Last Sync Users (Time & Date) from GAT Shield in GAT+

Chrome Audit & Management · https://gatlabs.com/knowledge/tech-tips/last-sync-users-time-date-from-gat-shield-in-gat/

Which users are not reporting back data from the Shield extension?

Sometimes you can have both **GAT+** and **GAT Shield** products deployed within your Google Workspace domain, yet some users may not appear within the GAT Shield console reporting areas.

That's usually because the GAT Shield extension has been blocked, or they're not signing into their Chromebooks using their domain accounts.

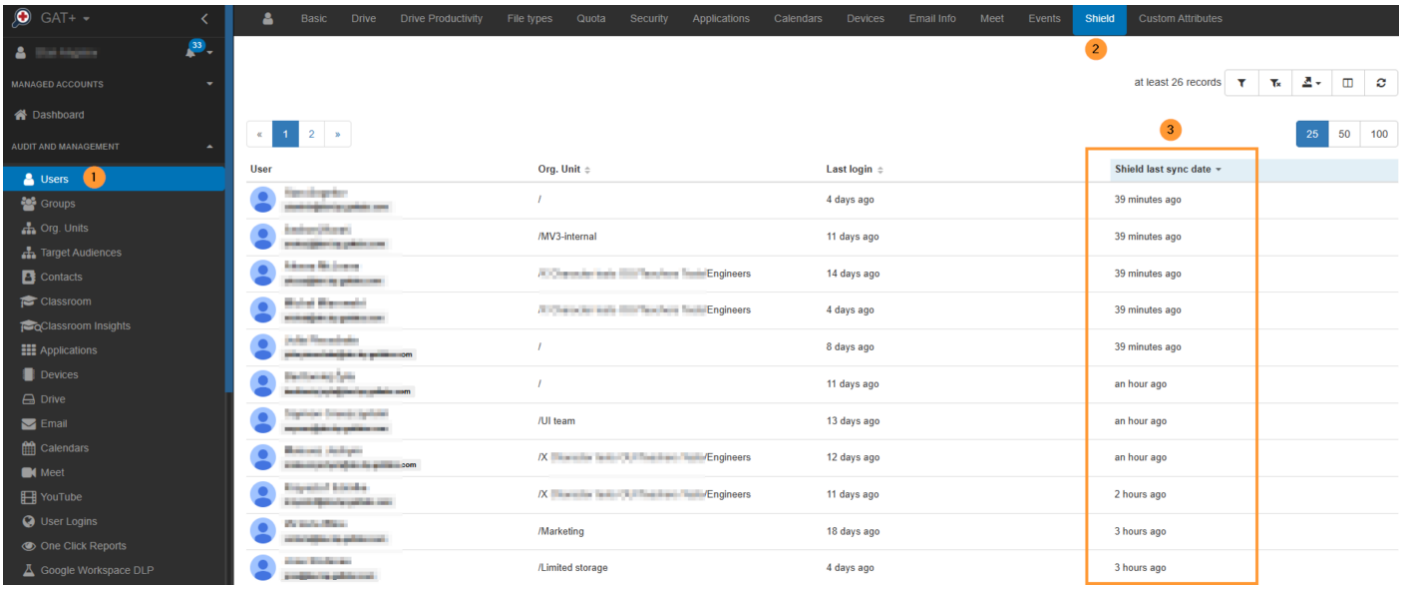
The GAT Shield extension gets blocked when repeated attempts to send data back to the GAT Shield servers fail because there's no active customer license in place.

To see this information, you'll need the following:

- **An Active customer license for GAT+**
- **An Active customer license for GAT Shield**

Find out which users did not sync into Shield

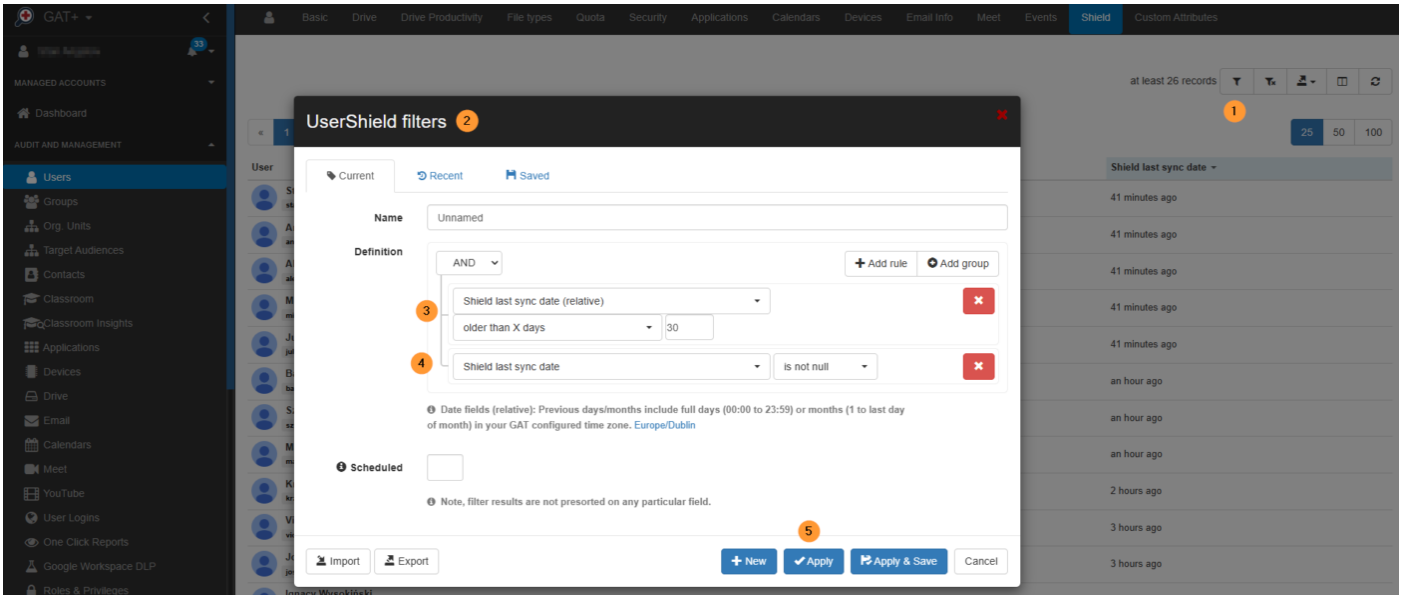
Navigate the **GAT+ → User → Shield**



Result

Filter on **Shield's last sync date**

- The "**date**" value will show the **Last sync of the user to Shield.**
- The "**null**" value will show that the user has **no recorded date synced to Shield**



This can then be exported, and you'll get a list of all users where the Shield extension was not synced or active on the user's Chrome browser.

How does it work?

When users sign into their Chromebooks or Chrome browsers, the Workspace Admin Console policies are enforced; in our case, the GAT Shield extension appears.

The GAT Shield extension sends data back to the GAT Shield console for admins to analyze, whereby the GAT Shield extension sends data back to the console every 10 minutes.

During each sync, the customer license is checked to see if it's valid.

If Shield makes 5 attempts and they all fail because the customer's license is out of date, the extension gets blocked from communicating with our servers indefinitely for that user on that device.

Another common scenario is when the user **does not sign into their Chromebook or Chrome browser** using their school's **account** email, but rather a personal one. In that case, the data **cannot be sent since the extension is not present or deployed.**

What you can do:

If you realize that some or all of your users' GAT Shield extensions have been blocked.

You can remove the GAT Shield extension using the Workspace Admin Console. Then you can deploy the GAT Shield extension again to the OUs you want to cover.

FAQ

1: Why aren't some users showing up in the GAT Shield reports?

Sometimes, GAT Shield might not collect data from all users. This usually happens if the GAT Shield extension isn't working correctly on their device, or if they're not signed into Chrome with their school or work account. The extension can also stop sending data if your organization's GAT Shield license has expired.

2: What prevents the GAT Shield extension from reporting data?

The GAT Shield extension stops reporting data if it repeatedly tries to send information but fails because there's no active license for it. This blocks the extension. Another reason is if the user is signed into their Chrome browser or Chromebook with a personal email instead of their official school or work account, as the extension only works with the managed account.