

## Troubleshooting Forefront TMG

### Abstract

In this article I will show you some helpful Forefront TMG troubleshooting tools for general and special troubleshooting issues with Forefront TMG. We will have a look into Forefront TMG log files, Windows Event viewer, TMG Best Practice Analyzer (TMG-BPA), TMG Data packager, PAL and some other tools and techniques.

### Let's begin

Troubleshooting Forefront TMG problems can be complicated and time consuming because of the various possible types of problems. Independently from available tools and techniques for troubleshooting Forefront TMG problems, you should follow the concept called [KISS](#) (Keep it simple, Stupid!). KISS in my opinion means; start with some simple troubleshooting approaches before you start with Kernel debugging ☺. With KISS in mind you can start troubleshooting with simple questions like: Does it work from other clients? Is the problem repeatable? Does it worked a while ago?

**Please keep in mind:** This article doesn't give you solutions for specific problems. This guide was written to give you an overview about troubleshooting technologies and tools with the goal that you can use some tools to troubleshoot your specific problems.

For this article I will give you some insights into the following tools and techniques:

- Forefront TMG Dashboard
- Forefront TMG Logging
- Windows Event viewer
- Forefront TMG log files
- Forefront TMG Best Practice Analyzer
- Forefront TMG Data Packager
- Microsoft Network Monitor (Netmon)
- TMG built in tools
- NETSH
- Forefront TMG Diagnostic Logging
- FWENGTRACE
- ISATRACE
- Perfmon
- PAL (Performance Analysis of Logs)
- TMG Superflow

### Forefront TMG Dashboard

The Forefront TMG Dashboard should be one of the first places where a Forefront TMG Administrator should spend some time, because it is the central point to see the health status of your Forefront TMG Server.

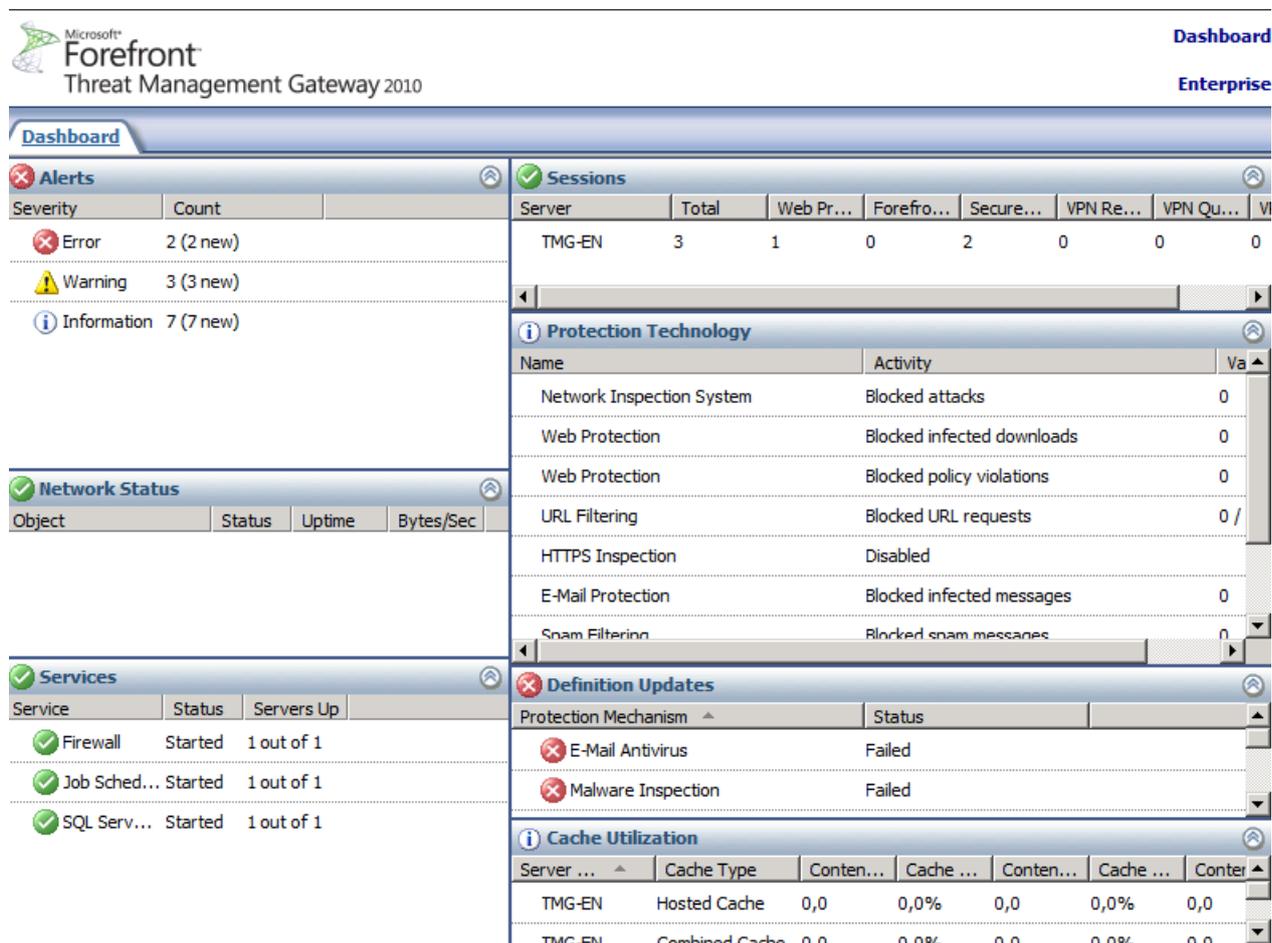


Figure 1: Forefront TMG Dashboard

From the Forefront TMG Dashboard you can easily navigate to the Alert section, which gives you more details about the specific alerts. If you want to be informed via e-mail it is possible to create alert [notifications](#).

Alerts Sessions Connectivity Verifiers Services Configuration					
Alert	Latest ^	Status	Category	Server	
⊕ ⓘ Malware Inspection Definitio...	04.06.2011 12:26:24	New	Other	TMG-EN	
⊕ ⚠ IP Spoofing	04.06.2011 12:27:29	New	Security	TMG-EN	
⊕ ⓘ Service Started	04.06.2011 12:33:38	New	Firewall Service	TMG-EN	
⊕ ⓧ Definition Updating Failed	04.06.2011 12:48:18	New	Security	TMG-EN	
⊕ ⓘ Network Inspection System ...	04.06.2011 14:00:02	New	Firewall Service	TMG-EN	
⊖ ⚠ Routing (chaining) failure	04.06.2011 14:01:25	New	Routing	TMG-EN	
Routing (chaining) failure	04.06.2011 12:28:35	New	Routing	TMG-EN	
Routing (chaining) failure	04.06.2011 14:01:25	New	Routing	TMG-EN	
⊖ ⓧ Definition Updates Checking ...	04.06.2011 14:15:11	New	Security	TMG-EN	
Definition Updates Checking ...	04.06.2011 14:15:11	New	Security	TMG-EN	

Alert Information

**Description:** The Web Proxy filter detected that the upstream proxy server '192.9.200.240' is not available.

Figure 2: Forefront TMG Alerts

## Forefront TMG logging

One of the most used functionality in Forefront TMG is the TMG real time logging functionality which will give you a real time view about the traffic from your clients and Servers. The TMG logging is a wonderful tool if you want to allow network traffic from one application, Server or Client but you don't know the required communication ports to open.

The screenshot displays the Forefront TMG Logging interface. At the top, there are tabs for 'Logging' and 'Reporting'. Below these, a filter table is shown:

Filter By	Condition	Value
Log Record Type	Equals	Firewall or Web P...
Log Time	Live	
Action	Not Equal	Connection Status

Below the filter table is a main log table with columns: Log Time, Client IP, Destination IP, Destination Port, Protocol, Action, and Over. The log entries are as follows:

Log Time	Client IP	Destination IP	Destination Port	Protocol	Action	Over
04.06.2011 14:20:17	127.0.0.1	192.9.200.240	8080	http	Failed ...	
04.06.2011 14:20:17	192.9.200.28	192.9.200.240	8080	HTTP Proxy	Closed ...	-
04.06.2011 14:20:19	127.0.0.1	127.0.0.1	8080	HTTP Proxy	Closed ...	-
04.06.2011 14:20:19	127.0.0.1	127.0.0.1	8080	HTTP Proxy	Initiate...	-
04.06.2011 14:20:19	10.80.16.176	10.80.16.80	53	DNS	Initiate...	-
04.06.2011 14:20:19	192.9.200.28	192.9.200.240	8080	HTTP Proxy	Closed ...	-
04.06.2011 14:20:19	192.9.200.28	192.9.200.240	8080	HTTP Proxy	Initiate...	-

Below the log table, a detailed view of an 'Initiated Connection' is shown for the entry at 04.06.2011 14:20:19. The details are:

- Log type:** Firewall service
- Status:** The operation completed successfully.
- Source:** Local Host (192.9.200.28:13147)
- Destination:** External (192.9.200.240:8080)
- Protocol:** HTTP Proxy
- [Additional information](#)

On the right side of the interface, there are sections for 'Logging Tasks' (Edit Filter, Stop Query), 'Configure Logging' (Configure Firewall Logging, Configure Web Proxy Logging, Configure Log Queue), and 'Related Tasks' (View Log Status, Define Log Text Colors, Save Filter Definitions, Load Filter Definitions, Copy Selected Results to Clipboard, Copy All Results to Clipboard).

Figure 3: Forefront TMG Logging

## Windows Event Viewer

The next really important tool for troubleshooting TMG is the Windows Event Viewer. Forefront TMG logs many helpful information in the Application and System event log categories and specific information about ADAM (AD-LDS) in the Application and Services Log. The ISA Server Diagnostic Logging is empty by default, you have to activate the ISA/TMG Diagnostic logging manually, but more about this later.

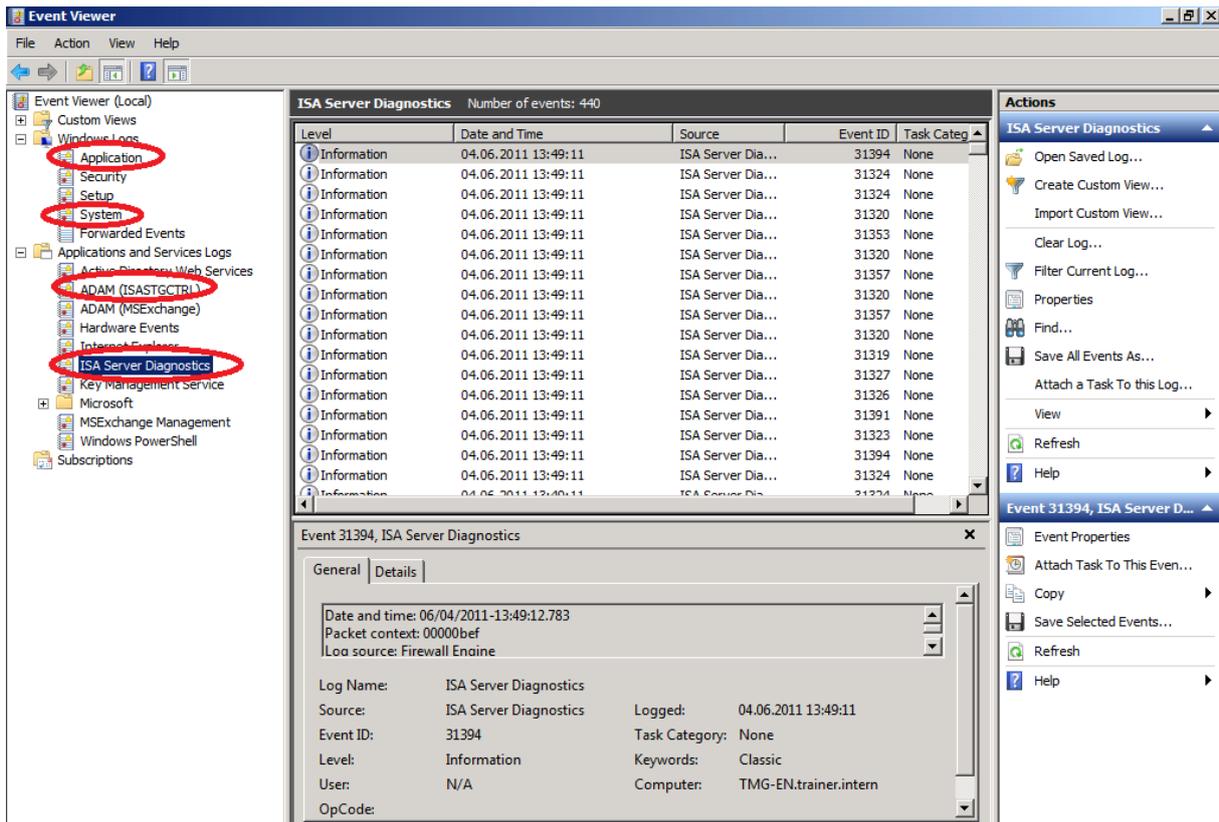


Figure 4: Windows Event Logging

## TMG log files

During the Forefront TMG installation, the setup [process](#) creates some log files in the %windir%\temp directory and after a successful installation you will also find some log files like the ISA\_UpdateAgent log file which gives you detailed information about the TMG Web Protection platform updates.

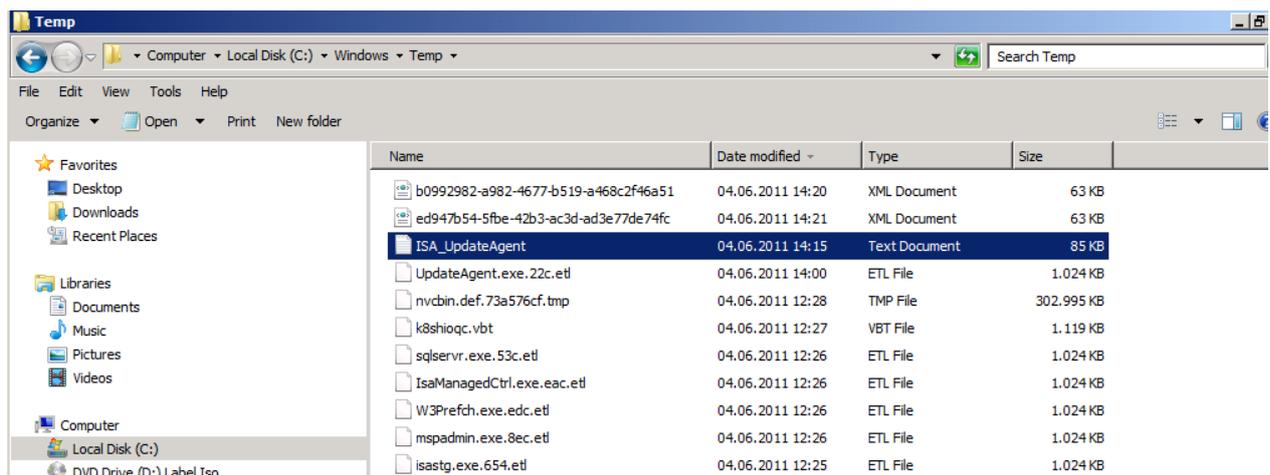


Figure 5: Forefront TMG text log files

## Forefront TMG Best Practices Analyzer

Most of you are familiar with the TMG Best Practices Analyzer which compares your current Forefront TMG installation with Best Practices from Microsoft. Using the TMG

BPA should be the first tool to start after a Forefront TMG installation or when you consider problems with your TMG configuration.

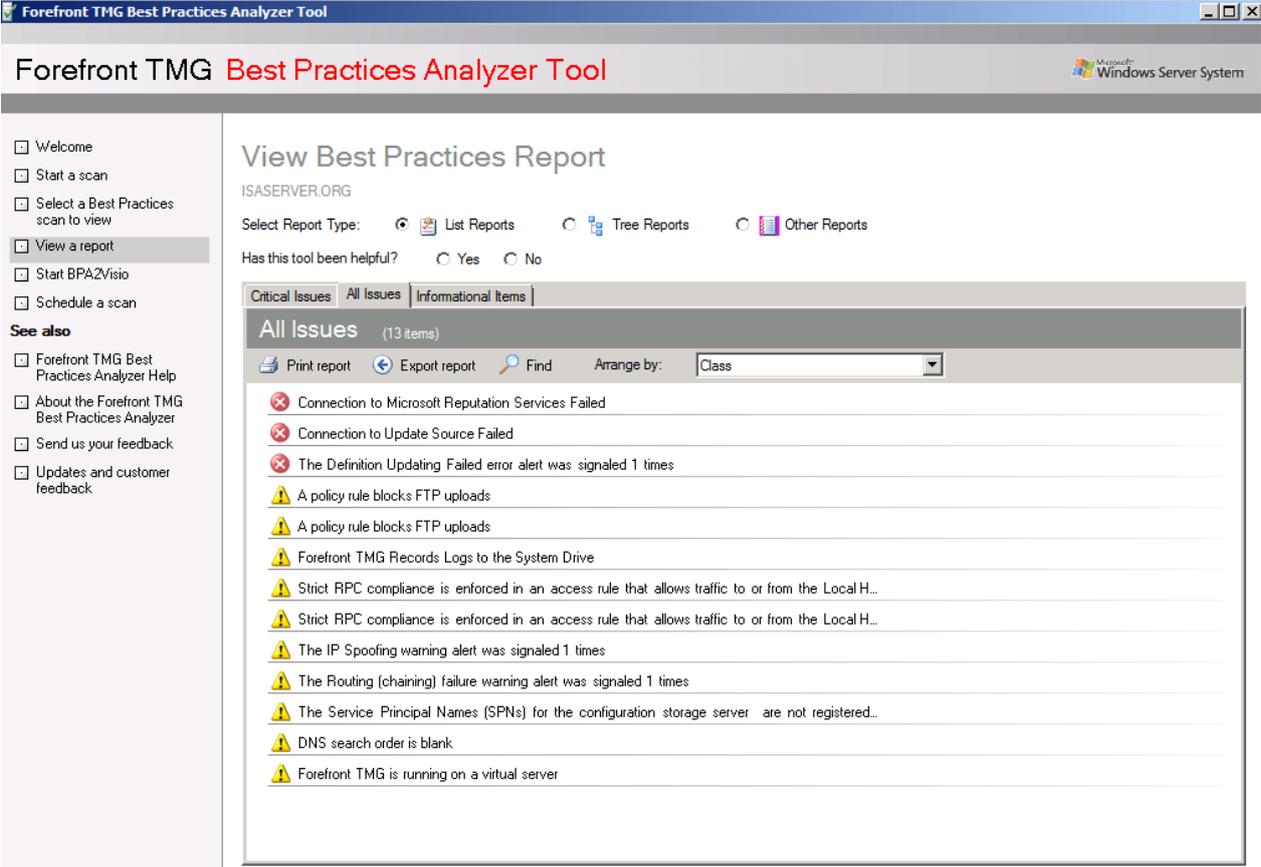


Figure 6: TMG BPA

### Forefront TMG Data Packager

The Forefront TMG Data Packager is a very helpful tool to collect all necessary information about your Forefront TMG configuration. You can use the Data Packager to send information to Microsoft product support for further analysis but you can also use this tool to document your Forefront TMG installation status. As an TMG consultant I sometimes use the TMG Data Packager to document the TMG configuration status for my customers.

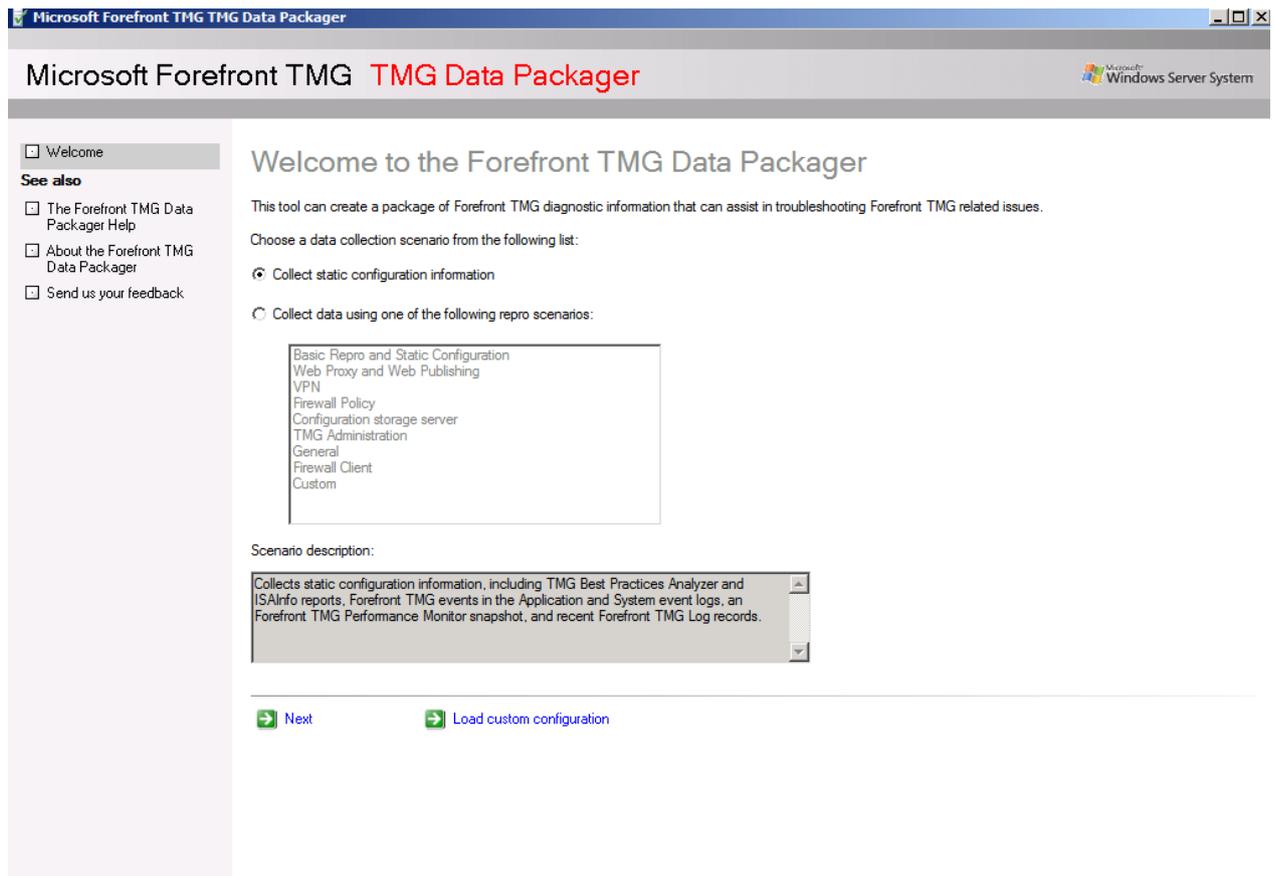


Figure 7: TMG Data packager

It is possible to select the options to specify the data that you would like to be part of the TMG Data Packager collection process.

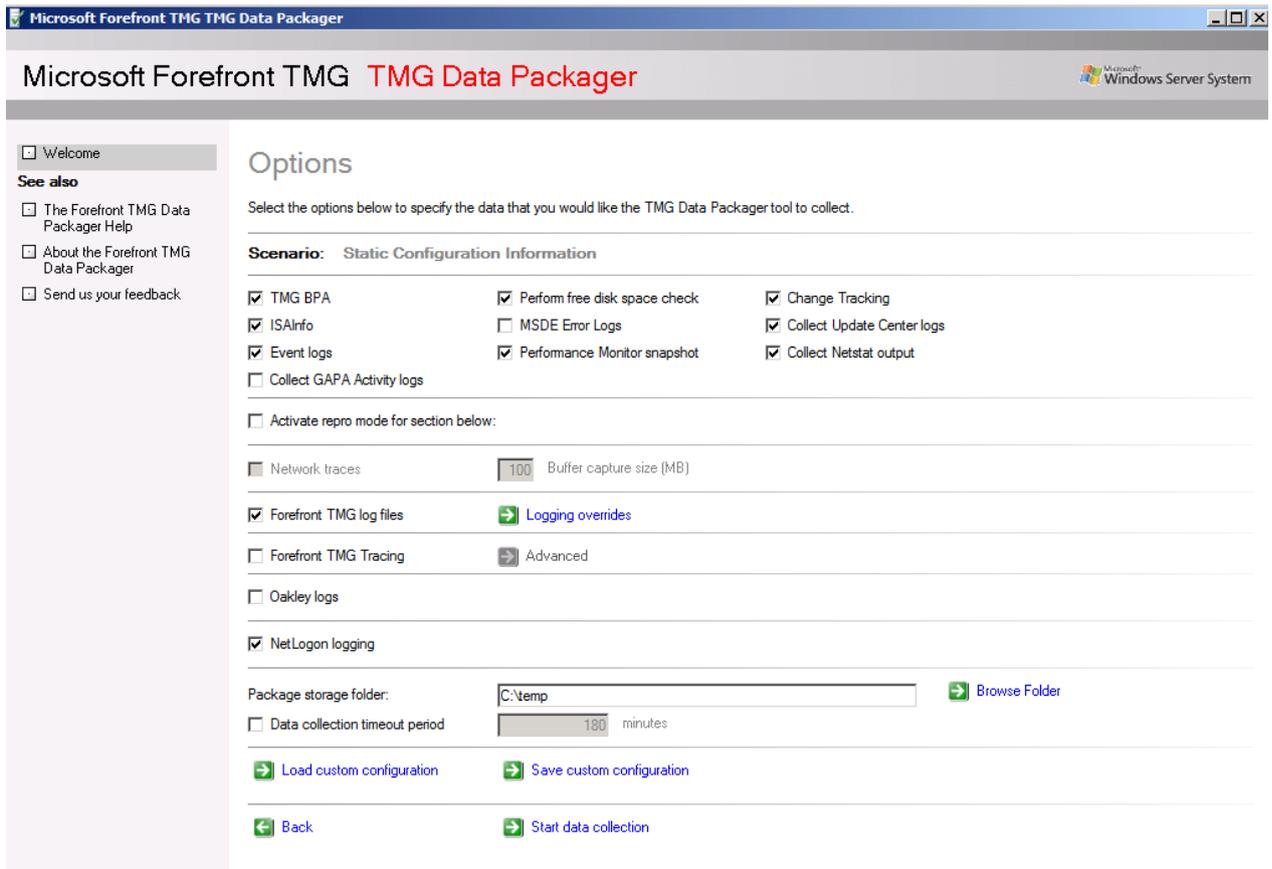


Figure 8: TMG Data packager - Options

The TMG Data Packager creates a CAB file with a lot of log files as you can see in the following screenshot.

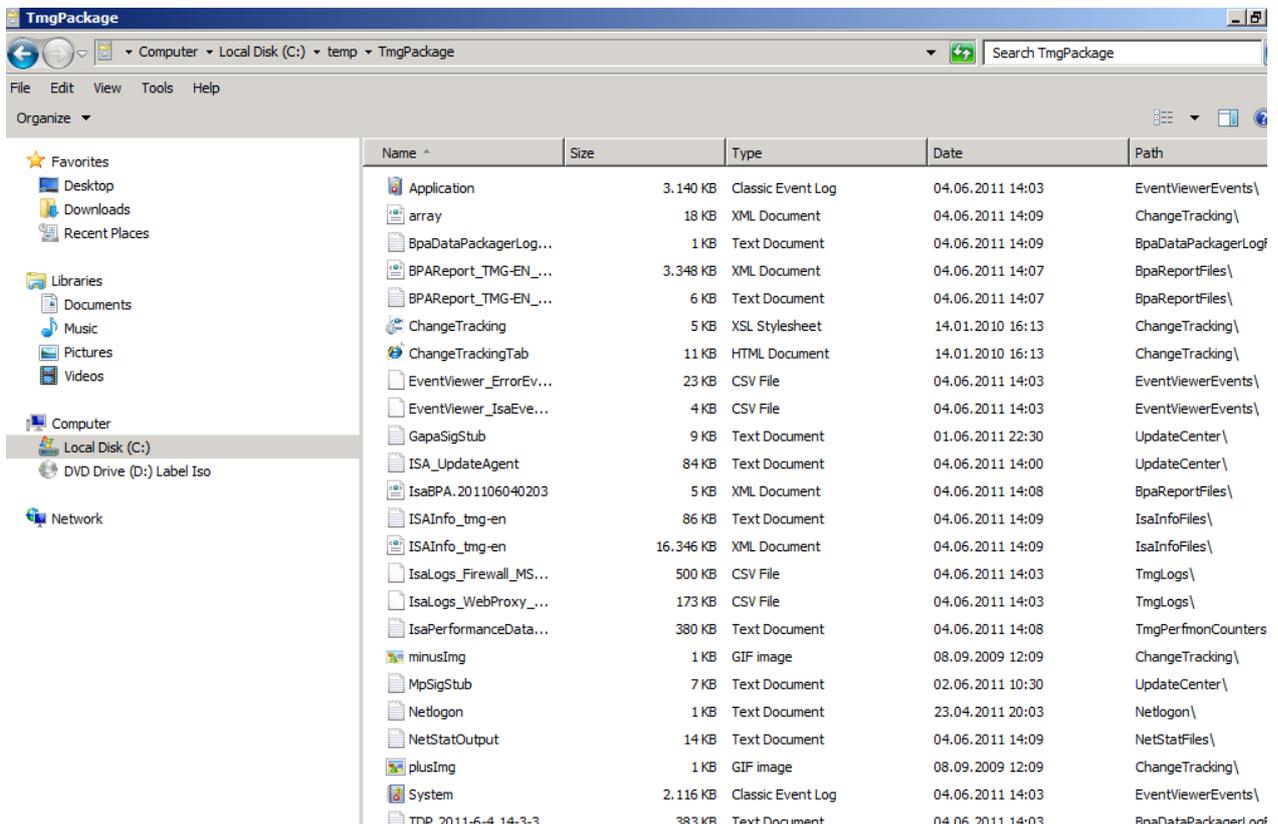
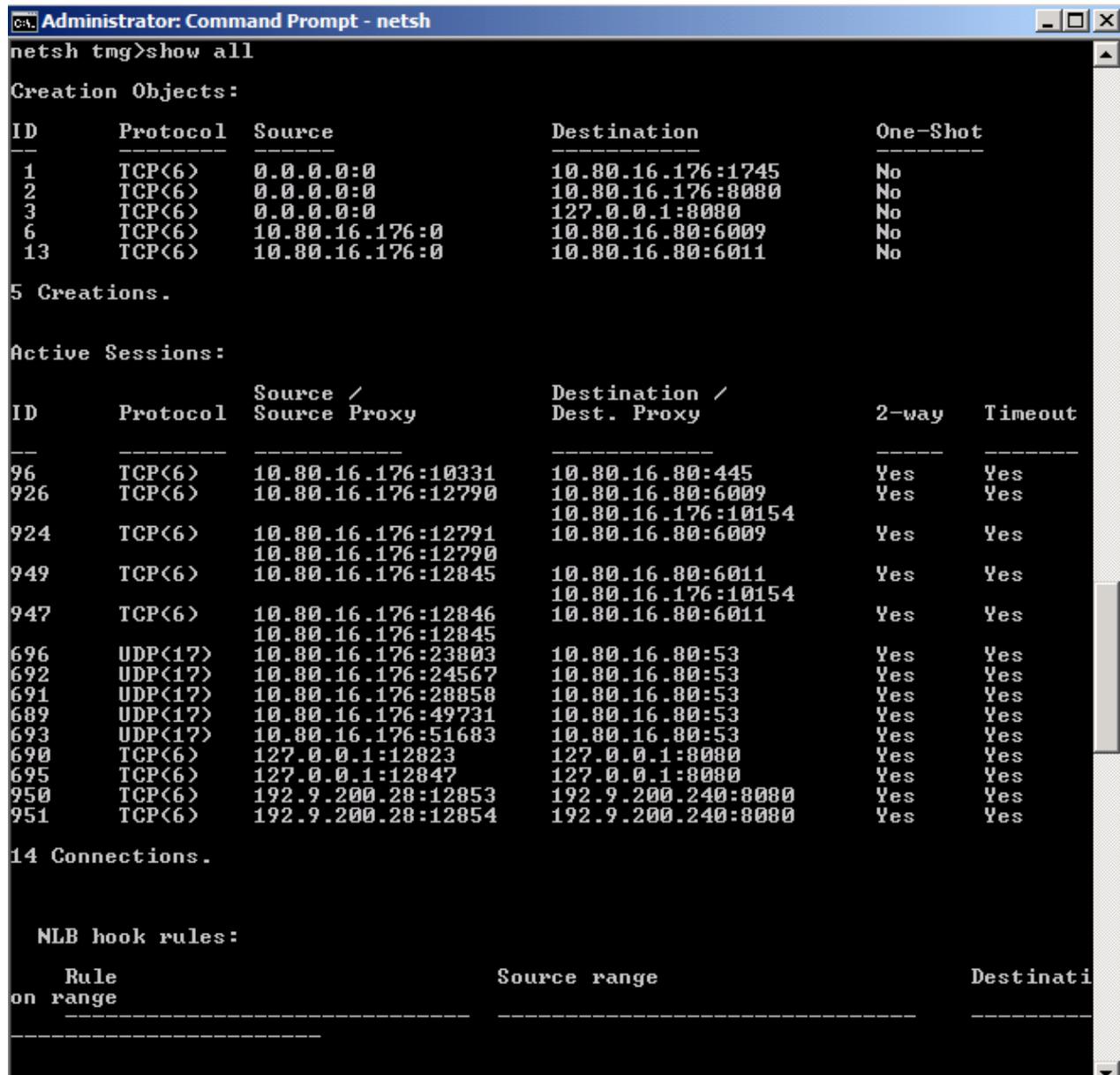


Figure 9: TMG Data packager – CAB file content

## Netsh

Beginning with Forefront TMG Microsoft extended the Windows Netsh tool with some Forefront TMG commands. As some of you might know, some commands of the FWENGMON utility of ISA Server 2006 are now part of the Netsh tool. Netsh has now some options to give you a low level view about client connections with the Firewall and may be helpful in some situations.



```
Administrator: Command Prompt - netsh
netsh tmg>show all

Creation Objects:

ID      Protocol  Source           Destination       One-Shot
-----
1       TCP<6>    0.0.0.0:0        10.80.16.176:1745 No
2       TCP<6>    0.0.0.0:0        10.80.16.176:8080 No
3       TCP<6>    0.0.0.0:0        127.0.0.1:8080   No
6       TCP<6>    10.80.16.176:0   10.80.16.80:6009 No
13      TCP<6>    10.80.16.176:0   10.80.16.80:6011 No

5 Creations.

Active Sessions:

ID      Protocol  Source /         Destination /     2-way  Timeout
-----
96      TCP<6>    10.80.16.176:10331 10.80.16.80:445  Yes    Yes
926     TCP<6>    10.80.16.176:12790 10.80.16.80:6009  Yes    Yes
924     TCP<6>    10.80.16.176:12791 10.80.16.80:6009  Yes    Yes
949     TCP<6>    10.80.16.176:12845 10.80.16.80:6011  Yes    Yes
947     TCP<6>    10.80.16.176:12846 10.80.16.80:6011  Yes    Yes
696     UDP<17>   10.80.16.176:23803 10.80.16.80:53   Yes    Yes
692     UDP<17>   10.80.16.176:24567 10.80.16.80:53   Yes    Yes
691     UDP<17>   10.80.16.176:28858 10.80.16.80:53   Yes    Yes
689     UDP<17>   10.80.16.176:49731 10.80.16.80:53   Yes    Yes
693     UDP<17>   10.80.16.176:51683 10.80.16.80:53   Yes    Yes
690     TCP<6>    127.0.0.1:12823    127.0.0.1:8080   Yes    Yes
695     TCP<6>    127.0.0.1:12847    127.0.0.1:8080   Yes    Yes
950     TCP<6>    192.9.200.28:12853 192.9.200.240:8080 Yes    Yes
951     TCP<6>    192.9.200.28:12854 192.9.200.240:8080 Yes    Yes

14 Connections.

NLB hook rules:

Rule           Source range     Destinati
on range
-----
```

Figure 10: NETSH TMG options

## Microsoft Network Monitor (Netmon)

As one of the last resorts in Forefront TMG troubleshooting (excepts Windows Kernel Debugging ☺ ) you can use the Microsoft Network Monitor to get deep inside into the network traffic. Netmon may be helpful when you couldn't find the cause of problems with the built in tools of Forefront TMG. You can use the Microsoft Network Monitor (Netmon) 3.3 version which is part of the TMG BPA installation or you can use the latest build 3.4 from the Microsoft website.

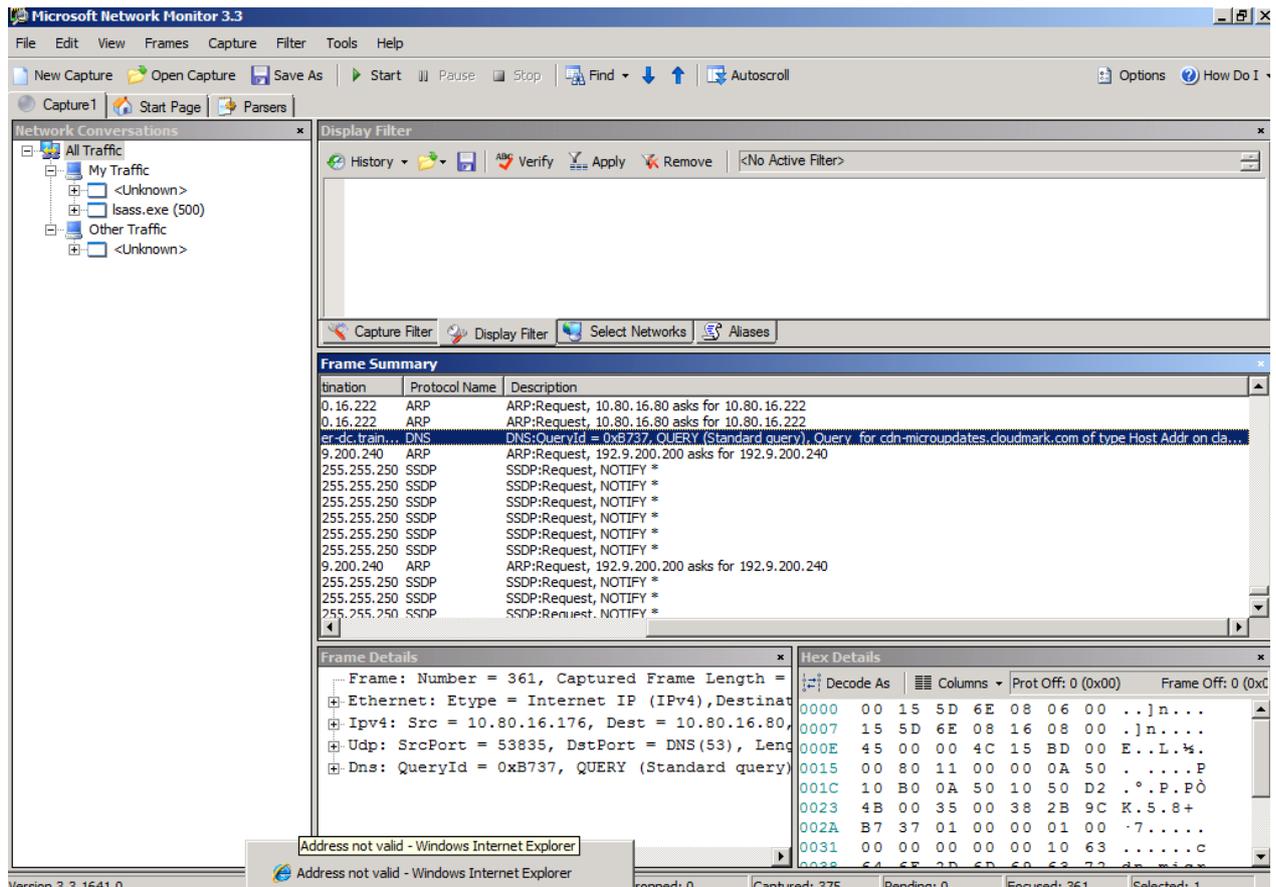


Figure 11: Microsoft Network Monitor

**Attention:** If you want to analyze network traffic between Forefront TMG and the ISA Firewall client, now called TMG client, you have to download a special Netmon Parser. You can download the Netmon parser [here](#).

## Forefront TMG troubleshooting

The Forefront TMG Management console comes with some built in troubleshooting tools like the Traffic simulator, the change tracking feature and the connectivity test tool.

[Troubleshooting](#)
[Change Tracking](#)
[Traffic Simulator](#)
[Diagnostic Logging](#)
[Connectivity Test](#)

## Troubleshooting and Support

- 
**Use the Best Practices Analyzer**  
 The Best Practices Analyzer Tool for Forefront TMG scans the configuration settings of the local computer. This tool examines the local Forefront TMG computer, determining the status of the computer configuration and finding issues that do not conform to recommended best practices.
- 
**View Forefront TMG Configuration Changes**  
 The Configuration Change Tracking feature records and displays changes applied to the Forefront TMG configuration. Click this link to open the Change Tracking tab in the Forefront TMG Monitoring options.
- 
**View Forefront TMG Alerts**  
 Forefront TMG alerts notify you when specified events occur on the local Forefront TMG computer. Click this link to open the Alerts tab in the Forefront TMG Monitoring options.
- 
**View Forefront TMG Logging**  
 Forefront TMG maintains logs of activity on the Forefront TMG computer. Click this link to open the Logging tab in the Forefront TMG Monitoring options.
- 
**Use the Traffic Simulator**  
 Forefront TMG Traffic Simulator simulates network traffic in accordance with specified request parameters, and provides information about firewall policy rules evaluated for the request. Click this link to go to the Traffic Simulator tab.
- 
**View Diagnostic Logging Events**  
 Forefront TMG Diagnostic Logging view allows you to query the diagnostic logging database according to the filter criteria. Click this link to go to the Diagnostic Logging tab.

Figure 12: Forefront TMG Troubleshooting and support

For special TMG troubleshooting the TMG Diagnostic Logging feature might be helpful to find problems with the TMG configuration. Forefront TMG Diagnostic Logging is deactivated by default and you manually have to activate it.



**Troubleshooting**  
**Enterprise**

[Troubleshooting](#)
[Change Tracking](#)
[Traffic Simulator](#)
[Diagnostic Logging](#)
[Connectivity Test](#)

[Tasks](#)
[Help](#)

Use the diagnostic logging filter to view the events for a selected server.

Filter Criteria  
 Message contains:   
 Context contains:

Server:

**Diagnostic Logging Tasks**

Figure 13: Forefront TMG Diagnostic logging

After the TMG Diagnostic logging has run for a while you can stop the Diagnostic logging and filter the log for informations that might be of interest for you.

Microsoft  
**Forefront**  
Threat Management Gateway 2010

Troubleshooting  
Enterprise

Troubleshooting Change Tracking Traffic Simulator **Diagnostic Logging** Connectivity Test

Tasks Help

Use the diagnostic logging filter to view the events for a selected server.

Filter Criteria

Message contains:

Context contains:

Server:

Apply Filter Show All

Currently showing: server=[TMG-EN]

29	04.06.2011 13:48:39	0e907329 0e90732a	Firewall service	Forefront TMG is looking for an applicable network rule.
30	04.06.2011 13:48:39	0e907329 0e90732a	Firewall service	Forefront TMG is evaluating the network rule Local Host Access.
31	04.06.2011 13:48:39	0e907329 0e90732a	Firewall service	The source and destination in the packet match the source and destination specified in the network rule, which specifies a route relationship.
32	04.06.2011 13:48:39	0e907329 0e90732a	Firewall service	The network rule Local Host Access matches the source and destination. A route relationship is specified.
33	04.06.2011 13:48:39	0e907329 0e90732a	Web Proxy	Forefront TMG will connect to the Web server 192.9.200.240 on the IP address 192.9.200.240 and port 8080.
34	04.06.2011 13:48:42	0e90732b 0e90732c	Web Proxy	Forefront TMG rejected the request with the HTTP status code 504 and will return the following error message to the Web client. "The connection timed out. (10060)"

Back to Getting Started

Figure 14: Forefront TMG Diagnostic logging content

The Diagnostic logging give you a deep insight how Forefront TMG works under the hood.

## FWENGTRACE

FWENGTRACE is part of the Forefront TMG Best Practice Analyzer and can be used to modify trace information for several Forefront TMG components, in this example the Forefront TMG LLQ (Large Logging Queue) feature of Forefront TMG.

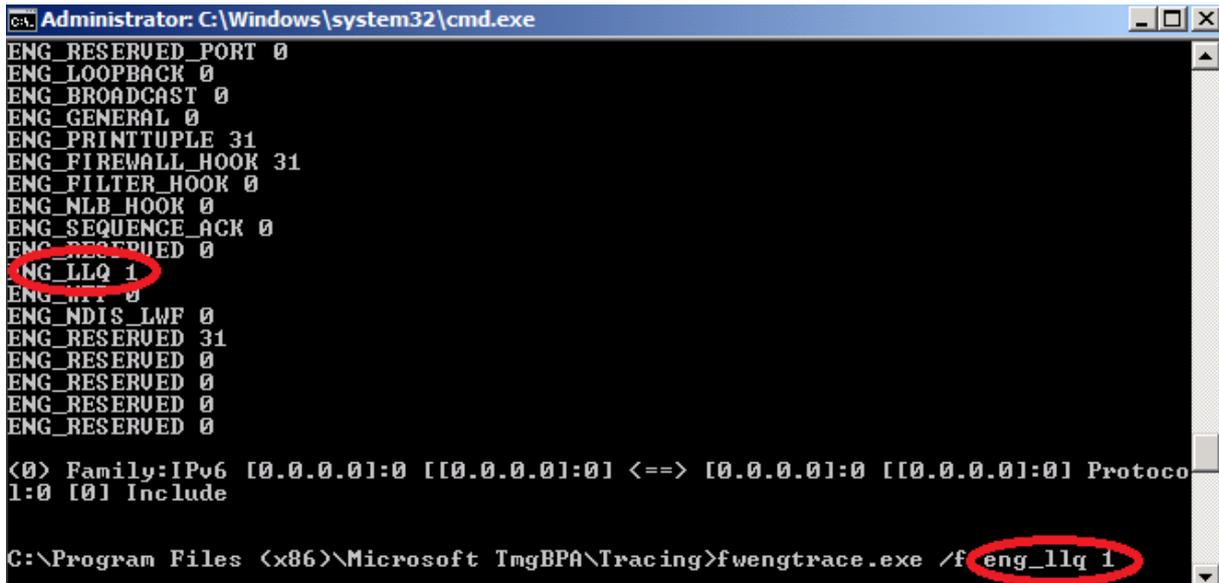


Figure 15: FWENGTTRACE

## ISATRACE

Like Forefront [UAG](#), Forefront TMG has some built in tracing capabilities, which give you the choice to modify the content of the ISALOG.BIN trace file which is located in the %windir%\Debug directory. Have you ever wondered about the large (about 400 MB) .bin file? This is the ISA/TMG trace file. Starting with ISA Server 2004 SP2 the ISALOG.BIN file is used to trace the status from a lot of Forefront TMG components. With ISATRACE you can change the information in the trace file.

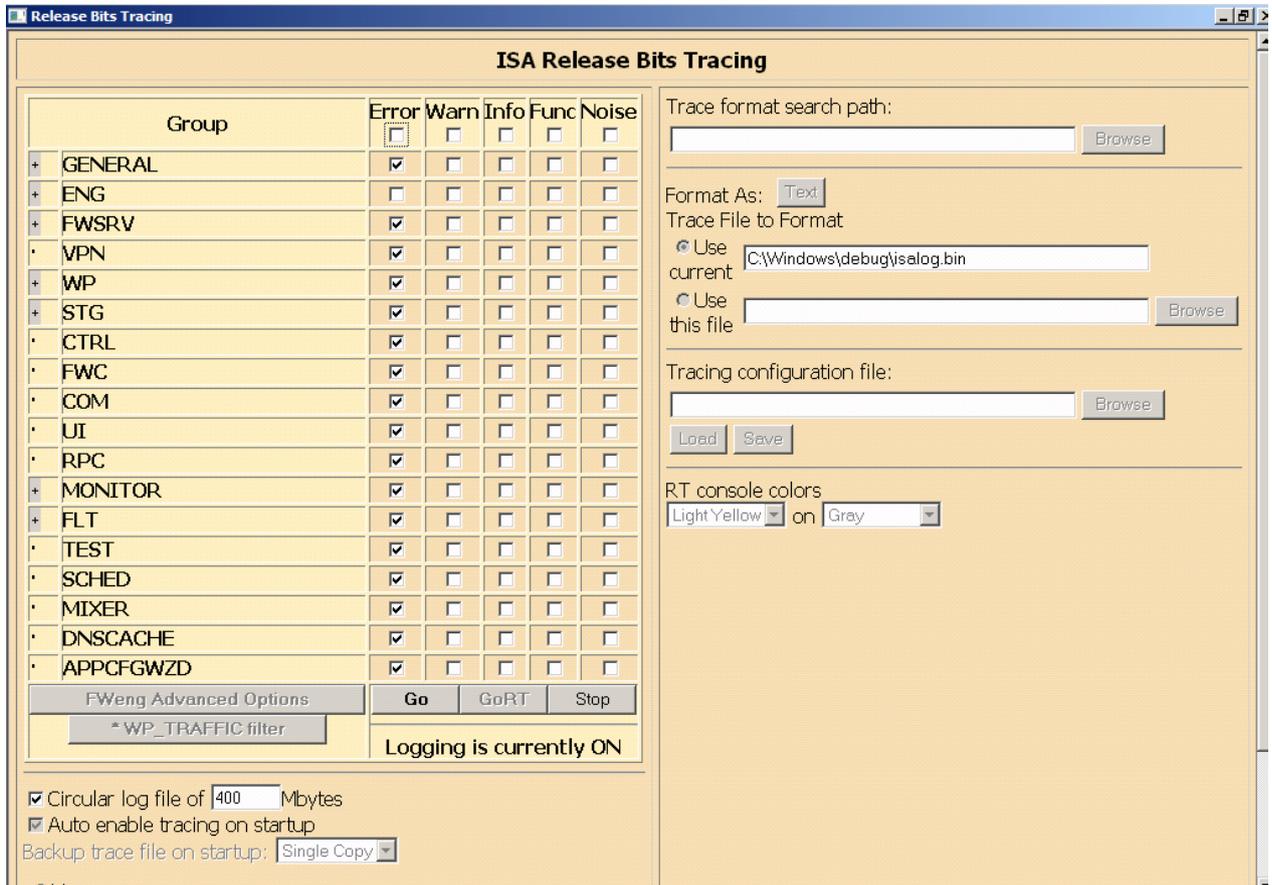


Figure 16: ISATRACE

## Windows Performance Monitor (Perfmon)

Perfmon is a great utility to analyze the performance of your Windows Server and the applications installed on the Server. A supported application like Forefront TMG extends the Windows Performance monitor with its own counters that Forefront TMG Administrators can use to build baselines of the TMG Server to compare these baselines with current loads when they expect performance problems with their TMG Server.

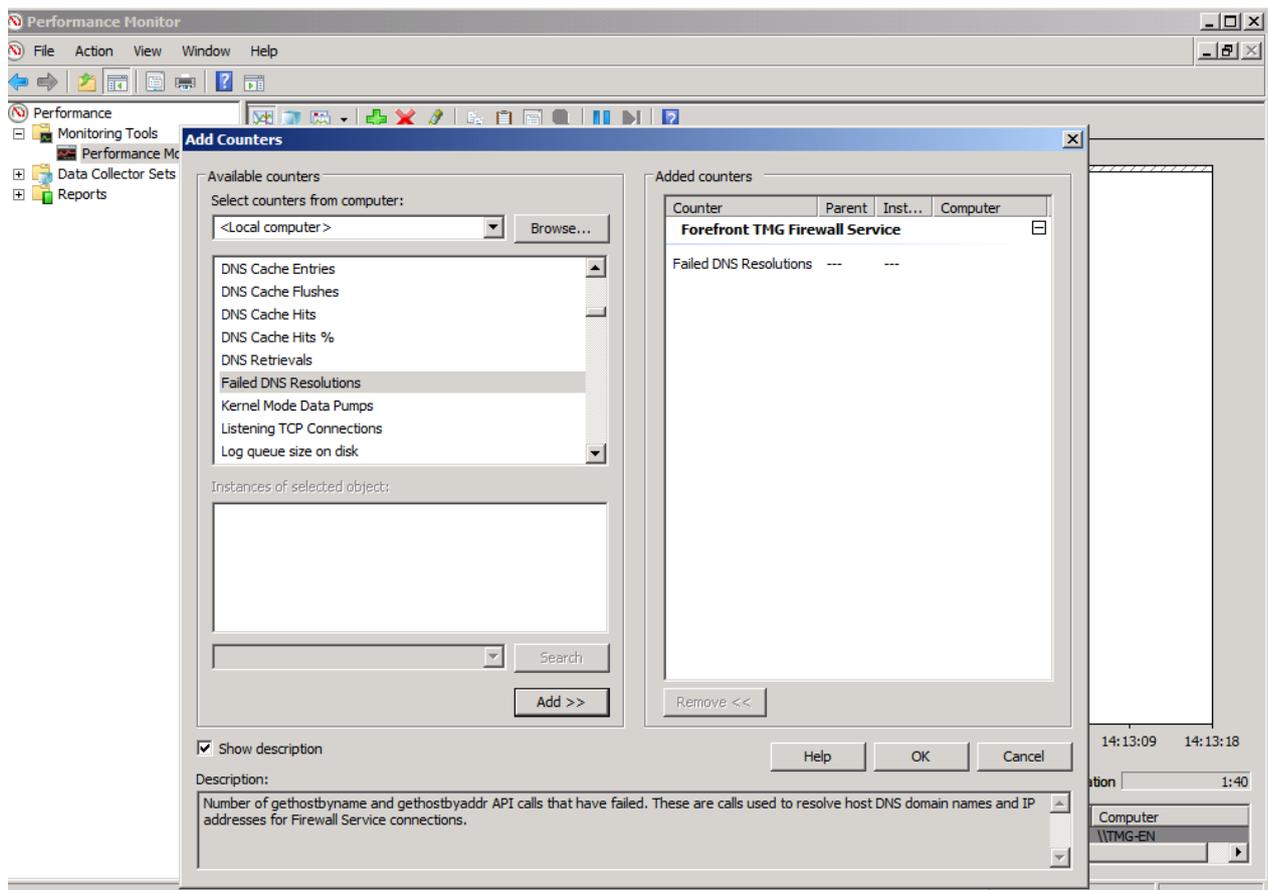


Figure 17: Windows Perfmon with TMG counters

Because there are a lot of performance counters for various Forefront TMG subsystems and it might be time consuming for Administrator to find the right counters, Microsoft has developed PAL (Performance Analysis of Logs) which can create XML files for specific applications with helpful Performance counters. You can use these XML files to import it into the Perfmon tool.

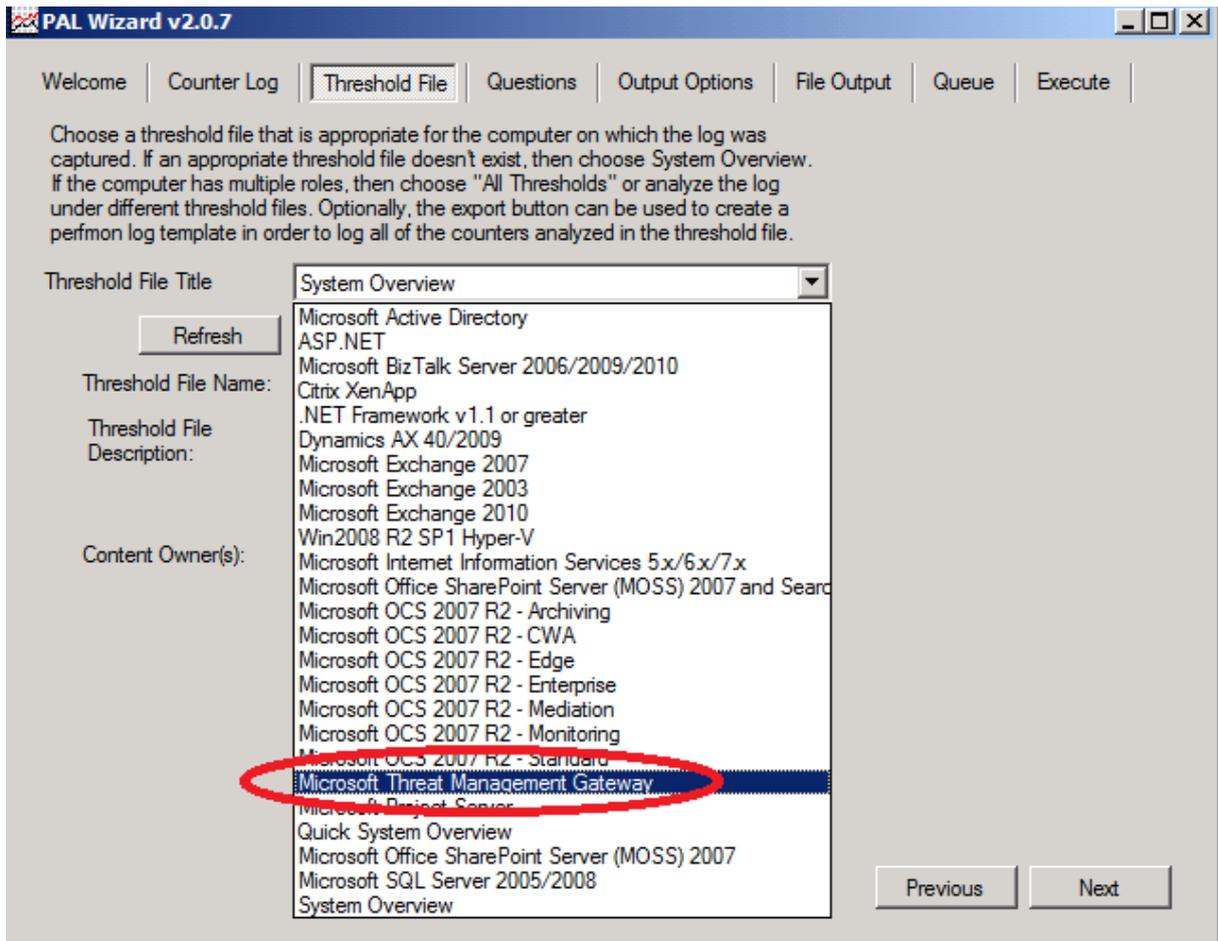


Figure 18: PAL template

Export the XML file of PAL to a Perfmon template file. In the Windows Performance monitor navigate to the Data Collector Sets and create a new user defined Data collector set.

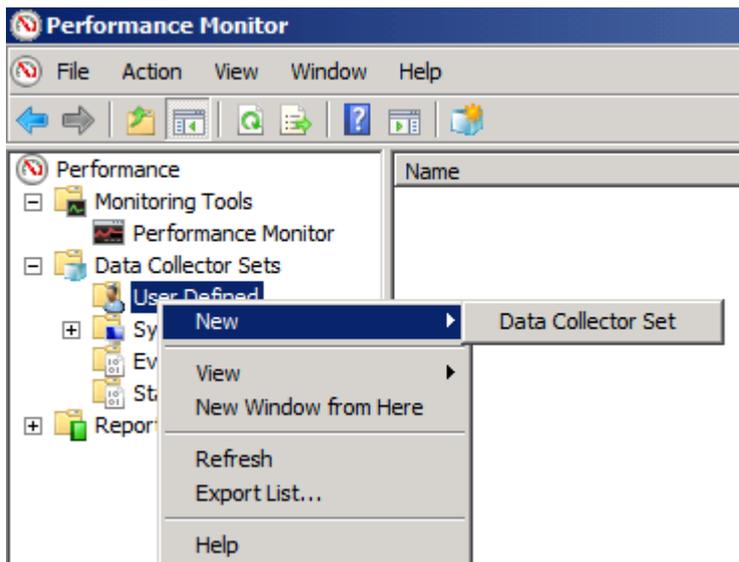


Figure 19: New Data Collectore Set with Perfmon

Select "Create from a template". Select the XML template exported from PAL and now you can see the performance counters for Forefront TMG.

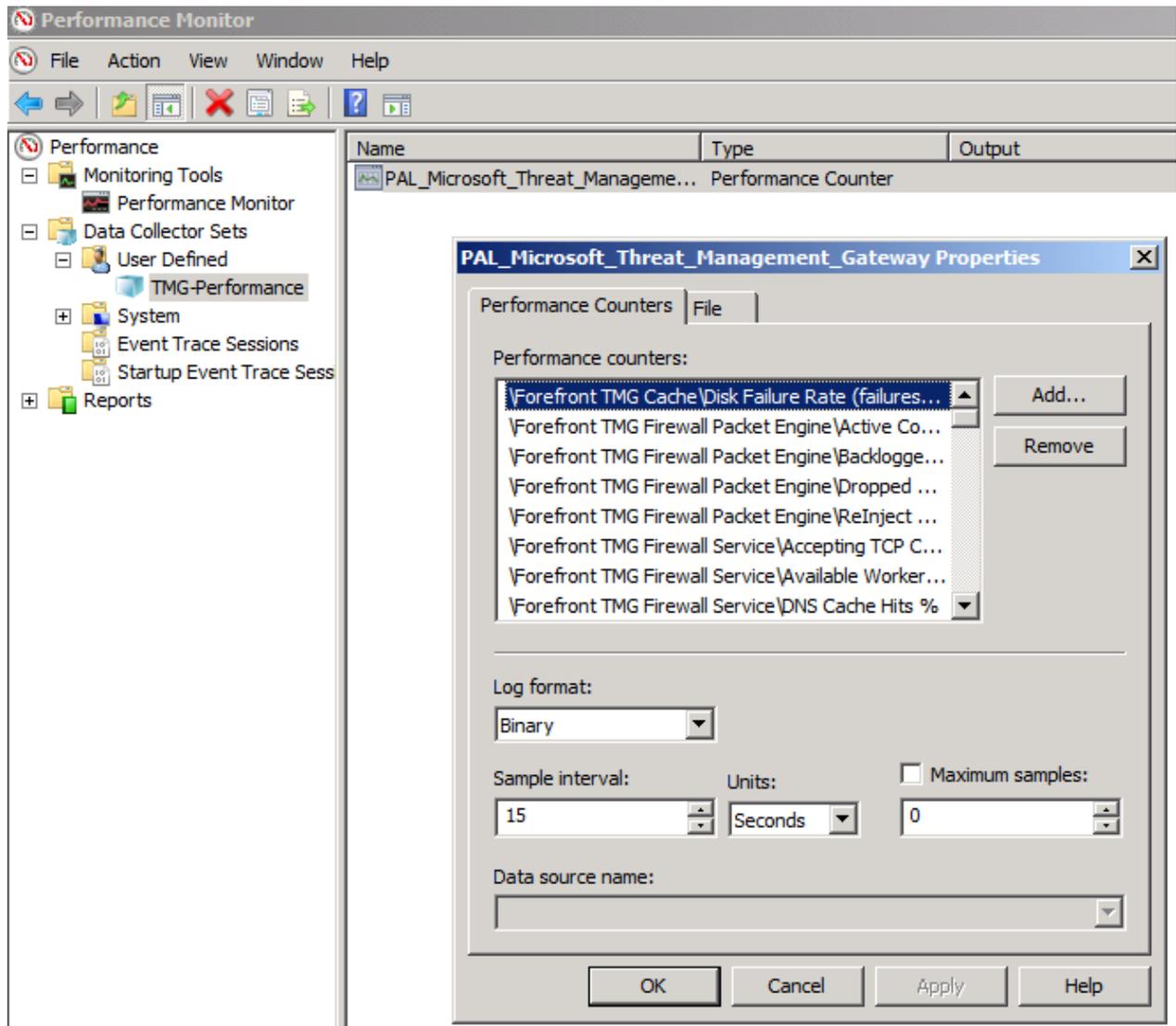


Figure 20: Perfmon with PAL counters

You can now use the user defined Data Collector Set to start collecting informations. Right click the new Data collection and select Start.

After you stop the data collection process you can view the report of the collected data under the reports section of the Windows Performance monitor.

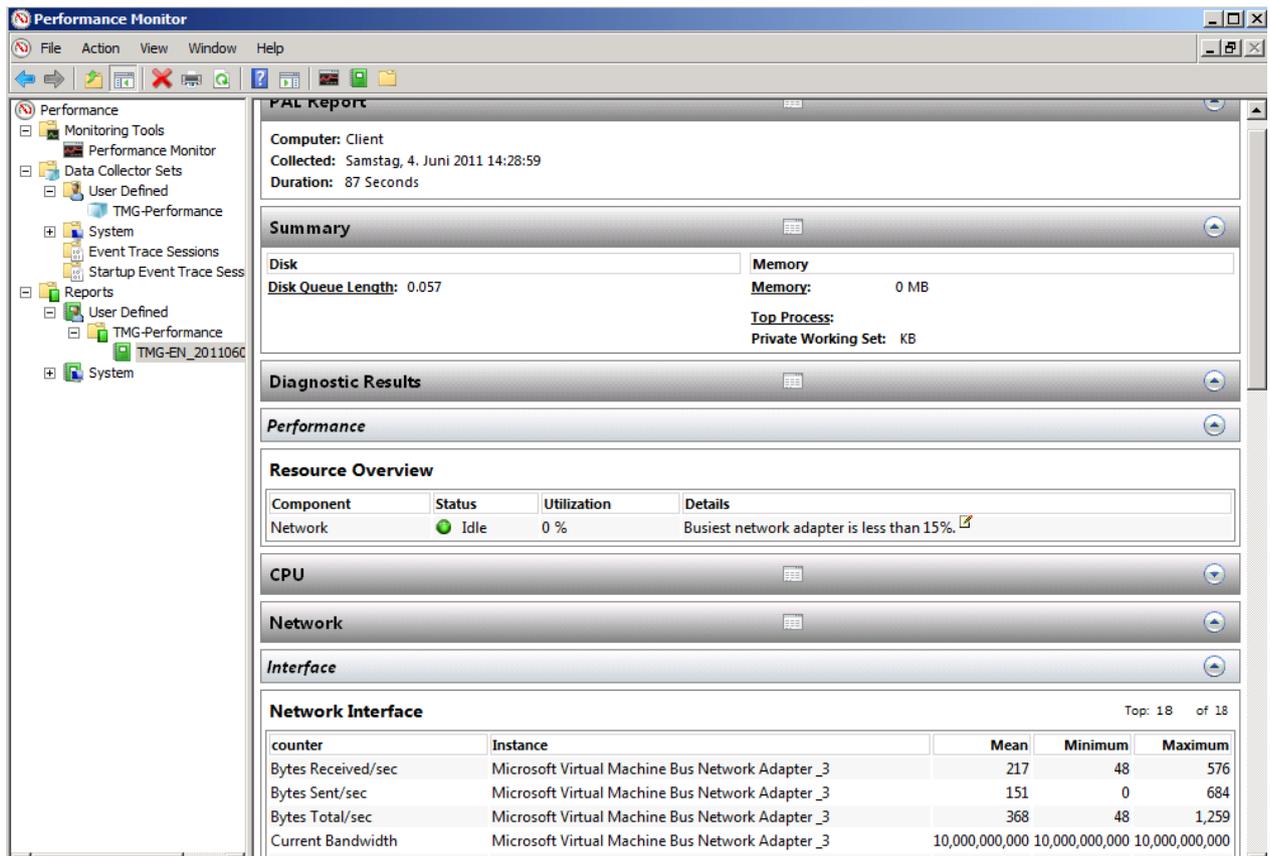


Figure 21: Perfmon data collector report

## Forefront TMG SuperFlow application

This article ends with a quick overview about the Forefront TMG Superflow application. You can use this tool to troubleshoot a failed Forefront TMG installation. TMG Superflow contains some helpful links and resources to troubleshoot a failed Forefront TMG installation. You can read more about the TMG Superflow utility [here](#).

SuperFlow Application

**Troubleshooting Forefront TMG Services** Microsoft Forefront Threat Management Gateway 2010

Overview | Preparation Tool Issues | Setup Issues | Resources

This SuperFlow is designed to help you troubleshoot and resolve Forefront TMG installation issues. It takes you through the steps required to:

- Determine the root cause of your issue.
- Perform the appropriate resolution steps.
- Verify that the resolution fixed the issue.

**Navigating the SuperFlow**

You can navigate the SuperFlow by using the Preparation Tool Issues, Setup Issues, and Resources tabs:

- The **Preparation Tool Issues** tab helps you troubleshoot issues you may encounter when running the Preparation Tool.
- The **Setup Issues** tab helps you troubleshoot issues you may encounter when running the Installation Wizard.
- The **Resources** tab contains links to additional information to help you troubleshoot Forefront TMG installation issues.

**SuperFlow Icons**

The following table lists the icons that might display in the SuperFlow.

Icon	Description
	Send feedback about this SuperFlow.
	Opens the current topic in another window.
	Prints the current topic.

**Keyboard Shortcuts**

Keyboard shortcuts are combinations of keystrokes that can be used to perform a task that would typically require a mouse or other pointing device. The following table lists the keyboard shortcuts that you can use in the SuperFlow.

Press this key	To do this
TAB	Move to the next object.
SHIFT+TAB	Move to the previous object.
CTRL+TAB	Move to the next SuperFlow tab.

Figure 22: TMG Superflow

## Conclusion

Troubleshooting Forefront TMG problems can be very complicated because of the various reasons why Forefront TMG doesn't work as expected, but on the other hand there are lot of troubleshooting guides and tools to find the reason for the problem. In my opinion the most important aspect is to have an analytic approach when you start troubleshooting. You should always start with the easiest troubleshooting steps and walk through the other steps if the previous analytics wasn't successful.

## Related links

Forefront TMG Troubleshooting Survival Guide

<http://social.technet.microsoft.com/wiki/contents/articles/forefront-threat-management-gateway-tmg-2010-troubleshooting-survival-guide.aspx>

Forefront TMG Performance Troubleshooting with PAL v2.x Part 1 – Data Collection

<http://tmgblog.richardhicks.com/2011/02/06/forefront-tmg-performance-troubleshooting-with-pal-v2-x-part-1-data-collection/>

Forefront TMG Setup log files

<http://technet.microsoft.com/de-de/library/ee781947.aspx>

Forefront TMG Troubleshooting

<http://technet.microsoft.com/en-us/library/dd897100.aspx>

SuperFlow for Troubleshooting Forefront TMG Installation

<http://www.microsoft.com/downloads/en/details.aspx?FamilyID=f1ebfda1-da51-44cc-99cb-96ad0fd40bdf>

Troubleshooting Forefront TMG 2010 Performance issues Cheat Sheet

<http://social.technet.microsoft.com/wiki/contents/articles/troubleshooting-forefront-tmg-2010-performance-issues-cheat-sheet.aspx>

TMG BPA download

<http://www.microsoft.com/downloads/en/details.aspx?FamilyID=8aa01cb0-da96-46d9-a50a-b245e47e6b8b>

PAL download

<http://pal.codeplex.com/releases/view/51623>