

StoneGate Firewall / StoneGate IPS

How to run sginfo script

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What is sginfo

Sginfo script is a tool, which gathers information from Stonegate environment to a compressed file. Information is needed for troubleshooting when requesting support from Stonesoft.

The info script is included by default in the all Stonegate engines and management/log server distribution.

Gather sginfo package for StoneGate Firewall

Preparations:

Because the engine configuration files are encrypted by default, the configuration encryption needs to be turned off and security policy reinstalled to the firewalls, before the script is executed in the firewall engines.

In order to do so, open Stonegate Administration client and Stonegate Monitoring Window. Choose a firewall object with mouse's right button and choose "Properties..." from the popup menu. Uncheck "Encrypt configuration data" from the checkbox under firewall properties "Advanced settings" tab. Save the configuration changes by exiting from the window with "OK" button. Reinstall the current security policy to take new settings affect.

Running the script:

With SMC 3.5 and FW 3.0 and later

Right-click on the firewall(cluster) element, select Commands ==> Get sgInfo and define the location for the file.

With SMC versions prior to 3.5 and FW versions prior to 3.0

Because the location of Sginfo script is listed in system PATH environment variable, the script can be executed in any directory of firewall engine. The output of the script will be generated in a compressed tar packet under /data/home/root/ directory.

The output file is named: [hostname].[date]-[time].tar.gz

For example:

node1.20030428-163644.tar.gz

Gather sginfo package for StoneGate IPS

Running the script:

Because the location of Sginfo script is listed in system PATH environment variable, the script can be executed in any directory of IPS engine. The output of the script will be generated in a compressed tar packet under /data/home/root/ directory. Starting from IPS 1.2.0 engine version the output directory will be /spool/.

The output file is named: [hostname].[date]-[time].tar.gz

Gather sginfo package for StoneGate Management and Log Server

Script location:

Solaris/Linux
/bin/sgInfo.sh
Windows NT
\\bin\\sgInfo.bat

Running the script:

Execute the script in the original location. The output of the script will be generated by default in user's home directory.

For example in Windows 2000:

C:\documents settings\administrator\

The output file is named: sginfo_mgt_[date]_N.zip
Where N is unique sequence number.