

Using the Realtime Log Viewer

- Realtime Log Lines can help you resolve an incorrectly blocked or broken webpage or an app that is malfunctioning.

Situation

A webpage or app is blocked or appears to be "broken" -- some content is not loading at all, or the text/pictures/icons are not displaying correctly.

How to Troubleshoot

1. Identify your filter username (Remote Device) or your IP address (Local Device)
2. Visit the Realtime Log Viewer in the DrawBridge Console as shown in the screenshots below
3. Enter your Remote Device filter username or IP address and tap **Refresh Line Stream**
4. Back to the browser with the broken website or the app that won't load correctly, tap the page reload button or close the app and reopen it
5. Watch the Realtime Log Viewer and identify the blocking traffic

Image 1

Eastman Trading Co. Details

Eastman Trading Co.

Status: Active

Main: No

Canonical ID: 1ea750b4-33b5-66b4-bf6a-000ec4d56570

Sync Settings

Access Policies

Access Policy Dashboard

Activity Viewers

Loglines & Reports

Preferences

Preferences Dashboard

Accountability Policy

Shippinbugs Console of Truth

Local Devices

Remote Devices

Contacts

Reports

Appliances

New Remote Device

Show 25 entries

Search:

Filter Username

Platform

Comments

tutorial

iPad

Showing 1 to 1 of 1 entries

Previous 1 Next

Image 2

Demo User Details

Company: Eastman Trading Co.

Console User: Demo User (tutorial)

Filter Username: tutorial

Email: none@none.com

Status: Active

Canonical ID: b2a9a

Contact CID: 570

Last Active:

Device Type:

Update Personal Details

Change Console Password

Add Group Membership

View Realtime Log Lines

Today's Log Lines

Record Activity Stream

Authentication

Auth Activity

Access Policies

Permissions

Image 3

Log Criteria

enter the device's username or IP address here

Userip

Username / IP address

Pattern

Search Term

Action

☒ Allow ☒ Block ☒ Block Invisible ☐ SSLBump

Refresh Line Stream

check or uncheck the appropriate boxes

Status: Connected

Access Log

TLS Log

Errors Log

Log lines from normal classifying / filtering activity

7

16:20:12.570063

192.168.2.121

allow

http://detectportal.firefox.com/success.txt?ipv4

GET text/plain (ACLs: lc_compass_workstation/118.0.0.0 Safari/537.36" "No Page Title" [] (pageassets 300)

6

16:20:12.421896

192.168.2.121

allow

http://detectportal.firefox.com/canonical.html

GET text/html (ACLs: lc_compass_workstation/118.0.0.0 Safari/537.36" "No Page Title" [] ()

5

16:20:04.825612

192.168.2.121

allow

http://detectportal.firefox.com/canonical.html

GET text/html (ACLs: lc_compass_workstation/118.0.0.0 Safari/537.36" "No Page Title" [] (pageassets 300)

4

16:20:04.718643

192.168.2.121

allow

http://detectportal.firefox.com/canonical.html

GET text/html (ACLs: lc_compass_workstation/118.0.0.0 Safari/537.36" "No Page Title" [] ()

16:20:00.355496

192.168.2.141

block

https://www.gambling.com/

GET text/html (ACLs: gambling) "Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/68.0.3440.106 Safari/537.36" (gambling 20859)

16:19:58.622738

192.168.2.141

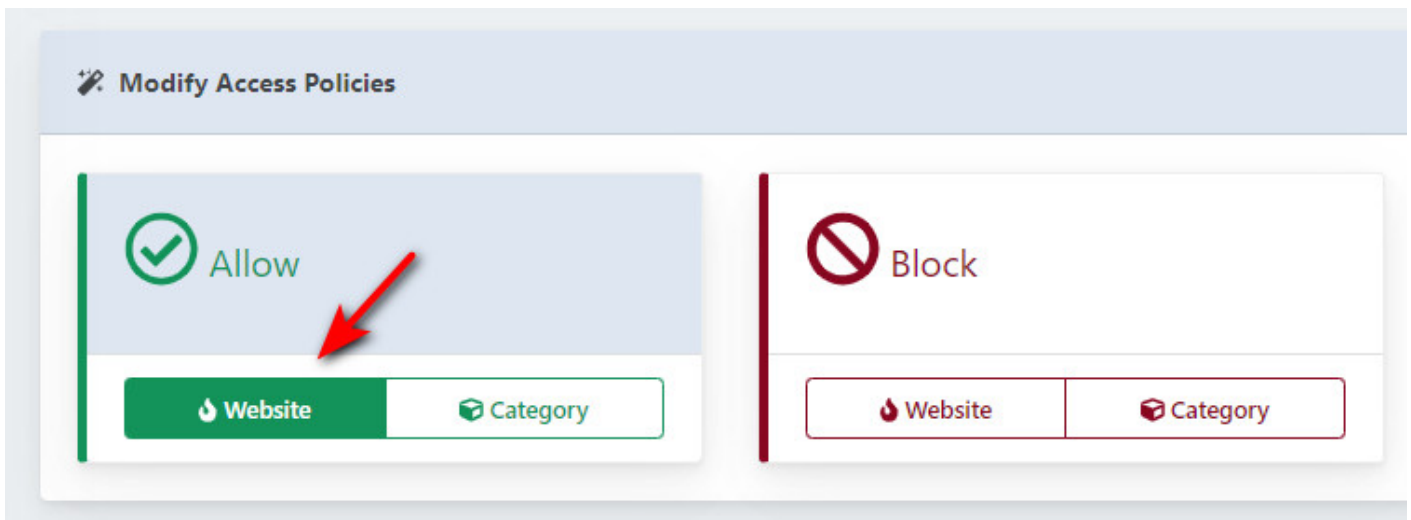
allow

https://gambling.com/

GET (ACLs:) "Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/68.0.3440.106 Safari/537.36"

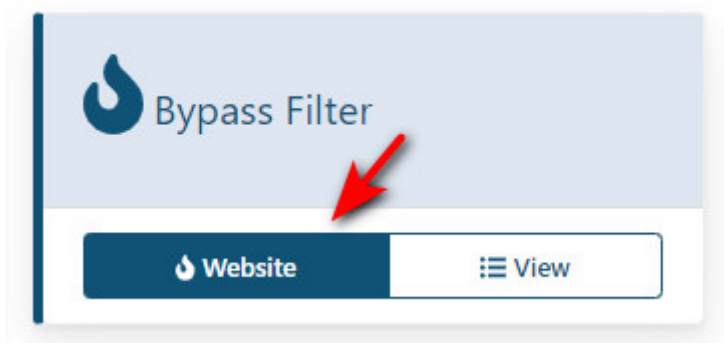
Resolution

Add the domain(s) in question to the Always Allow via the Access Policy Dashboard **Allow / Website** button, reloading the filter as-needed to apply the changes. See HowTo doc: [Allow or Block a specific Website](#).



Sometimes a URL needs to be bypassed from the filter

In addition to checking for Blocked URLs you should also check the **TLS Log** for URLs that have an "error in handshake" or "EOF" message. If you want to get those URLs working then you will need to add them to the **Bypass Filter** policy.



Access Log **TLS Log** Errors Log

Log lines from TLS / SSL protocol activity

1131	2023-11-24 17:55:41.45	aler-pa.clients6.google.com,signaler-pa.clients6.google.com:443,,,de4389c2
1130	2023-11-24 17:55:41.39	h,app-measurement.com,app-measurement.com:443,,,773906b0efdefa24a7
1129	2023-11-24 17:55:41.37	ptelrules.azureedge.net,part-0042.t-0009.fbs1-t-msedge.net:443,,,258a5a1e9
1128	2023-11-24 17:55:41.33	ptelrules.azureedge.net,part-0042.t-0009.fbs1-t-msedge.net:443,,,258a5a1e9
1127	2023-11-24 17:55:41.33	ptelrules.azureedge.net,part-0042.t-0009.fbs1-t-msedge.net:443,,,258a5a1e95b8a911872bae9081526644
1126	2023-11-24 17:55:41.29	none.play.googleapis.com,play.googleapis.com:443,,,773906b0efdefa24a7f2b8eb6985bf37
1125	2023-11-24 17:55:41.22	t-kt.apple.com,init-kt.apple.com:443,,,error in handshake with client: EOF,,773906b0efdefa24a7f2b8eb6985bf37
1124	2023-11-24 17:55:41.20	receiving_dsktp,config.mycloud.com,config.mycloud.com:443,,,659115dc1cde98ed9623554506143d0c
1123	2023-11-24 17:55:41.16	naler-pa.clients6.google.com,signaler-pa.clients6.google.com:443,,,de4389c26478c9cf885d0b33fd1307cf
1122	2023-11-24 17:55:41.15	figuration.ls.apple.com,configuration.ls.apple.com:443,,,773906b0efdefa24a7f2b8eb6985bf37
1121	2023-11-24 17:55:41.11	ptelrules.azureedge.net,part-0042.t-0009.fbs1-t-msedge.net:443,,,258a5a1e95b8a911872bae9081526644
1120	2023-11-24 17:55:41.07	receiving_dsktp,config.mycloud.com,config.mycloud.com:443,,,a1674500365bdd882188db63730e69a2
1119	2023-11-24 17:55:41.06	h,radio-activity.itunes.apple.com,radio-activity.itunes.apple.com:443,,,error in handshake with client: EOF,,773906b0efdefa24a7f2b8eb6985bf37
1118	2023-11-24 17:55:41.05	ptelrules.azureedge.net,part-0042.t-0009.fbs1-t-msedge.net:443,,,258a5a1e95b8a911872bae9081526644
1117	2023-11-24 17:55:40.96	ione.play.googleapis.com,play.googleapis.com:443,,,773906b0efdefa24a7f2b8eb6985bf37
1116	2023-11-24 17:55:40.75	lptp,signaler-pa.clients6.google.com,signaler-pa.clients6.google.com:443,,,de4389c26478c9cf885d0b33fd1307cf
1115	2023-11-24 17:55:40.72	r_dktp,a.config.skype.com,l-0007.J-msedge.net:443,,,error in handshake with client: EOF,,da262729e5413660ec0e6a8d4279860
1114	2023-11-24 17:55:40.70	sp9-ssl.apple.com,gsp9-ssl.apple.com:443,,,773906b0efdefa24a7f2b8eb6985bf37
1113	2023-11-24 17:55:40.68	h,o.clarity.ms,o.clarity.ms:443,,,c59b5aeb69936c251f090be89e1c4ca5

Check the TLS Log for URLs that have an "error in handshake" or "EOF" message. If you want to get those URLs working then you'll need to add them to the "Bypass Filter" policy.

Permissions Note: Some Accountability Policies may restrict the ability to Allow a website or category and/or to Bypass a website from filtering. In such a case, you will either not be given the option to Allow a website or category and/or to Bypass the Filter, or you will receive a permissions related error message.

Should this page be fixed for all Compass customers?

If the problem you encountered is likely to affect more customers, feel free to send links or screenshots of the broken webpage to support@compassfoundation.io with the details. The Page Classifying team will review the data for possible inclusion in a ruleset update.

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