Bit9 Security Platform
Diagnostic File Transfer

December 2015

Introduction

The Bit9 Security Platform has a feature called Diagnostic File Transfer. This feature simplifies the process of providing diagnostic data to Bit9 support personnel during issue investigation. Prior to this feature, the process of generating and then sending diagnostic information was a manual and time-consuming process. Enabling Diagnostic File Transfers automates this process by giving Bit9 support personnel direct access to diagnostic files during issue investigation.

Data Collection

Diagnostic File Transfer provides Bit9 support personnel with access to data often requested when investigating product and performance issues. This data is comprised of the following:

1. Agent Diagnostic Files

   A Bit9 Administrator can initiate collection of agent diagnostic files from the console. These files are listed in the Bit9 console under *Tools -> Requested Files -> Diagnostic Files.* Bit9 personnel are **not** able to generate these files. Bit9 support personnel can then access these files to transfer for analysis.

   Log files are placed in the Bit9\Server\Support folder on the Bit9 server. Any additional files placed in this folder will also be accessible to Bit9.

2. Snapshot of the Bit9 Platform Server Logs

   During issue investigation, Bit9 support personnel can initiate a snapshot and transfer of the following Bit9 server logs:

   - Server
   - Reporter
   - Console
   - Connector

3. Database expensive query trace (On Demand)

   This is used by Bit9 support personnel when working on support cases related to DB performance and allows them to initiate a timed trace of Expensive SQL Queries in the Bit9 DB.

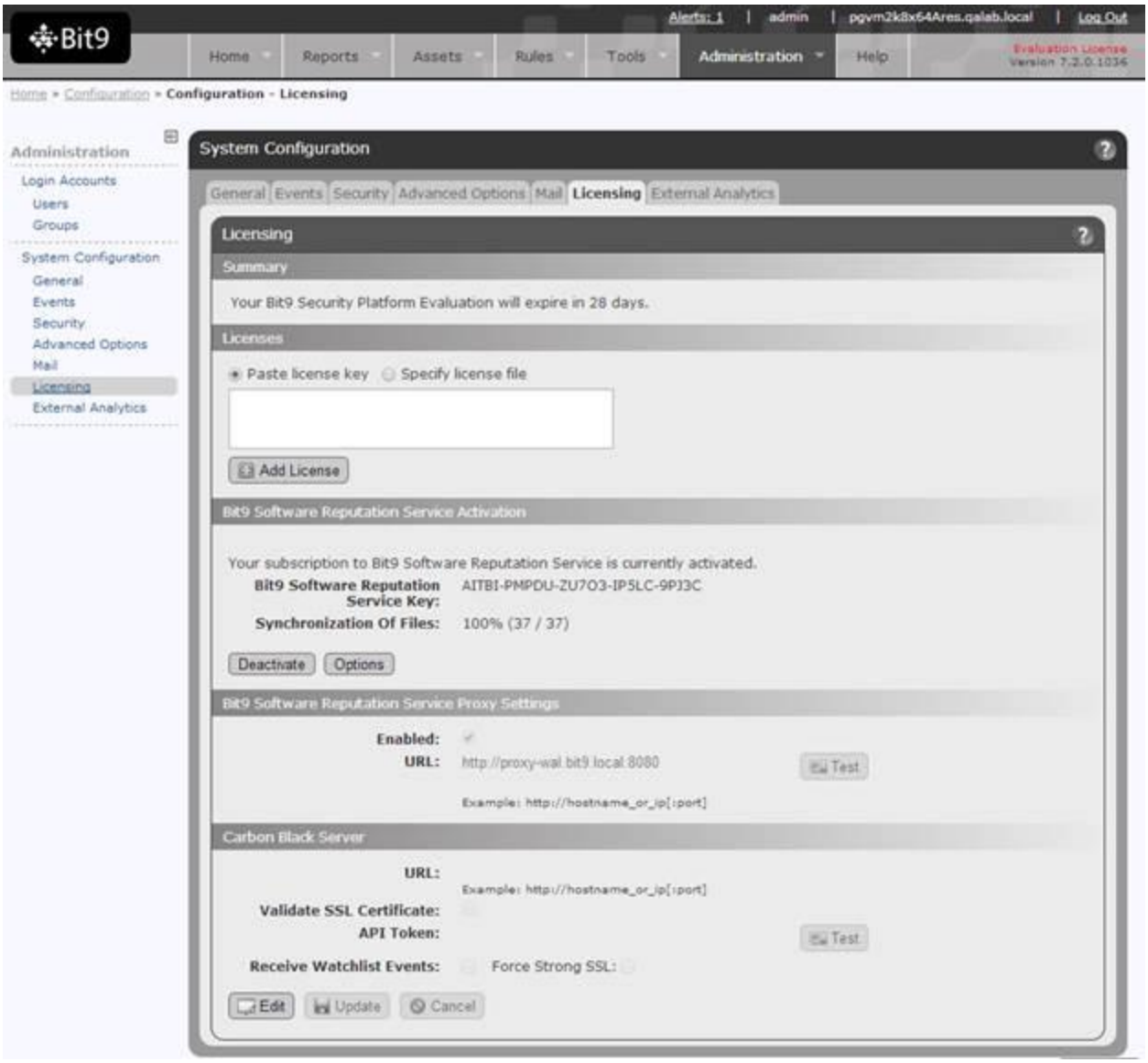
Actions Enabled

When the option for Diagnostic File Transfer is checked, it allows Bit9 Support personnel to:

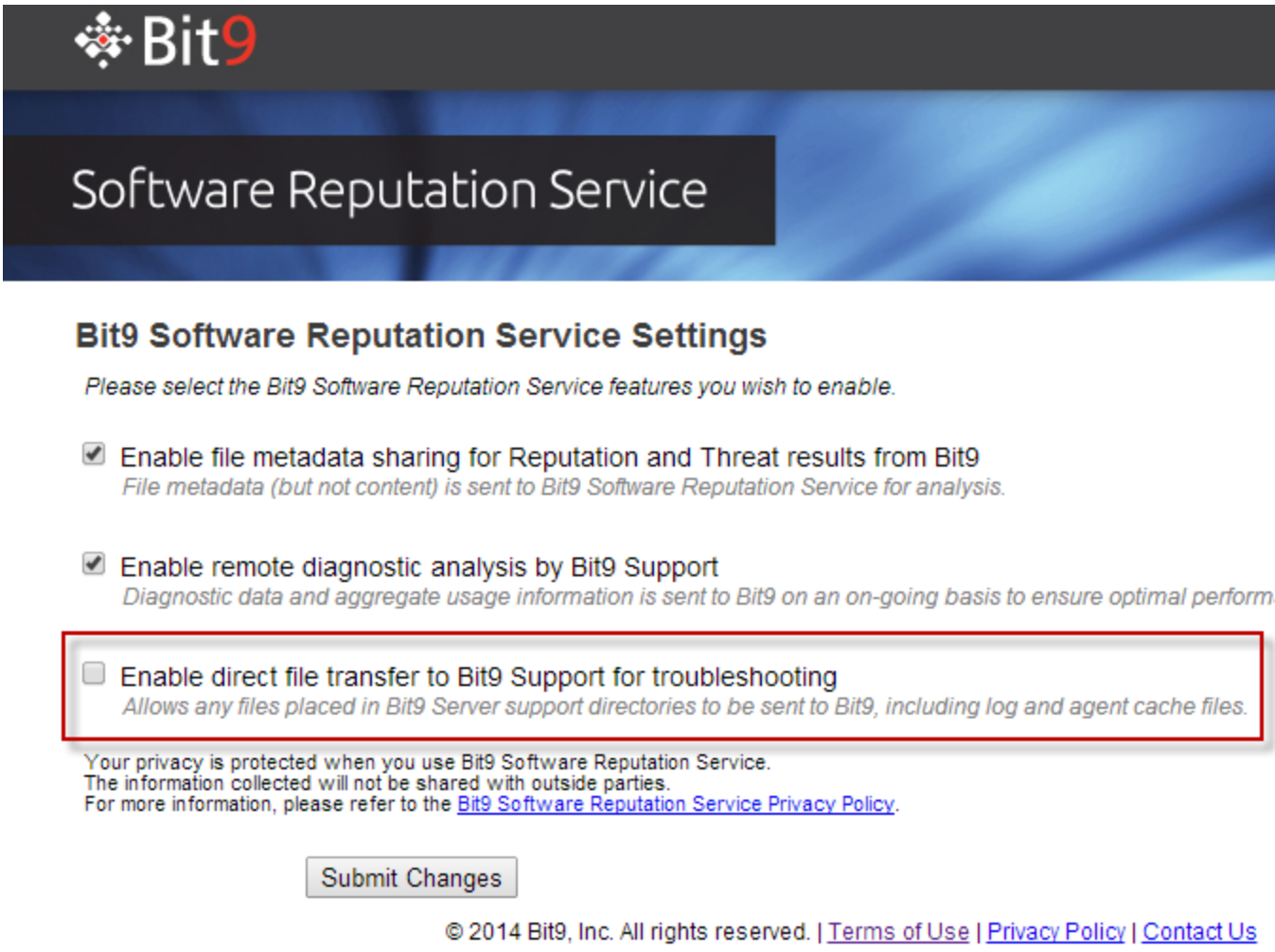
1. View and transfer files listed in the *Tools -> Requested Files -> Diagnostic Files* tab in the Bit9 console
2. Initiate a snapshot of the Bit9 Platform server logs (Server, Reporter, Console, Connector) and transfer the files
3. Initiate a timed trace of Expensive SQL Queries in the DB

How to enable Diagnostic File Uploads?

1. In the Console UI Go to *Administration -> System Configuration -> Licensing*



2. In the Bit9 Software Reputation Service Activation, section click on *Options*.



3. Click on *Enable direct file transfer to Bit9 Support for troubleshooting*.
4. Click *Submit Changes* button

Benefits

Why should you enable this feature?

- Minimize time involved to resolve support issues
- Reduce your workload if you need help from support