

Troubleshooting Guide

June 2019

gytpol Server

Ref	Error	Solution
S0001	WebSrv errors	<p>Go to (gytpol Installation folder)\gytpolServer\WebSrv and make sure the folder "daemon" exists</p> <ol style="list-style-type: none"> 1. If exists – <ol style="list-style-type: none"> a. Go to services.msc and check if the service "gytpol Web Interface" exists and running 2. If doesn't exists <ol style="list-style-type: none"> a. Go to c:\program files\nodejs b. Copy the following files into "(gytpol Installation Folder)\gytpolServer\WebSrv\qckwinsvc": (1) npm.cmd, (2) node.exe c. Open cmd as administrator, CD to "(gytpol Installation Folder)\gytpolServer\WebSrv\qckwinsvc" and enter the following command: qckwinsvc.cmd --name "gytpolWebSrv" --description "Web User Interface" --script ""(gytpol Installation Folder)\gytpolServer\WebSrv\websrv.js" --startImmediately d. Wait until you get the message: Service installed. Service started <p>Go to services.msc and make sure the service "gytpolWebSrv" is up and running</p>
S0002	Validator, Analyzer, RsopRepository errors	<p>If the error is "the database is already exist":</p> <ol style="list-style-type: none"> 1. Open SQL as administrator and type: <ol style="list-style-type: none"> a. Sqllocaldb stop mssqllocaldb b. Sqllocaldb delete mssqllocaldb c. Sqllocaldb start mssqllocaldb <p>Rerun the command "register-gytServices" from the PS as administrator</p>
S0003		<p>Make sure the gytpol user is enabled to read all GPOs under "GPMC → Forest Name → Domains → Domain Name → Group Policy Objects"</p> <p>If it fails, go to the prerequisites and make sure all the prerequisite requirements are met.</p>
S0004		Make sure _gytpol CNAME exists

		Make sure the user you defined for the service "GPMC Proxy" and the Scheduler task is local admin on gytpol server
S0005	When Opening the UI you get a message "402 Unauthorized"	<ul style="list-style-type: none"> a. Go to (gytpol installation folder)\gytpol\gytpolServer\Webstrv b. Open config.json c. Change the string: "authGroup:" to "XauthGroup:" d. Save the file (sometimes you need to open the file as Administrator)
S0006	Test ports to _gytpol	<ul style="list-style-type: none"> a. Open powershell and run: <ul style="list-style-type: none"> i. Test-NetConnection _gytpol -Port 9090 ii. Test-NetConnection _gytpol -Port 9093 b. The results should be: <ul style="list-style-type: none"> iii. TcpTestSucceeded : True <p>If it is set to false – check FW</p>
S0007	If the task starts and then stopped in a second	<ul style="list-style-type: none"> a. Open powershell as Administrator and run: <ul style="list-style-type: none"> iv. Get-GPO –All b. If you get an error: <ul style="list-style-type: none"> v. Check the DC's windows firewall service or the organization FW <p>Check if GPMC is installed on the machine</p>
S0008	If there are errors within the GPMC Proxy service	<ul style="list-style-type: none"> a. Open GPMC.MSC from the server with the credentials of the user running the service b. Go to Modeling and simulate a scenario <p>If the scenario fails – check the security settings according to the prerequisites file</p>
S0009	If no value presents in the UI	open the eventlog and check for gytpol errors under application log
S0010	If at least one of the services (Gytpol RSOP Repository Data, Gytpol Validator Service, Gytpol Analyzer Service) is unable to start	<p>Open cmd as administrator and type:</p> <ul style="list-style-type: none"> 1. Sqllocaldb start mssqllocaldb 2. Sqllocaldb I mssqllocaldb <ul style="list-style-type: none"> a. Make sure you are under "Running" state
S0011	If the Profiler screen shows a DB error or an Internal error	<p>Go to "installation_dir\gytpol\gytpolServer\Validator" and make sure the following files exist: gytpol_profiler_db.mdf, gytpol_profiler_db_log.ldf</p> <p>If they do not exist:</p>

		<ol style="list-style-type: none"> 1. Go to services.msc and stop the service "gytpol Validator" 2. Open CMD as administrator and navigate to: installation dir\gytpol\gytpolServer\Validator 3. Type: gytpolValidator.exe --console 4. Wait until you get the message "Press X to exit" 5. Open the UI and navigate to Profiler screen and make sure you see the screen 6. In the CMD → control+C and exit the cmd 7. Start the service "gytpol Validator" ipconfig /register
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gytpol Client

Ref	Error	Solution
C0001		Make sure the current user (not an admin user) can open the eventlog and see events and open the task scheduler and see tasks
C0002		<p>Make sure "gytpol Task" task exists under the root of the scheduler</p> <ol style="list-style-type: none"> 1. Test ports to _gytpol: 2. Open powershell and run: <ol style="list-style-type: none"> a. Test-NetConnection _gytpol -Port 9090 b. Test-NetConnection _gytpol -Port 9093 3. The results should be: <ol style="list-style-type: none"> a. PingSucceeded : True b. TcpTestSucceeded : True 4. If it is set to false – check FW
C0003		Open client log under: "c:\windows\temp\gytpolLog.log"
C0004		Make sure the execution policy for the user and the machine is set to "All Signed" but not "Remote Sign" or "Restricted"