange_identification: Connection closed by remote host
```

This is what is looks like if unsuccessful - timeout.

```
[dennedy.tr@C02CD0JQMD6T ~ % ssh -v -p 29451 bfix.pg.com
OpenSSH_8.1p1, LibreSSL 2.7.3
debug1: Reading configuration data /etc/ssh/ssh_config
debug1: /etc/ssh/ssh_config line 47: Applying options for *
debug1: Connecting to bfix.pg.com port 29451.
ssh: connect to host bfix.pg.com port 29451: Operation timed out
dennedy.tr@C02CD0JQMD6T ~ %
```

macOS

1. Check if BigFix agent is installed. Check Abbout this Mac > System Report > Software > Applications and look for BESAgent
2. Check if BigFix service is running. Open Activity Monitor and look for a process called BESAgent.
3. Check for BigFix log files. Open /Library/Application Support/BigFix/BESAgent/__BESData/__Global/Logs. See Windows log info on diagnosing the logs for a good connection.
4. Confirm connectivity from the agent to the backend servers. BigFix has relays both internal and external to P&G, but the initial registration must always be internal. BigFix servers communicate to clients using TCP and UDP 29450. BigFix clients communicate to upstream servers using TCP 29450.

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debug1: identity file /Users/dennedy.tr/.ssh/id_ecdsa type -1
debug1: identity file /Users/dennedy.tr/.ssh/id_ecdsa-cert type -1
debug1: identity file /Users/dennedy.tr/.ssh/id_ed25519 type -1
debug1: identity file /Users/dennedy.tr/.ssh/id_ed25519-cert type -1
debug1: identity file /Users/dennedy.tr/.ssh/id_xmss type -1
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```

BigFix Grouping Issue

If the device appears to be connecting to the right BigFix environment, but isn't visible or showing in an integrated application then the issue likely has to do with grouping and persmissions within BigFix. Since the corporate BigFix environment is shared with different groups managing different devices (servers, laptops, macs, etc.). Devices are expected to have certain standard technical criteria in order to be automatically grouped into the right way. BigFix operators can check the group, GLO - Nongrouped and see if a device is appearing there instead of their normal group. Contact your group operators to make sure the device meets the expected standards or open a request ticket with P&G_ITS_Computing_BIGFIX_Ops to get help on assigning the proper group.