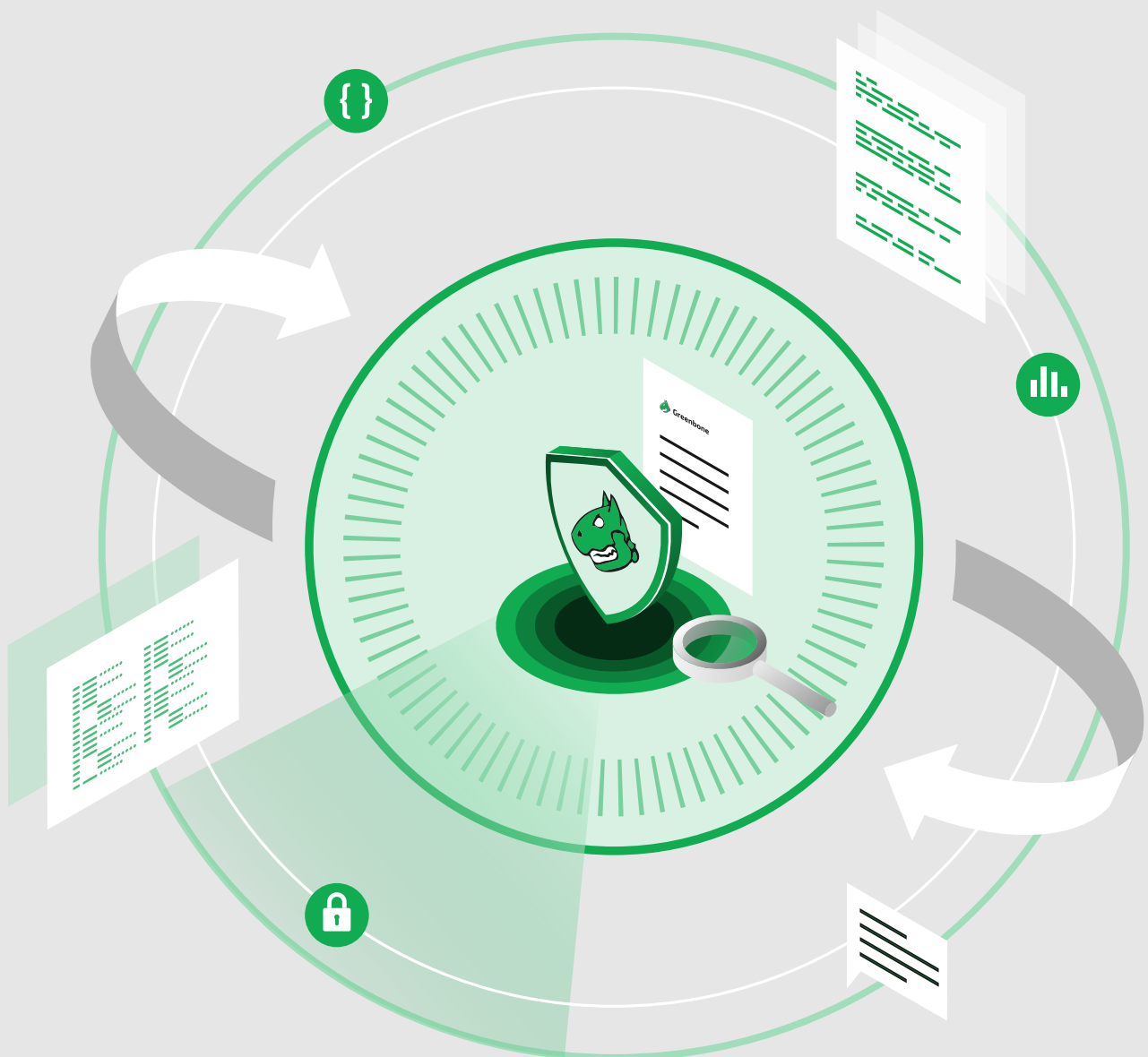




**Greenbone**

# Greenbone Support Package

Documentation for Greenbone OS 21.04



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## About this Document

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This technical documentation describes the contents of the Greenbone Support Package as created by Greenbone OS version 21.04.

Such packages collect various information about the system state and system logs and are meant to help the Greenbone Enterprise Support team or even the Greenbone development teams to troubleshoot a problem.

The Greenbone Support Package can be created via the GOS administration as described in the manual: <https://docs.greenbone.net/GSM-Manual/gos-21.04/en/managing-gos.html#generating-and-downloading-a-support-package>

The created package is a ZIP archive file that at user's option is either encrypted with the public GPG key owned by the Greenbone Enterprise Support or it is unencrypted for the user to review and strip-down prior to a submission to Greenbone Enterprise Support.

This documentation describes the content of the zip archive files and provides hints on where to find which type of information. It is the user's choice or customer's policy which pieces of information are regarded sensible and thus removed or anonymized.

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### Environment-Specific Information

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Most parts from the journal log and the status of any services are in the Greenbone Support Package. Some logs may contain information specific to the customer environment like IP addresses:

**Passwords:**

No passwords are included in the support package.

**IP and/or MAC addresses may occur in the following files:**

- gos-network-manager/dhcp/\*
- gos-network-manager/dnsmasq.conf
- gos-network-manager/dnsmasq.d/\*
- gos-network-manager/gos-network-manager-journal (e.g., DHCP messages)
- gos-network-manager/gos-network-manager-systemctl (e.g., DHCP messages)
- gsm-backup/ssh\_known\_host
- gsm-feed (IP addresses about ftp server)
- gsm-greenbone-security-assistant/greenbone-security-assistant-journal (login attempts)
- gsm-greenbone-security-assistant/greenbone-security-assistant-systemctl (login attempts)
- gsm-greenbone-vulnerability-manager/gvmd-journal (scan targets)
- gsm-greenbone-vulnerability-manager/gvmd-systemctl (scan targets)
- gsm-logging/auth.log (login attempts)
- gsm-logging/gsmlog
- gsm-master/ssh\_config (sensor IP addresses)
- gsm-master/sensor\_ports.tsv (sensor ports with IP addresses)
- gsm-master/check\_protocols-journal (failed sensor IP addresses)
- gsm-network/interfaces
- gsm-network/interfaces.d/\*



gsm-network/networking-journal (e.g., DHCP messages)  
gsm-network/networking-systemctl (e.g., DHCP messages)  
gsm-network/resolv.conf  
gsm-network-namespaces/interfaces  
gsm-network-namespaces/resolv.conf  
gsm-openvas/openvas-journal (scan targets)  
gsm-sshd/ssh-journal (login attempts)  
gsm-timesyncd (IP addresses about timeserver)  
gsm-vpn/gsm-openvpn-client@\*-journal  
gsm-vpn/gsm-openvpn-client@\*-systemctl  
gsm-webserver-config/error.log (IP addresses of devices connectig to GSA/Pheme)  
ospd-openvas/ospd-openvas-journal (scan targets)  
ospd-openvas/ospd-openvas-systemctl (scan targets)

**Commands executed as admin user:**

gsm-cli-admin/.bash\_history

**Commands executed as root user:**

gsm-cli-admin/root-command-journal  
gsm-cli-admin/sudo-journal

**Commands executed as postgres user:**

gsm-greenbone-vulnerability-manager/gvmd\_psql\_history  
gsm-greenbone-vulnerability-manager/postgres\_bash\_history  
gsm-greenbone-vulnerability-manager/postgres\_psql\_history

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## Content of the Greenbone Support Package

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The following list shows the contents of each folder in the package. The folders correspond to the respective modules and the modules are in alphabetical order. There are up to five sections for a module:

- Files: the files that are copied 1:1 into the package.
- Journal: excerpt from the journal log for the module. The applied filter command is provided.
- Service status: the status of a service at the time the package was created.
- Command output: the executed shell commands whose output is redirected into the file `commands.txt`.
- Included information: description text about the nature and topic of the contents.

For a better understanding, all commands used for gathering information are provided as well.

All files directly copied into the support package are also listed here:

- Service status
  - `systemctl_overview.txt` (command: `systemctl`)
- Included information
  - Global overview of all system services.

### 3.1 gos-ansible

- Files
  - `/var/log/gos-ansible.log`
  - `/var/log/gos-ansible.oldlogs/*`
- Included information
  - Status of configuration files and processes



## 3.2 gos-network-manager

- Files
  - /etc/dhcp/\*
  - /etc/dnsmasq.conf
  - /etc/dnsmasq.d/\*
- Journal
  - gos-network-manager-journal (command: `journalctl --output=json SYSLOG_IDENTIFIER=gos-network-manager`)
- Service status
  - gos-network-manager-systemctl (command: `systemctl -l status gos-network-manager`)
- Command output
  - `gos-network-manager --dry-run`
- Included information
  - GOS Network status
  - DHCP configuration
  - DNS configuration

## 3.3 gos-state-manager

- Journal
  - state\_migration-journal (command: `journalctl --output=json SYSLOG_IDENTIFIER=state_migration`)
- Command output
  - `gos-state-manager dump beautify`
- Included information
  - Logs about migration (result message)
  - Selected GOS state values are written to `commands.txt`. **By default, any sensitive data is filtered out.** To include more (potentially helpful) data the GOS state `support_package_policy` may be set via admin shell with:  

```
set support_package_policy [strict|moderate|complete] && save
```

The default is `strict`.
    - strict:** like moderate but also exclude network information like IP addresses, host names
    - moderate:** exclude sensitive data like user names, passwords, keys
    - complete:** will contain all variables





## 3.4 greenbone-sourcefire-connector

- Journal
  - greenbone-sourcefire-connector-journal (command: `journalctl --output=json SYSLOG_IDENTIFIER=greenbone-sourcefire-connector`)

## 3.5 greenbone-verinice-connector

- Journal
  - verinice-connector-journal (command: `journalctl --output=json SYSLOG_IDENTIFIER=verinice-connector`)

## 3.6 greenbone-vfire-connector

- Journal
  - vfire-connector-journal (command: `journalctl --output=json SYSLOG_IDENTIFIER=vfire-connector`)

## 3.7 gsm-backup

- Files
  - `/etc/obnam.conf`
  - `/etc/cron.daily/10-gsm-backup`
  - `/var/lib/gsm-backup/ssh_known_host`
- Journal
  - gsm-backup-journal (command: `journalctl --output=json SYSLOG_IDENTIFIER=gsm-backup`)
  - gsm-restore-journal (command: `journalctl -output=json SYSLOG_IDENTIFIER=gsm-restore`)
  - usb-backup-journal (command: `journalctl -output=json SYSLOG_IDENTIFIER=usb-backup`)
  - usb-restore-journal (command: `journalctl -output=json SYSLOG_IDENTIFIER=usb-restore`)
  - obnam-journal (command: `journalctl -output=json SYSLOG_IDENTIFIER=obnam`)
  - gos-restic-journal (command: `journalctl -output=json SYSLOG_IDENTIFIER=gos-restic`)
- Command output
  - `gos-restic -q -q check --check-unused`
  - `gos-restic -q -q check`
  - `gos-restic -q -q snapshots | tail -1`
  - `gos-restic -q -q stats --mode raw-data -v`
  - `gos-restic -q -q stats latest --mode raw-data -v`
- Included information
  - Timestamps of started and finished backup services



- List of files to backup
- Backup repository configuration and statistics

### 3.8 gsm-beaming

- Journal
  - beaming-backup-journal (command: `journalctl --output=json SYSLOG_IDENTIFIER=beaming-backup`)
  - beaming-restore-journal (command: `journalctl --output=json SYSLOG_IDENTIFIER=beaming-restore`)
- Included information
  - Logs for beaming images that were created/imported on the GSM

### 3.9 gsm-cli-admin

- Files
  - `/home/admin/.bash_history` (saved as 'admin\_bash\_history')
- Journal
  - `pyspatch-journal` (command: `journalctl --output=json SYSLOG_IDENTIFIER=pyspatch`)
  - `root-command-journal` (command: `journalctl --output=json SYSLOG_IDENTIFIER=root-command`)
  - `sudo-journal` (command: `journalctl --output=json SYSLOG_IDENTIFIER=sudo`)



- Included information
  - All commands executed as admin user
  - All commands executed as root user
  - Actions done in GOS menu
  - Selfcheck results

### 3.10 gsm-debug (optional)

- Journal
  - rasdaemon-journal (command: `journalctl --output=json SYSLOG_IDENTIFIER=rasdaemon`)
  - smartd-journal (command: `journalctl --output=json SYSLOG_IDENTIFIER=smartd`)
- Command output
  - `ras-mc-ctl --summary`
  - `ras-mc-ctl --errors`
- Included information
  - RAS/MCE events to identify hardware problems
  - SMART info about HDD health status

### 3.11 gsm-feed

- Files
  - `/opt/greenbone/feed/plugins/plugin_feed_info.inc`
  - `/opt/greenbone/valuable/system/gsm-feed/gsf-access-key` (first line only)
  - `/opt/greenbone/valuable/system/gsm-feed/known_hosts`
- Journal
  - `feed_check-journal` (command: `journalctl --output=json SYSLOG_IDENTIFIER=feed_check`)
  - `greenbone-feed-sync-journal` (command: `journalctl --output=json SYSLOG_IDENTIFIER=greenbone-feed-sync`)
  - `FTP-Airgap-journal` (command: `journalctl --output=json SYSLOG_IDENTIFIER=FTP-Airgap`)
  - `airgap_usb-journal` (command: `journalctl --output=json -u airgap_usb`)
- Command output
  - `find /opt/greenbone/feed/plugins/ -iname "*nasl" | wc -l`
- Included information
  - Timestamps of `feed_check`
  - Feed info (name, home, vendor)
  - Plug-in info (set, feed)
  - List of known feed servers and their fingerprints
  - VT count



## 3.12 gsm-flash

- Journal
  - greenbone-flash-sync-journal (command: `journalctl --output=json SYSLOG_IDENTIFIER=greenbone-flash-sync`)
  - gsm-flash-journal (command: `journalctl --output=json SYSLOG_IDENTIFIER=gsm-flash`)
- Included information
  - Flash feed download information
  - Flash image existence
  - Flashing status
  - Error messages if something failed

## 3.13 gsm-greenbone-security-assistant

- Files
  - `/etc/command-wrapper/greenbone-security-assistant.conf`
  - `/etc/gvm/gsad_log.conf`
- Journal
  - greenbone-security-assistant-journal (command: `journalctl --output=json -u greenbone-security-assistant`)
- Service status
  - greenbone-security-assistant-systemctl (command: `systemctl -l status greenbone-security-assistant`)
- Included information
  - Timestamps about start/stop of service
  - Error messages
  - Authentication logs with user name and IP address
  - Status of tasks

## 3.14 gsm-greenbone-vulnerability-manager

- Files
  - `/etc/gvm/gvmd_log.conf`
  - `/etc/command-wrapper/greenbone-vulnerability-manager.conf`
  - `/run/gvmd/.psql_history` (saved as 'gvmd\_psql\_history')
  - `/var/lib/postgresql/.bash_history` (saved as 'postgres\_bash\_history')
  - `/var/lib/postgresql/.psql_history` (saved as 'postgres\_psql\_history')
- Journal
  - gvmd-journal (command: `journalctl --output=json SYSLOG_IDENTIFIER=gvmd`)



- greenbone-scapedata-sync-journal (command: journalctl --output=json SYSLOG\_IDENTIFIER=greenbone-scapedata-sync)
- greenbone-certdata-sync-journal (command: journalctl --output=json SYSLOG\_IDENTIFIER=greenbone-certdata-sync)
- postgres-journal (command: journalctl --output=json SYSLOG\_IDENTIFIER=postgres)
- Service status
  - gvmd-systemctl (command: systemctl -l status gvmd)
  - postgresql-systemctl (command: systemctl -l status postgresql)
- Command output
  - sudo -Hiu postgres -H -- psql -d tasks -c "
 

```
SELECT \*, pg_size_pretty(total_bytes) AS total
      , pg_size_pretty(index_bytes) AS INDEX
      , pg_size_pretty(toast_bytes) AS toast
      , pg_size_pretty(table_bytes) AS TABLE
FROM (
  SELECT \*, total_bytes-index_bytes-COALESCE(toast_bytes,0)
  AS table_bytes
  FROM (
    SELECT c.oid,nspname AS table_schema, relname AS TABLE_NAME
      , c.reltuples AS row_estimate
      , pg_total_relation_size(c.oid) AS total_bytes
      , pg_indexes_size(c.oid) AS index_bytes
      , pg_total_relation_size(reltoastrelid) AS toast_bytes
    FROM pg_class c
    LEFT JOIN pg_namespace n ON n.oid = c.relnamespace
    WHERE relkind = 'r'
      ) a
    ) a
  ORDER BY table_bytes DESC;"
```
  - sudo -Hiu postgres -H -- psql -d gvmd -c 'select \* from pg\_stat\_all\_tables;'
  - sudo -Hiu postgres -H -- psql -d gvmd -c "SELECT COUNT(\*) FROM nvts;"
- Included information
  - Manager configuration
  - Database logging (failed queries)
  - Manager logging (migration)
  - Postgres
    - \* Size of tables
    - \* Dead tuples



- \* Last vacuum
- \* VT count
- \* PSQL Command line history

### 3.15 gsm-grub

- Files
  - /etc/default/grub
  - /proc/cmdline
- Command output
  - `efibootmgr -v`
- Included information
  - Boot entries
  - Kernel boot parameters

### 3.16 gsm-hardware

- Command output
  - `dmidecode`
- Included information
  - Description of the system's hardware components

### 3.17 gsm-info

- Files
  - /etc/gsm\_type
  - /etc/gsm\_name
- Included information
  - Generic appliance product type
  - Individual brand of this machine (if applicable)

### 3.18 gsm-integrity-check

- Files
  - /usr/share/gsm-integrity-check/results/baseline/\*
  - /usr/share/gsm-integrity-check/results/failures/\*
- Journal
  - `integrity-check-journal` (command: `journalctl --output=json SYSLOG_IDENTIFIER=integrity-check`)



- Commands
  - `integrity-check --debug`
  - `gsmctl info gsm-integrity-check.status`
  - `for check in $(find /usr/share/gsm-integrity-check/checks/ -type f -executable -print); do printf "%s:\n" "$check"; output="$ ($check)";if [ "$?" != "0" ];then printf "%s\n" "$output";fi;done;`
- Included information
  - Current status report of the appliance's integrity
  - Errors of any failed integrity checks
  - Debug information

### 3.19 gsm-lcd

- Files
  - `/etc/LCDD.conf`
  - `/etc/lcdproc.conf`
- Journal
  - `LCDD-journal` (command: `journalctl --output=json -u LCDD`)
  - `lcdproc-journal` (command: `journalctl --output=json -u lcdproc`)
  - `gsm-lcd-client-journal` (command: `journalctl --output=json -u gsm-lcd-client`)
- Service status
  - `LCDD-systemctl` (command: `systemctl -l status LCDD`)
  - `lcdproc-systemctl` (command: `systemctl -l status lcdproc`)
  - `gsm-lcd-client-systemctl` (command: `systemctl -l status gsm-lcd-client`)
- Included information
  - Start/stop of service

### 3.20 gsm-logging

- Files
  - `/var/log/install.log.gz` (only the first ten lines)
  - `/var/log/gsmlog`
- Journal
  - `syslog-ng-journal` (command: `journalctl --output=json -u syslog-ng`)
  - `systemd-journald-journal` (command: `journalctl --output=json -u systemd-journald`)
  - `auth.log` (command: `journalctl --output=json SYSLOG_FACILITY=10`)
- Service status
  - `syslog-ng-systemctl` (command: `systemctl -l status syslog-ng`)



- systemd-journald-systemctl (command: `systemctl -l status systemd-journald`)
- Included information
  - Login and logout messages
  - Executed commands
  - Timestamps about start/stop of service
  - `install.log.gz.txt` contains the initial commands executed at the start of the appliance installation to set the variables for HDD environment, EFI and LVM.
  - `gsmlog` is a fall-back error log and used if `/dev/log` is inaccessible. It should usually be empty.

## 3.21 gsm-master

- Files
  - `/var/lib/gsm-master/known_hosts`
  - `/var/lib/gsm-master/ssh_config`
  - `/var/lib/gvm/sensor_ports.tsv`
- Journal
  - `gsm-sensors-journal` (command: `journalctl --output=json -u gsm-sensors`)
  - `osp-sensor@*-journal` (command: `journalctl --output=json -u osp-sensor@*`)
  - `ssh-feed-push-journal` (command: `journalctl --output=json SYSLOG_IDENTIFIER=ssh-feed-push`)
  - `check_protocols-journal` (command: `journalctl --output=json SYSLOG_IDENTIFIER=check_protocols`)
- Service status
  - `gsm-sensors-systemctl` (command: `systemctl -l status gsm-sensors`)
  - `osp-sensor@*-systemctl` (command: `systemctl -l status osp-sensor@*`)





- Included information
  - Connection details for the sensors
  - Sync info messages for the sensors
  - `ssh_config` with sensor IP addresses
  - `sensor_ports.tsv` file with sensor ports and IP addresses
  - IP addresses of the failed sensors and the reason determined by the check

## 3.22 gsm-network

- Files
  - `/etc/systemd/network/*`
  - `/etc/network/interfaces.d/*`
  - `/etc/network/interfaces`
  - `/etc/resolv.conf`
  - `/run/systemd/resolve/resolv.conf`
  - `/etc/systemd/resolved.conf`
  - `/etc/sysctl.d/ipv6.conf` (configuration about ipv6)
- Journal
  - `systemd-networkd-journal` (command: `journalctl --output=json -u systemd-networkd`)
  - `networking-journal` (command: `journalctl --output=json -u networking`)
- Service status
  - `systemd-networkd-systemctl` (command: `systemctl -l status systemd-networkd`)
  - `networking-systemctl` (command: `systemctl -l status networking`)
- Included information
  - Interfaces (dhcp|static network settings per interface)
  - Name server configuration
  - DNS

## 3.23 gsm-network-namespaces

- Files
  - `/etc/netns/scan1/network/interfaces`
  - `/etc/netns/scan1/resolv.conf`
  - `/etc/netns/scan1/sysctl.d/ipv6.conf`



## 3.24 gsm-openvas

- Files
  - /etc/openvas/openvas.conf
- Journal
  - openvas-journal (command: journalctl --output=json SYSLOG\_IDENTIFIER=openvas)
  - redis-server-journal (command: journalctl --output=json -u redis-server)
- Service status
  - redis-server-systemctl (command: systemctl -l status redis-server)
- Command output
  - redis-cli -s /var/run/redis/redis.sock "info"
  - redis-cli -s /run/redis/redis.sock -n 1 keys \*nvt:\* | grep -i "nvt" | uniq | wc -l
- Included information
  - VT count
  - openvas configuration files
  - redis info

## 3.25 gsm-overcommitment (optional)

- Command output
  - gsmctl info gsm-info.settings 'defaults'
  - gsmctl info gsm-info.settings 'overrides'
- Included information
  - The machine's default settings and active overrides (if any)

## 3.26 gsm-pheme

- Files
  - /var/log/pheme/\*
- Journal
  - gsm-pheme-journal (command: journalctl --output=json SYSLOG\_IDENTIFIER=gsm-pheme)
- Service status
  - gsm-pheme-systemctl (command: systemctl -l status gsm-pheme)
- Included information
  - Logs and status of the pheme scan report service



## 3.27 gsm-sensor

- Files
  - /etc/ssh/sshd.d/00-sensor-port.conf
  - /etc/ssh/sshd.d/sensor.conf
  - /var/lib/gsm-sensor/authorized\_keys
- Included information
  - Sensor configuration

## 3.28 gsm-setup

- Files
  - /opt/greenbone/valuable/system/gsm-setup/stop
- Included information
  - GOS setup wizard status

## 3.29 gsm-sshd

- Files
  - /etc/ssh/sshd\_config
- Journal
  - ssh-journal (command: journalctl --output=json -u ssh)
- Service status
  - sshd-systemctl (command: systemctl -l status sshd)
- Command output
  - pam\_tally2 --file=/var/log/ssh\_tallylog
  - gos-state-manager get ssh\_login\_max\_tries
- Included information
  - SSH server daemon configuration file
  - Login attempts
  - Status about feed sync
  - Count of failed login attempts via SSH



## 3.30 gsm-support

- Journal
  - kernel-journal (command: `journalctl --output=json SYSLOG_IDENTIFIER=kernel`)
- Included information
  - All related information from the kernel
  - Hardware information

## 3.31 gsm-system

- Journal
  - system-journal (command: `journalctl --output=json SYSLOG_IDENTIFIER=system`)
- Command output
  - `date`
  - `uptime`
  - `journalctl --list-boots`
  - `ps --forest -ewwo \`  
`user,pid,pcpu,pmem,vsz,rss,TTY,stat,lstart,cputime,args`
  - `top -bn1`
  - `vmstat -s`
  - `vmstat -D`
  - `vmstat -d`
  - `df -h`
  - `du -h --max-depth=1 / 2>/dev/null`
  - `du -h --max-depth=2 /root 2>/dev/null`
  - `du -h --max-depth=2 /opt/greenbone 2>/dev/null`
  - `du -h --max-depth=2 /var/log`
  - `du -h --max-depth=3 /tmp`
  - `ls -lah /tmp/`
  - `ls -lah /var/log/gvm/`
  - `du -h --max-depth=1 /var/lib/postgresql/11/main/base/`
- Included information
  - General system information about boots, logins, processes and disk usage



## 3.32 gsm-timesync

- Files
  - /etc/systemd/timesyncd.conf
- Journal
  - systemd-timesyncd-journal (command: journalctl --output=json -u systemd-timesyncd)
- Service status
  - systemd-timesyncd-systemctl (command: systemctl -l status systemd-timesyncd)

## 3.33 gsm-upgrade

- Files
  - /etc/apt/sources.list
  - /etc/apt/sources.list.d/\*
  - /var/log/apt/\*
  - /var/log/installed\_gos\_versions.log
- Journal
  - greenbone-apt-sync-journal (command: journalctl --output=json SYSLOG\_IDENTIFIER=greenbone-apt-sync)
  - gsm-upgrade-journal (command: journalctl --output=json SYSLOG\_IDENTIFIER=gsm-upgrade)
- Command output
  - gsmctl info gsm-info.full\_version
  - gsmctl info gsm-upgrade.patch
  - gsmctl info gsm-upgrade.next
  - gsmctl info gsm-upgrade.synced\_version
  - gsmctl info gsm-upgrade.apt\_sync\_last\_status
  - gsmctl info gsm-upgrade.switchrelease\_last\_status
  - gsmctl info gsm-upgrade.last\_status
  - gsmctl info gsm-upgrade.last\_status\_msg
  - gsmctl info gsm-upgrade.reboot\_pending
  - gsmctl info gsm-system.status
  - gsmctl info gsm-feed.age
  - dpkg -l
- Included information
  - The current GOS version and system status
  - List of all installed packages and their versions
  - History about the installed packages
  - Package installation results



- Package source configuration file
- History of installed GOS versions

### 3.34 gsm-vpn

- Journal
  - `gsm-openvpn-client@*-journal` (command: `journalctl --output=json -u gsm-openvpn-client@*`)
- Service status
  - `gsm-openvpn-client@*-systemctl` (command: `systemctl -l status gsm-openvpn-client@*`)
- Included information
  - OpenVPN service status and logs

### 3.35 gsm-webserver-config

- Files
  - `/var/log/nginx/error.log`
- Journal
  - `gsm-webserver-config-journal` (command: `journalctl --output=json SYSLOG_IDENTIFIER=gsm-webserver-config`)
- Included information
  - Logs for inbound connections or failed connections to internal tools (GSA/Pheme)
  - Certificate generation output

### 3.36 gvmcg

- Included information
  - System performance graphs as shown in the web interface under *Extras > Performance* for intervals 2 h, 1 d and 7 d

### 3.37 ospd-openvas

- Journal
  - `ospd-openvas-journal` (command: `journalctl --output=json -u ospd-openvas`)
- Service status
  - `ospd-openvas-systemctl` (command: `systemctl -l status ospd-openvas`)
- Included information
  - Journal and status of the OpenVAS scanner wrapper



## 3.38 selfcheck

- Journal
  - selfcheck-journal (command: `journalctl --output=json SYSLOG_IDENTIFIER=selfcheck`)
- Command output
  - selfcheck
- Included information
  - Appliance selfcheck results and journal