

Troubleshoot UCC-SWG or UCC2.0 Extensions with Chromebook Commands

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Introduction

This document describes how to use Chromebook commands to identify and resolve issues with UCC-SWG or UCC2.0 extensions.

Background Information

These Chromebook troubleshooting commands can be used to help identify and resolve issues with Umbrella Chromebook Client Secure Web Gateway (UCC-SWG) or UCC2.0 extensions to assist in narrowing down the cause of extension-related problems during the troubleshooting process.

List of Commands

Identify the next sync

```
<#root>
```

```
chrome.storage.sync.get(console.log)
```

```
chrome.storage.local.get(t=>t.syncDataExceptionList.filter(t1=>t1.match('googleapis.com')))
```

Retry registration

Clear the registration data by running this command and reloading the extension.

```
chrome.storage.sync.clear()
```

Retrieve Chrome storage local data

```
chrome.storage.local.get(console.log)
```

Retrieve Chrome storage sync data

```
chrome.storage.sync.get(console.log)
```

Check alarms

```
chrome.alarms.getAll(console.log)
```

Clear all storage data

```
chrome.storage.sync.clear()  
chrome.storage.local.clear()
```

Check managed configuration

This command checks the managed configuration pushed from Google Admin Console (GAC). Run this command and correct any registration data from GAC if required.

```
chrome.storage.managed.get(console.log)
```

Set direct proxy

```
chrome.proxy.settings.set({
  value: {mode: 'direct'}, scope: 'regular'
})
```

Get the proxy details

```
chrome.proxy.settings.get({}, (details)=>
  console.log(details.value))
```

Clear DNS cache

```
chrome://net-internals/#dns
```

Retry registration while debugging

1. Initiate a network change
2. Reload the extension

Retry sync while debugging

1. Initiate a network change
2. Reload the extension

Retry failed sync

If sync fails, it tries syncing again three times. The `chrome.storage.local` data is empty and the `chrome.storage.sync` contains only registration data.

Enable/disable the SWG extension locally

1. Enable developer options on Google Admin Console (GAC)
2. In ChromebookConfig pushed to extension set `failClose` as false.
3. In Chromebook go to `chrome://extensions`. It lists Secure Web Gateway (SWG) Umbrella Chromebook Client.
4. Open Background Page.
5. In Console, run this command:
- 6.

```
chrome.alarms.clearAll();
```

```
var config = {
```

```
mode: "direct"
};

chrome.proxy.settings.set(
{value: config, scope: 'regular'},
function() {}
);
```

7. Once complete, SWG Protection is disabled. To re-enable the protection, refresh or reload the extension from the Chrome browser.

Manually point to specific SWG Proxy Data Center

This command is helpful when troubleshooting in order to isolate or narrow down an issue.

```
var config = {
mode: "fixed_servers",
rules: {
singleProxy: {
host: "146.112.67.8",
port:8888
},
bypassList: ["*.umbrella.com"]
}
}
```

Disable the Secure Web Gateway (SWG) extension

```
chrome.alarms.clearAll();
var config = {
mode: "direct"
};
chrome.proxy.settings.set(
{value: config, scope: 'regular'},
function() {}
);
```