



Greenbone

Greenbone Support Package

Documentation for Greenbone OS 24.10



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About this Document

This technical documentation describes the contents of the Greenbone Support Package as created by Greenbone OS version 24.10.

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-24.10/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.

Environment-Specific Information

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/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

Content of the Greenbone Support Package

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-dexter

- Journal
 - `gos-dexter-journal` (command: `journalctl --output=json --all SYSLOG_IDENTIFIER=gos-dexter`)
- Included information
 - GOS volume extension information

3.3 gos-network-manager

- Files
 - `/etc/dhcp/*`
 - `/etc/dnsmasq.conf`
 - `/etc/dnsmasq.d/*`
- Journal
 - `gos-network-manager-journal` (command: `journalctl --output=json --all 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

3.4 gos-state-manager

- Journal
 - `state_migration-journal` (command: `journalctl --output=json --all 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

3.5 greenbone-sourcefire-connector

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

3.6 greenbone-verinice-connector

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

3.7 greenbone-vfire-connector

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

3.8 greenbone-vulnerability-manager-alerts

- Files
 - `/etc/postfix/main.cf`
- Journal
 - postfix-journal (command: `journalctl --output=json --all -u postfix`)
- Service status
 - postfix-systemctl (command: `systemctl -l status postfix`)



3.9 gsm-backup

- Files
 - /etc/cron.daily/10-gsm-backup
 - /var/lib/gsm-backup/ssh_known_host
- Journal
 - gsm-backup-journal (command: journalctl --output=json --all SYSLOG_IDENTIFIER=gsm-backup)
 - gsm-restore-journal (command: journalctl -output=json --all SYSLOG_IDENTIFIER=gsm-restore)
 - usb-backup-journal (command: journalctl -output=json --all SYSLOG_IDENTIFIER=usb-backup)
 - usb-restore-journal (command: journalctl -output=json --all SYSLOG_IDENTIFIER=usb-restore)
 - gos-restic-journal (command: journalctl -output=json --all 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

3.10 gsm-beaming

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



3.11 gsm-cli-admin

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



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

3.12 gsm-debug (optional)

- Journal
 - rasdaemon-journal (command: `journalctl --output=json --all SYSLOG_IDENTIFIER=rasdaemon`)
 - smartd-journal (command: `journalctl --output=json --all 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

3.13 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 --all SYSLOG_IDENTIFIER=feed_check`)
 - `greenbone-feed-sync-journal` (command: `journalctl --output=json --all SYSLOG_IDENTIFIER=greenbone-feed-sync`)
 - `FTP-Airgap-journal` (command: `journalctl --output=json --all SYSLOG_IDENTIFIER=FTP-Airgap`)
 - `airgap_usb-journal` (command: `journalctl --output=json --all -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

3.14 gsm-flash

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

3.15 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 --all -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



3.16 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')
 - /etc/postgresql/15/main/postgresql.conf
 - /etc/postgresql/15/main/conf.d/*
- Journal
 - gvmd-journal (command: journalctl --output=json --all SYSLOG_IDENTIFIER=gvmd)
 - greenbone-scaphdata-sync-journal (command: journalctl --output=json --all SYSLOG_IDENTIFIER=greenbone-scaphdata-sync)
 - greenbone-certdata-sync-journal (command: journalctl --output=json --all SYSLOG_IDENTIFIER=greenbone-certdata-sync)
 - postgres-journal (command: journalctl --output=json --all SYSLOG_IDENTIFIER=postgres)
- Service status
 - gvmd-systemctl (command: systemctl -l status gvmd)
 - postgresql-systemctl (command: systemctl -l status postgresql)
- Command output
 - sudo -H 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;"
- sudo -Hiu postgres -H -- psql -d gvmd -c "SELECT COUNT(DISTINCT host) FROM results
WHERE date >= m_now() - 90 * 86400;"

```
- Included information
    - Manager configuration
    - Database logging (failed queries)
    - Manager logging (migration)
    - Postgres
      - \* Size of tables
      - \* Dead tuples
      - \* Last vacuum
      - \* VT count
      - \* Anonymized count of hosts that were scanned within the last 90 days
      - \* Command line history
      - \* Configuration

### 3.17 gsm-grub

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

### 3.18 gsm-hardware

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



## 3.19 gsm-info

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

## 3.20 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 --all 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

## 3.21 gsm-lcd

- Files
  - /etc/LCDDd.conf
  - /etc/lcdproc.conf
- Journal
  - lcdproc-journal (command: journalctl --output=json --all -u lcdproc)
  - gsm-lcd-client-journal (command: journalctl --output=json --all -u gsm-lcd-client)
  - lcdproc-client-journal (command: journalctl --output=json --all -u lcdproc-client)
- Service status
  - lcdproc-systemctl (command: systemctl -l status lcdproc)





- gsm-lcd-client-systemctl (command: systemctl -l status gsm-lcd-client)
- lcdproc-client-systemctl (command: systemctl -l status lcdproc-client)
- Included information
  - Start/stop of service

## 3.22 gsm-logging

- Files
  - /var/log/install.log.gz (only the first ten lines)
  - /var/log/gsmlog
- Journal
  - syslog-ng-journal (command: journalctl --output=json --all -u syslog-ng)
  - systemd-journald-journal (command: journalctl --output=json --all -u systemd-journald)
  - auth.log (command: journalctl --output=json --all 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.

## 3.23 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 --all -u gsm-sensors)
  - osp-sensor@\*-journal (command: journalctl --output=json --all -u osp-sensor@\*)
  - ssh-feed-push-journal (command: journalctl --output=json --all SYSLOG\_IDENTIFIER=ssh-feed-push)
  - check\_protocols-journal (command: journalctl --output=json --all 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

## 3.24 gsm-network

- Files
  - `/etc/resolv.conf`
  - `/run/resolvconf/resolv.conf`
  - `/etc/sysctl.d/ipv6.conf` (configuration about ipv6)

## 3.25 gsm-network-namespaces

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

## 3.26 gsm-openvas

- Files
  - `/etc/openvas/openvas.conf`
- Journal
  - `openvas-journal` (command: `journalctl --output=json --all SYSLOG_IDENTIFIER=openvas`)
  - `redis-server-journal` (command: `journalctl --output=json --all -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



## 3.27 gsm-pheme

- Files
  - /var/log/pheme/\*
- Journal
  - gsm-pheme-journal (command: journalctl --output=json --all 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

## 3.28 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

## 3.29 gsm-setup

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

## 3.30 gsm-sshd

- Files
  - /etc/ssh/sshd\_config
- Journal
  - ssh-journal (command: journalctl --output=json --all -u ssh)
- Service status
  - sshd-systemctl (command: systemctl -l status sshd)
- Command output
  - faillock
  - 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

### 3.31 gsm-support

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

### 3.32 gsm-system

- Journal
  - system-journal (command: `journalctl --output=json --all 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

### 3.33 gsm-timesync

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

### 3.34 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 --all SYSLOG\_IDENTIFIER=greenbone-apt-sync)
  - gsm-upgrade-journal (command: journalctl --output=json --all 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

### 3.35 gsm-virtual

- Command output
  - `mokutil --sb-state`
  - `efi-readvar`
  - `ls -laR /boot/efi`
- Included information
  - Secure Boot state

### 3.36 gsm-vpn

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

### 3.37 gsm-webserver-config

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



### 3.38 gvmcgv

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

### 3.39 ospd-openvas

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

### 3.40 selfcheck

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