

Collect Debug Logs File in Secure Endpoint for Windows Devices

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Introduction

This document describes the steps to generate the Debug Bundle file from Cisco Secure Endpoint Connector.

Contributed by Javi Martinez, Cisco TAC Engineer.

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Secure Endpoint Connector.

Components Used

The information used in the document is based on these software versions:

- Microsoft Windows Operative System
- Cisco Secure Endpoint Connector 6.3.7 and later

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

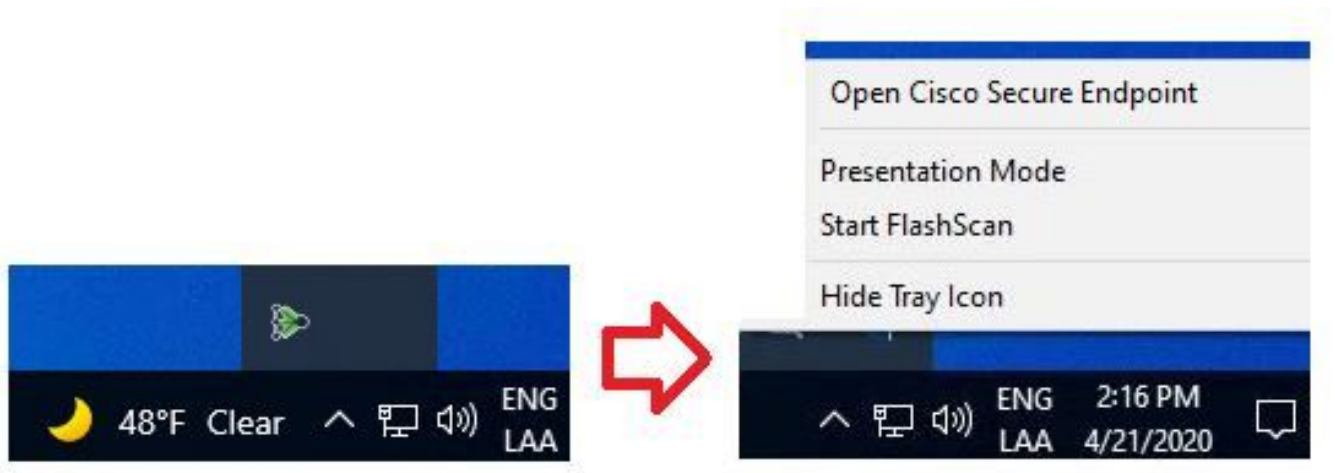
If you experience a performance issue with Cisco Secure Endpoint Connector in Microsoft Windows Operative System, you can contact the Cisco Technical Assistance Center (TAC). Cisco Technical Support Engineer proceeds to analyze the logs available in the Debug Bundle file in order to find the root issue.

Note: If you reboot the device, enable Debug mode from the IP Tray interface does not survive reboot. In case of a reboot, you can enable Debug mode from the policy configuration in the Secure Endpoint console.

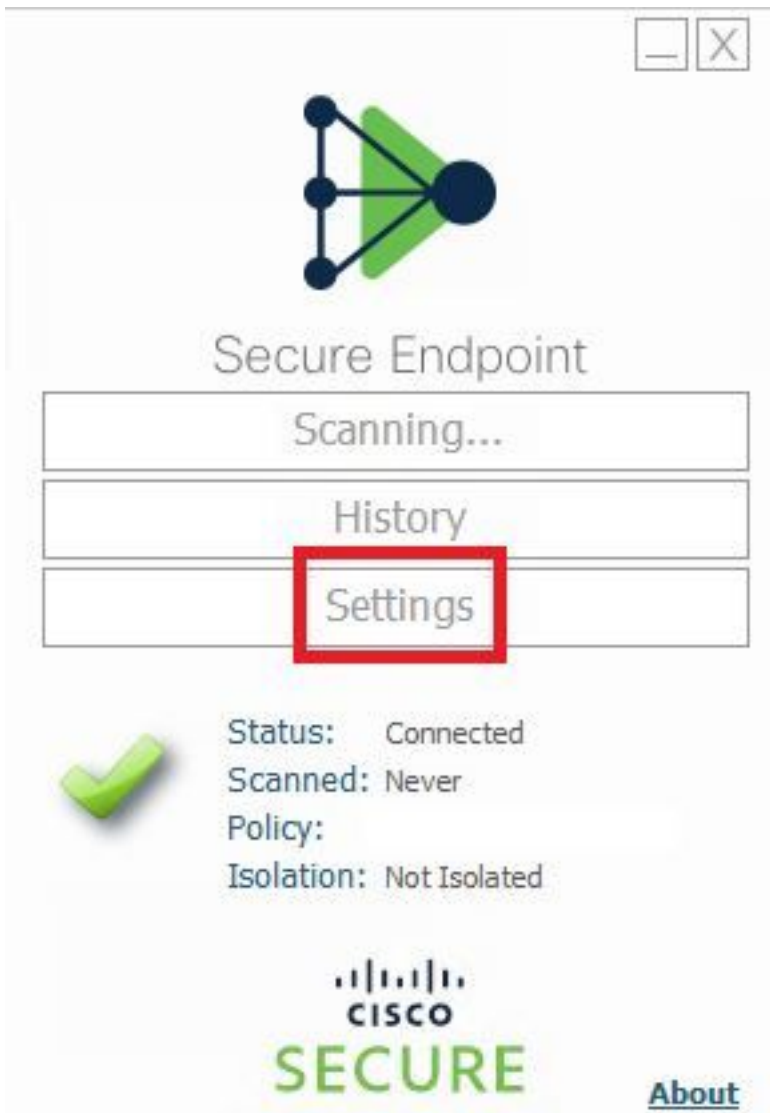
Collect Debug Logs File in Cisco Secure Endpoint for Windows

Version 7.5.5 and lower

Step 1. Use the **Tray Icon** on the taskbar, select **Open** Cisco Secure Endpoint, as shown in the image.



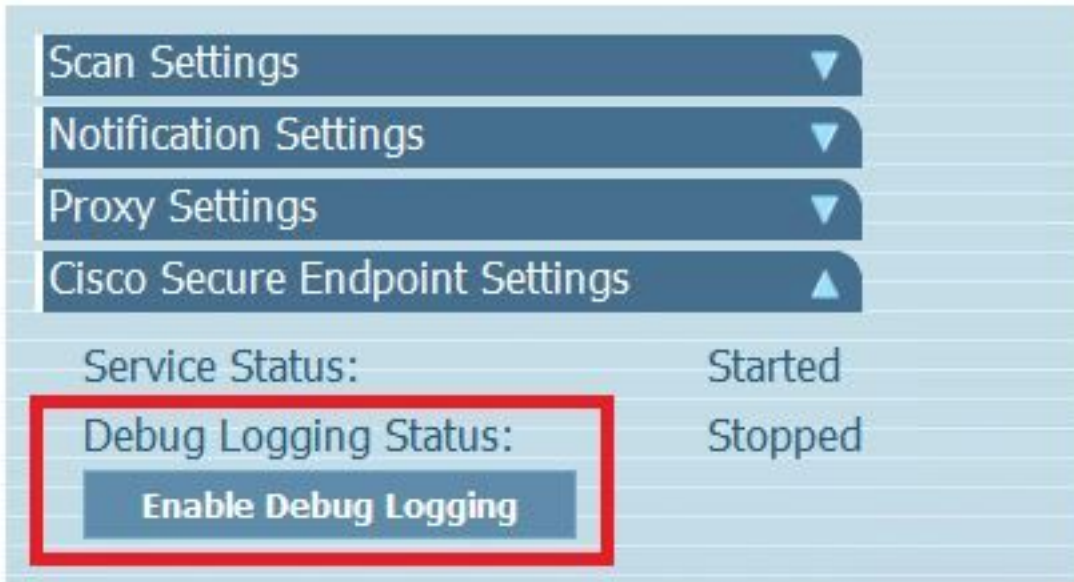
Step 2. Select the **Settings** option in Secure Endpoint Connector, as shown in the image.



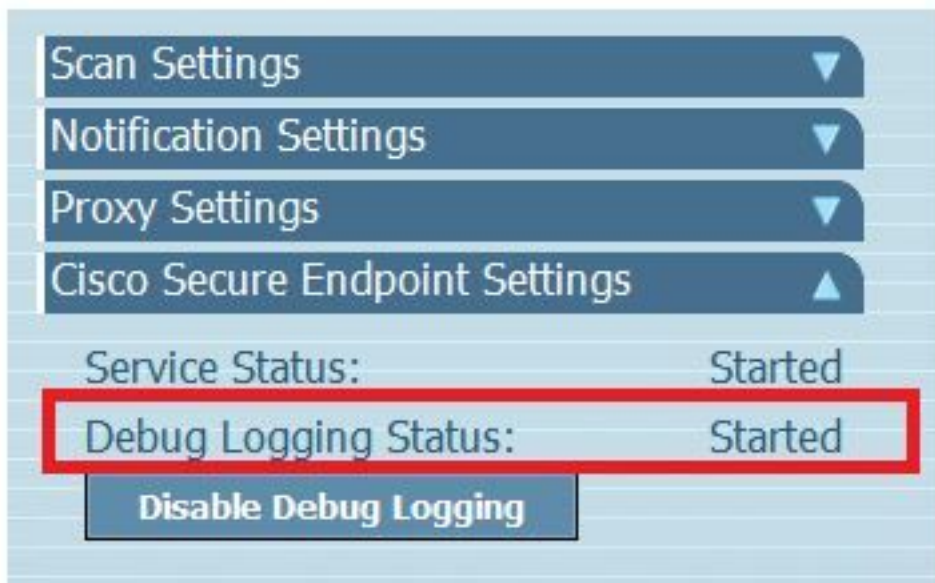
Step 3. Navigate to **Settings** and select the **Cisco Secure Endpoint Connector Settings** menu as shown in the image.



Step 4. Select **Enable Debug Logging** button, as shown in the image.

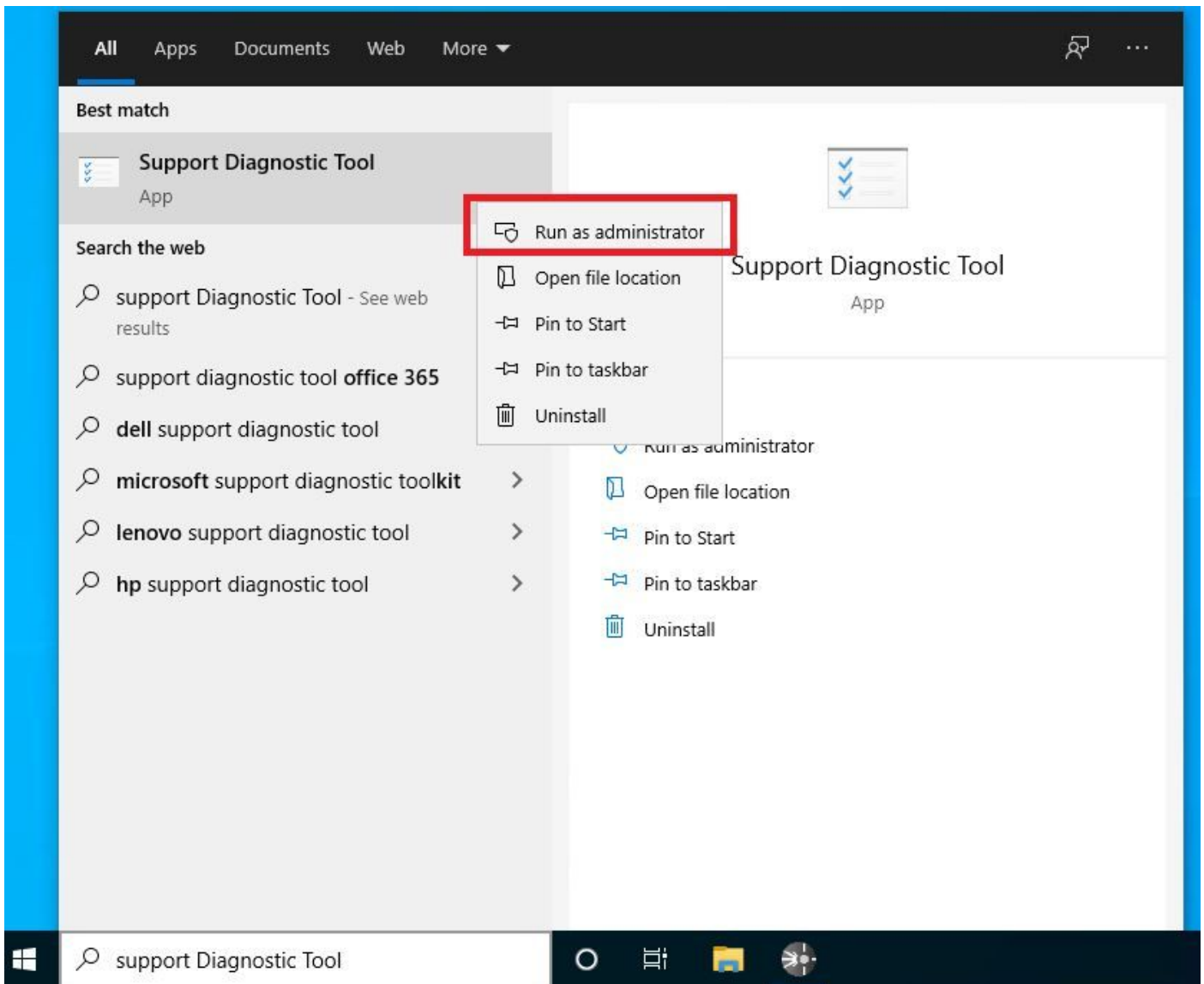


Step 4.1. Button name changes to **Disable Debug Logging**. Now you are in the **Debug Mode**, as shown in the image.



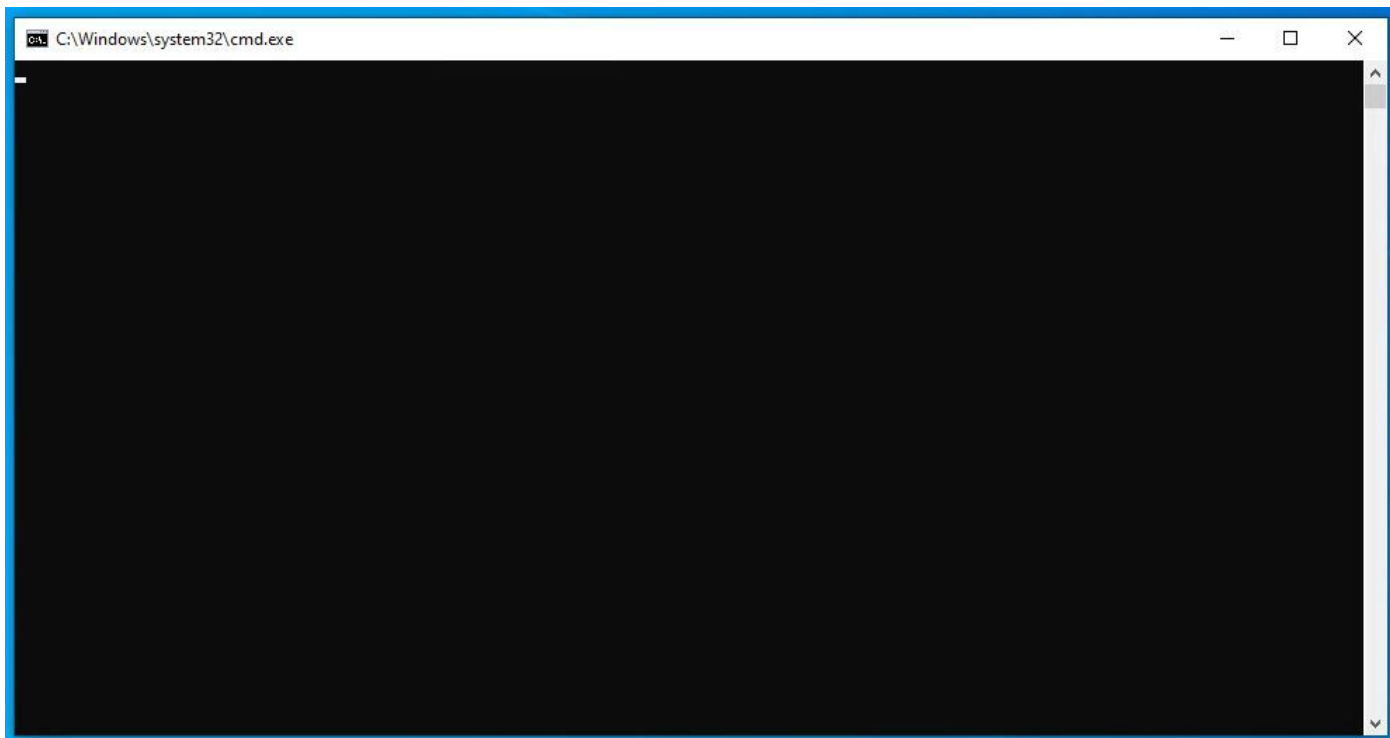
Step 5. Recreate the issue and let the device run at least for 30 minutes.

Step 6. After 30 minutes, open the Windows search, write **Support Diagnostic Tool** and the diagnostic tool appears. Execute the tool with **Administrator** privileges as shown in the image.

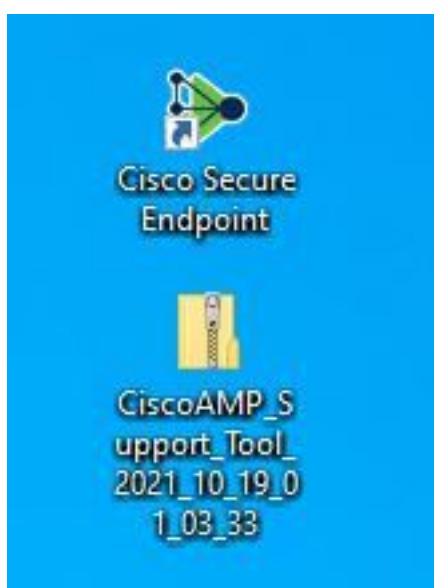


Note: From Secure Endpoint Connector v7.5.5, Windows account with administrator privileges is not required to open the Support Diagnostic Tool in order to collect the debug logs. [Release notes](#): "Updated support diagnostic tool so that it does not require elevated privileges".

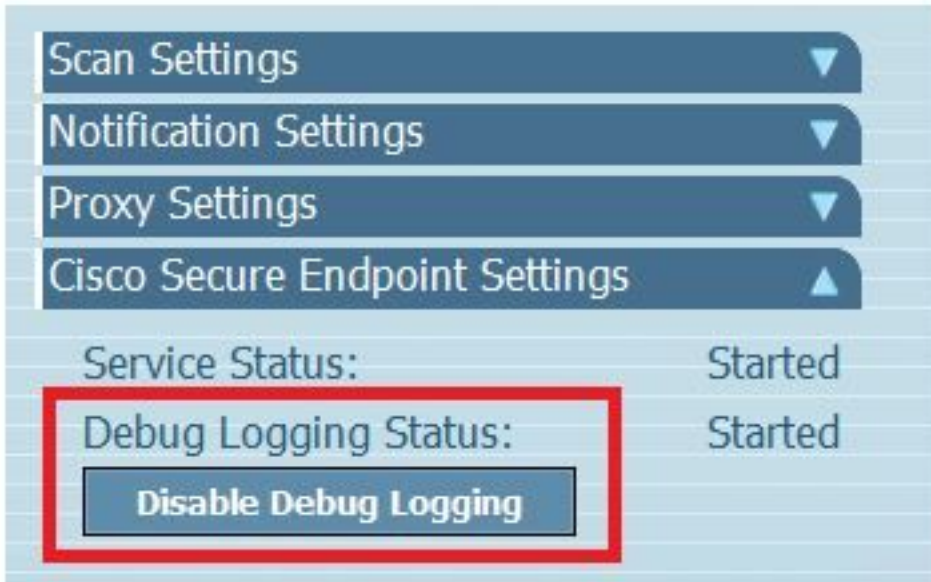
Step 7. The temporary Windows black screen appears, as shown in the image. (Wait a few seconds, the Windows black screen is closed by itself).



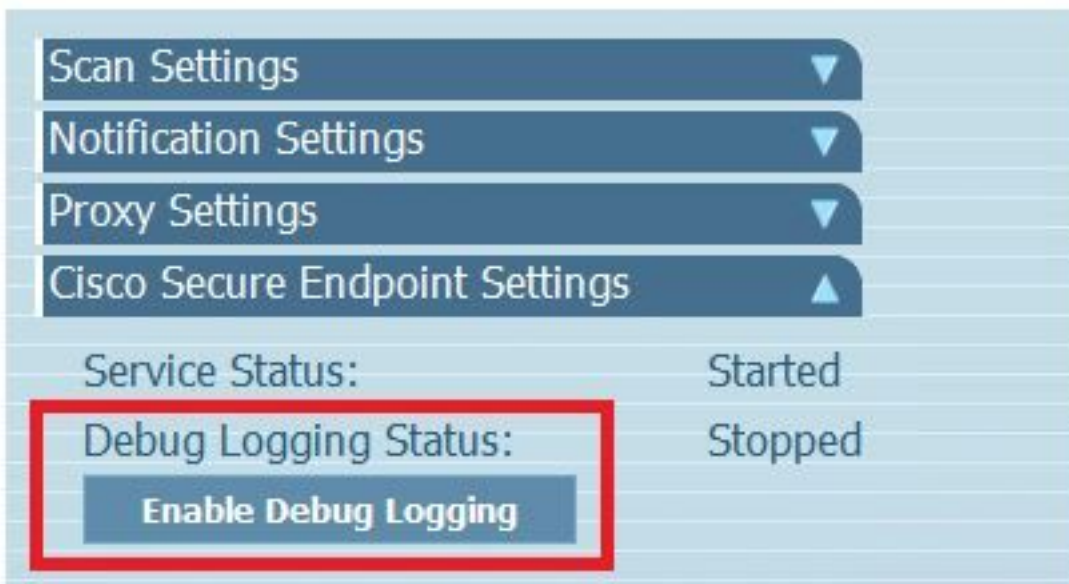
Step 8. After few minutes, the **Debug Bundle** file appears on the desktop, as shown in the image.



Step 9. Once you generate the **Debug Bundle** file, you can disable the **Debug mode**. Select **Disable Debug Logging** button, as shown in the image.



Step 9.1. Button name changes to **Enable Debug Logging**, as shown in the image.



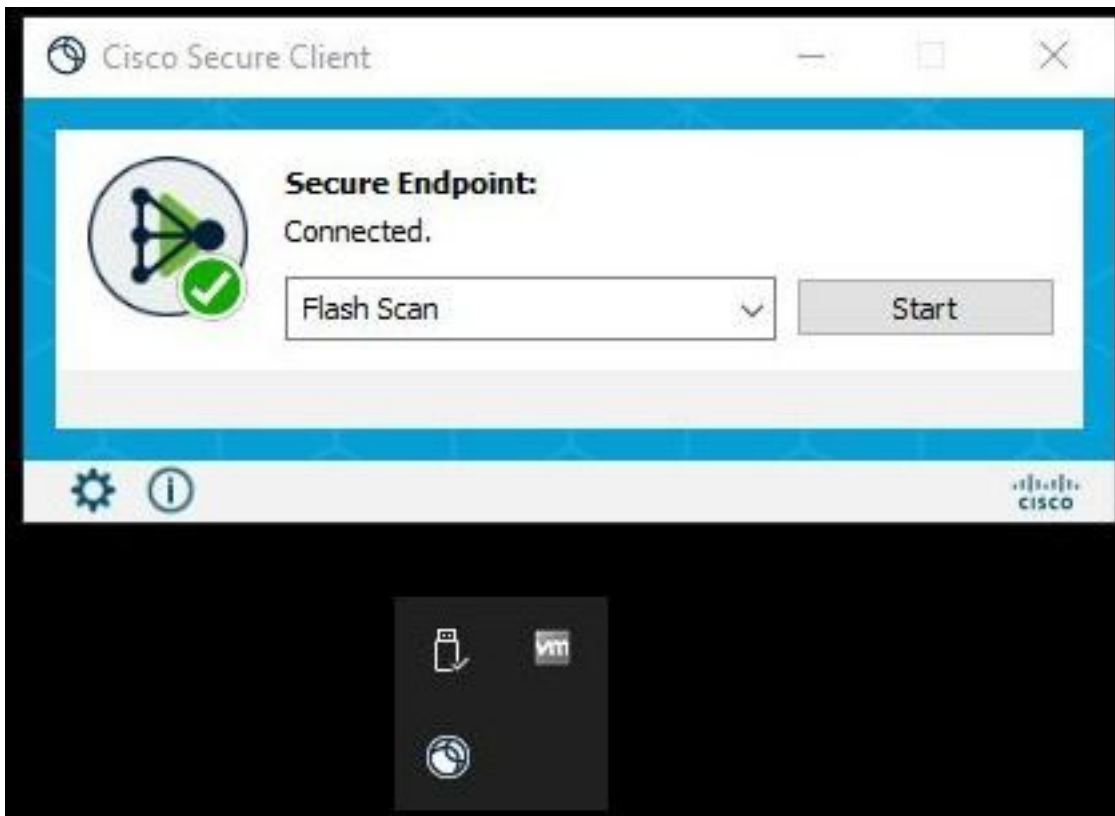
Note: Debug mode must be enabled only to collect the Debug Bundle file. Enable Debug mode for a longer time can fill up the disk space.

Step 10. Once you collect the Debug Bundle file, please upload it on <https://cway.cisco.com/csc/>.

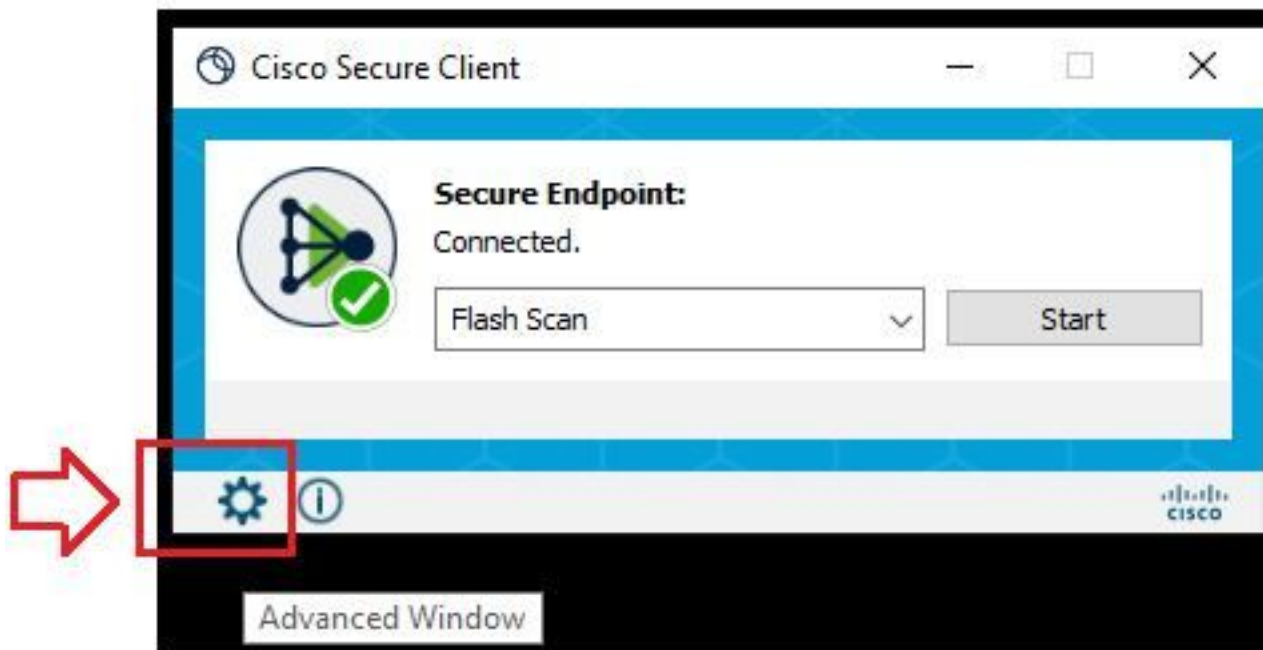
Note: Ensure that you reference the Service Request number.

Version 8.0.1 and upper (Cisco Secure Client)

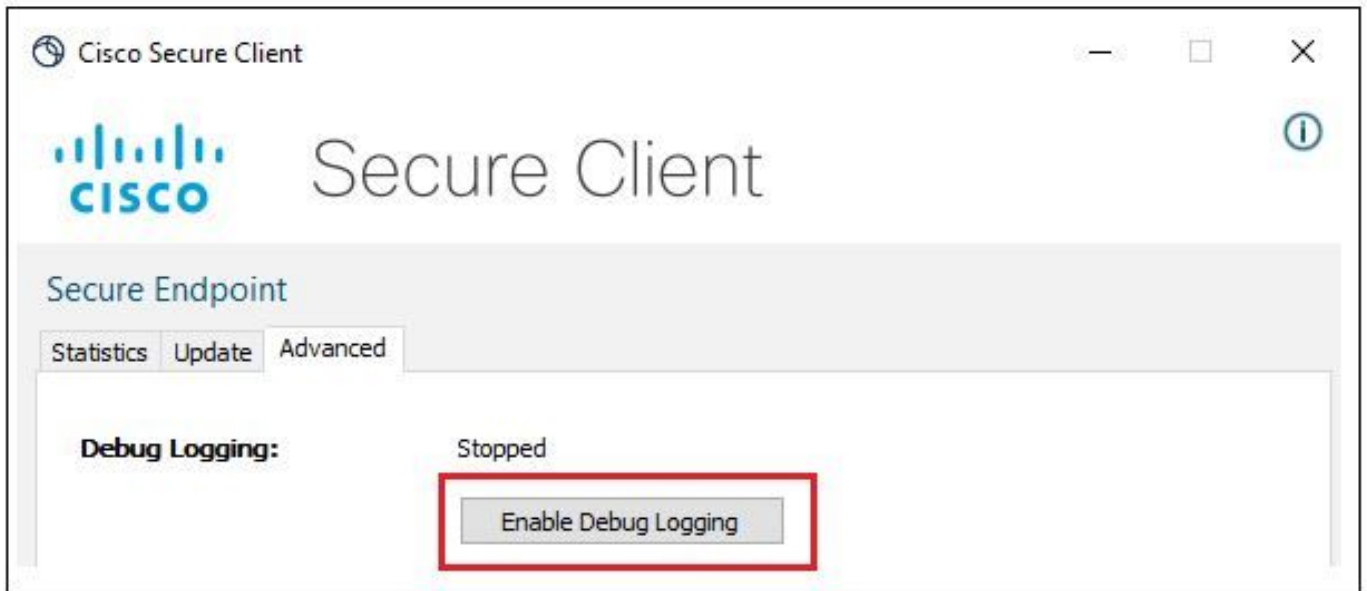
Step 1. Launch **Tray Icon** on the taskbar, as shown in the image.



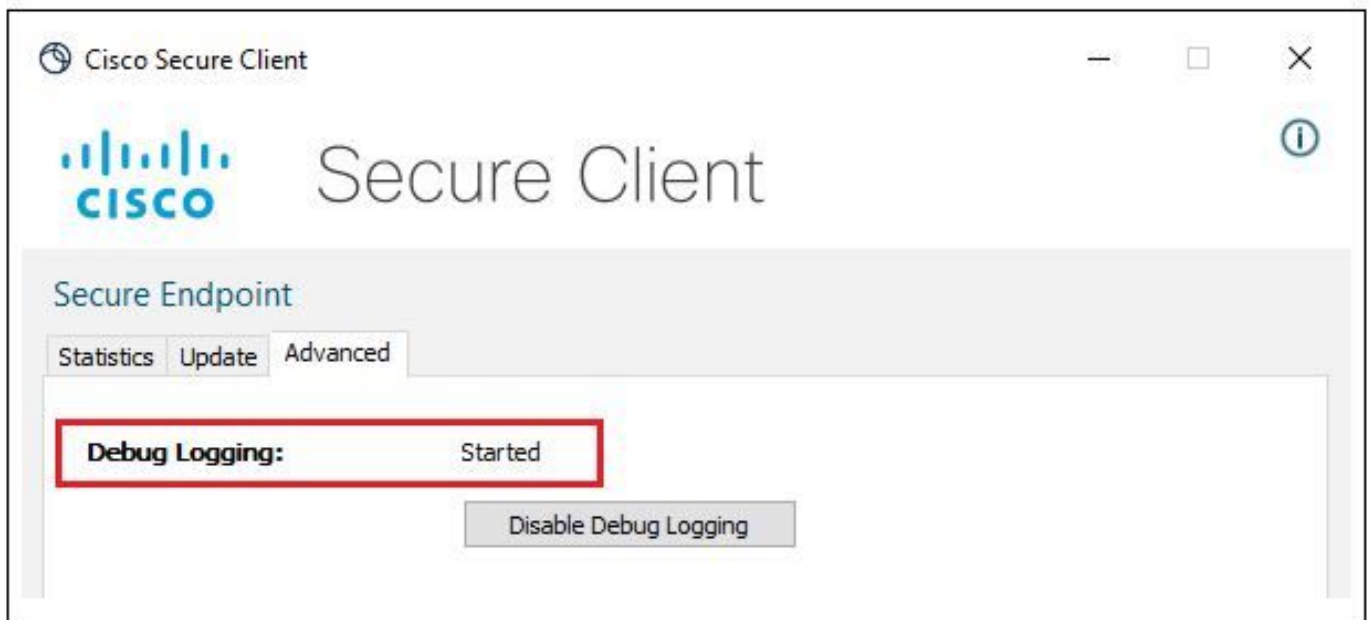
Step 2. Select the **Advance Window** option in Secure Endpoint Connector, as shown in the image.



Step 3. Navigate to **Advanced** tab and select **Enable Debug Logging** button, as shown in the image.



Step 4. Debug logging button name changes to "**Started**". Now you are in the Debug Mode, as shown in the image.

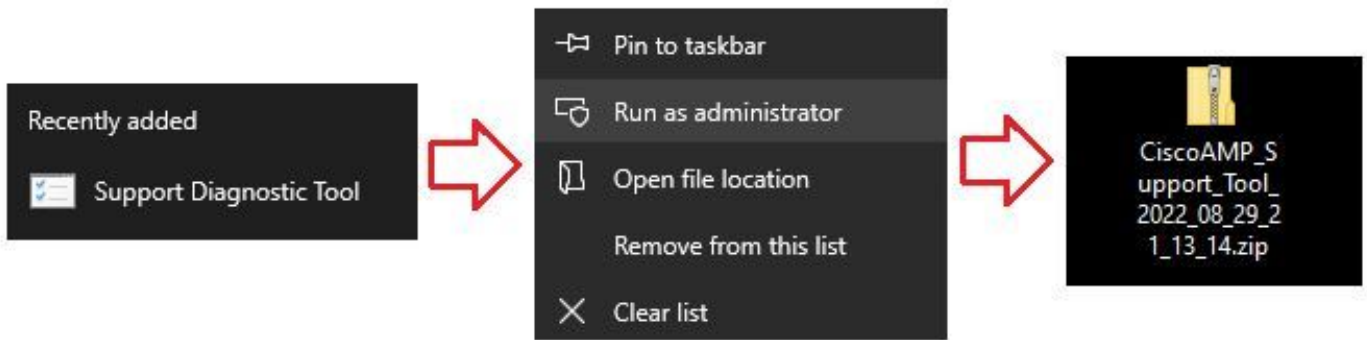


Step 5. Recreate the issue and let the device run at least for 30 minutes.

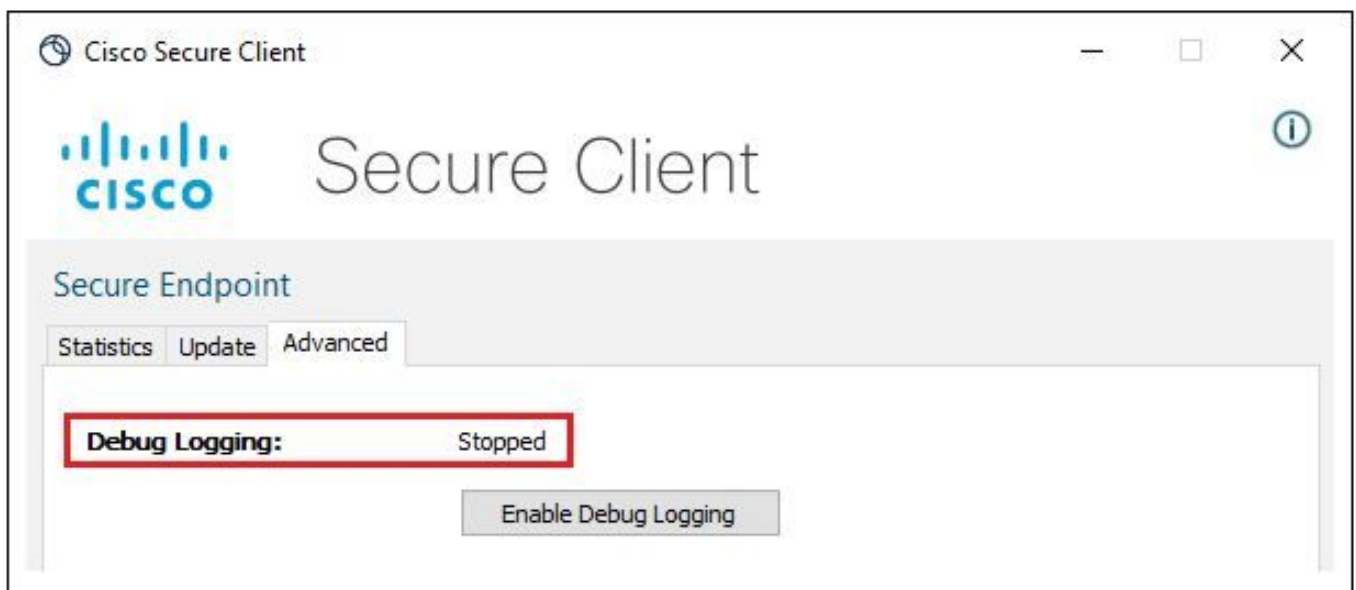
Step 6. After 30 minutes, open the Windows search and write **Support Diagnostic Tool**.

- The diagnostic tool appears. Execute the tool with **Administrator** privileges. (The temporary Windows black screen appears, wait a few seconds, the Windows black screen is closed by itself).

- After few minutes, the **Debug Bundle file** appears on the desktop, as shown in the image.



Step 7. Once you generate the Debug Bundle file, you can disable the Debug mode. Select **Disable Debug Logging** button. Debug logging button name changes to "**Stopped**", as shown in the image.



Note: Debug mode must be enabled only to collect the Debug Bundle file. Enable Debug mode for a longer time can fill up the disk space.

Step 8. Once you collect the Debug Bundle file, please upload it on <https://cway.cisco.com/csc/>.

Note: Ensure that you reference the Service Request number.