

TECHNICAL GUIDE

GFI ClearView: Troubleshooting the deployment



GFI Software™

Overview

If you do not see any traffic in the GFI ClearView appliance after deployment, it is either because the appliance is not licensed or there is no traffic reaching it. In this guide, we will cover how you can troubleshoot your GFI ClearView deployment to identify which part of the link is broken.

Step-by-Step Guide

1 Verify that the appliance is licensed

From the WebUI, navigate to the **Dashboard > System** tab. Verify that the **SS Expiry Date** field shows a date in the future.

2 Verify that port mirroring is enabled on the switch

As covered in the [deployment guide](#), verify from your managed switch's control panel/management user interface that mirroring is correctly enabled to copy all traffic to an unused port.

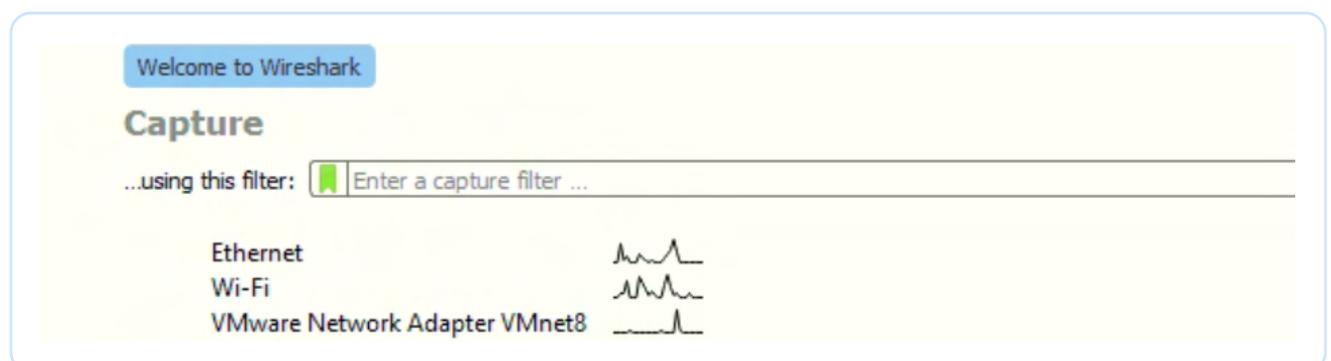
3 Verify that the cable from the switch to the host machine is connected

At this stage, verify that the host machine's NIC has a connection to the unused port on the switch that has mirroring enabled.

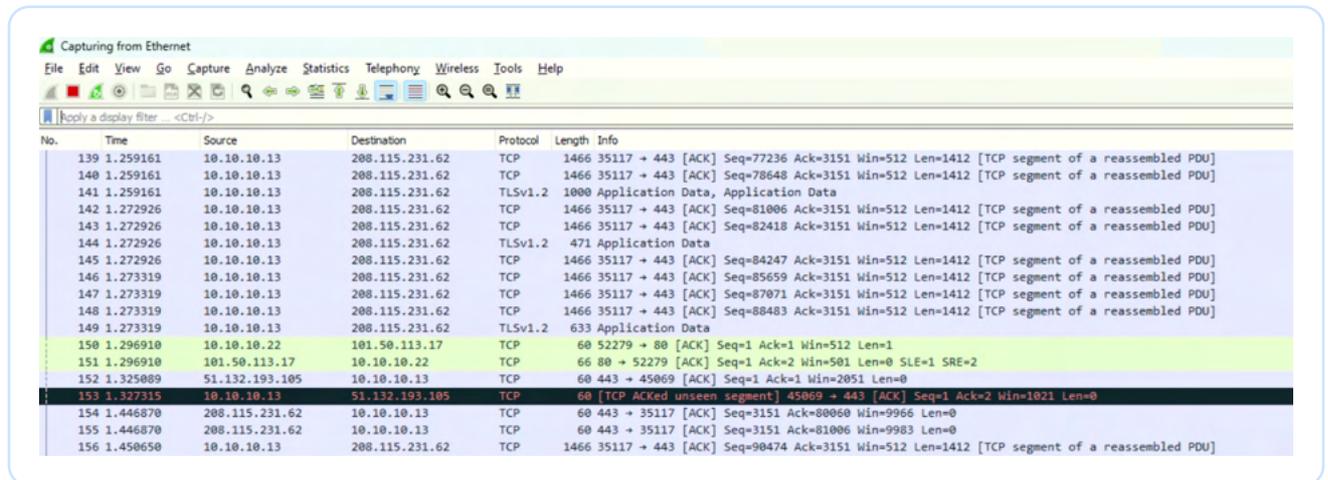
4 Verify through a packet sniffer that the host's port is receiving traffic

In the majority of the cases when GFI ClearView does not pick up traffic, the issue is the *host machine NIC not receiving any traffic*. To verify that the host NIC is receiving traffic, you can use a packet sniffing tool like [Wireshark](#).

In the below image, we can see traffic on the "Ethernet" interface, confirming that the mirroring is working correctly.

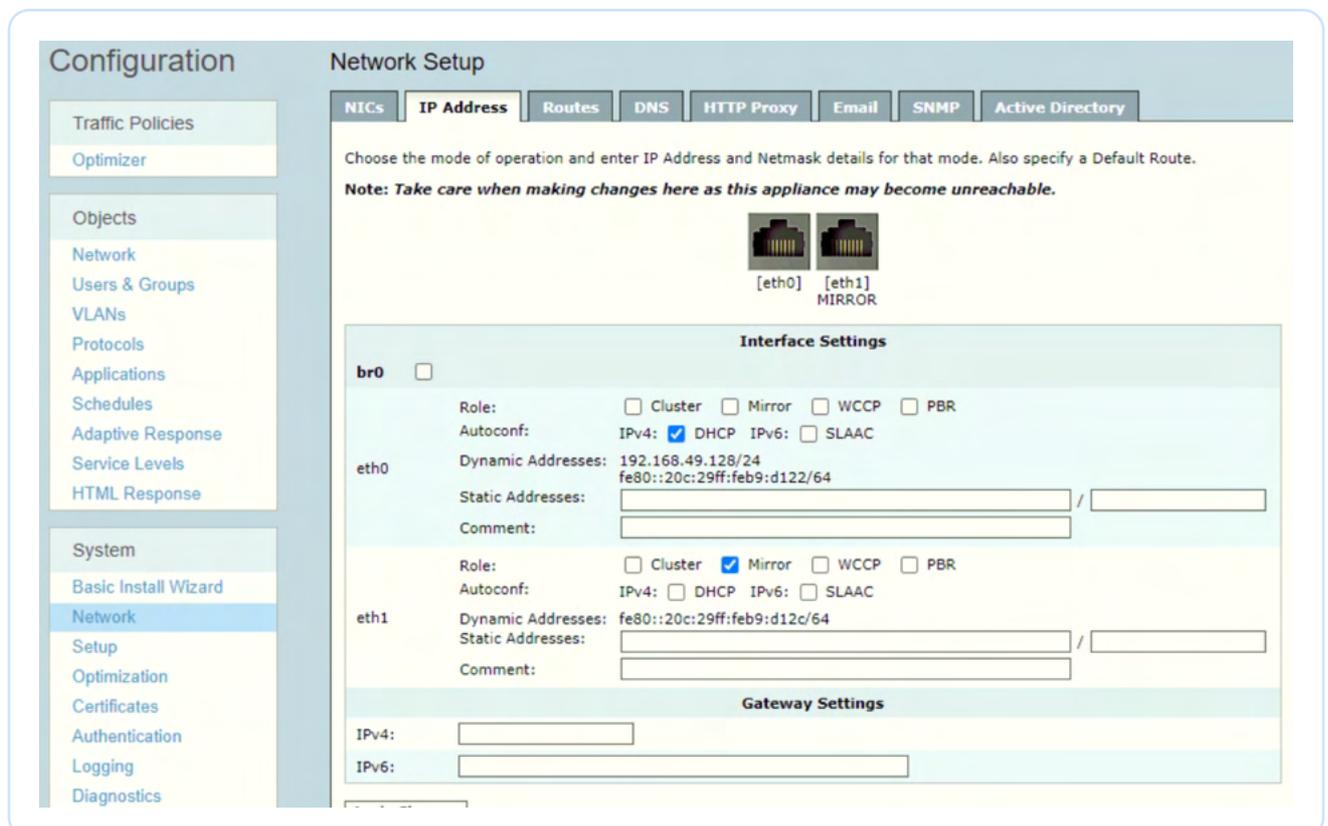


It is also recommended to do a packet capture on the interface to ensure it's actual traffic from hosts, and not merely DNS, loopback, or other such requests. The below image shows an example from a working deployment:



5 Verify that mirroring is enabled on the GFI ClearView port

In the GFI ClearView Web UI, navigate to Configuration > System > Network > IP Address tab. For the virtual adapter bridged to the host NIC with mirrored traffic (eth1 in the below example), ensure that the “Mirror” option is checked (click on *apply changes* if it was not checked earlier).



6 Verify that the management interface has access to the Internet

In the image in the previous step, eth0 is the management interface. Please ensure that it is connected to a virtual adapter on the hypervisor with internet access. This ensures that the GFI ClearView can get its updates.

Conclusion

The troubleshooting steps should help with any deployment of GFI ClearView. It is important to remember that the mirroring setup is very straightforward from the ClearView appliance. In the majority of cases, the issue would result from the traffic not successfully getting mirrored from the switch to the host machine.

If you are still facing issues, please do not hesitate to [create a ticket with our customer support team](#).