收集安全客户端的DART捆绑包

目录

<u>简介</u>	
先决条件	
要求	
使用的组件	
<u>步骤</u>	
<u>预部署软件包</u>	
从ASA/FTD部署	
<u>收集DART捆绑包</u>	
<u>Windows 窗口版本</u>	
MacOS	
Linux	
故障排除	

简介

本文档介绍DART,这是一个用于收集思科安全客户端故障排除数据以供思科TAC分析的工具。 DART向导运行在运行Cisco安全客户端的设备上,可以从安全客户端启动,也可以不通过安全客户 端单独启动。

先决条件

要求

Cisco 建议您了解以下主题:

- 思科安全客户端5.x
- 自适应安全设备(ASA)
- Firepower Threat Defense (FTD)

使用的组件

本文档中的信息基于以下操作系统:

- Windows 窗口版本
- MacOS
- Linux

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原 始(默认)配置。如果您的网络处于活动状态,请确保您了解所有命令的潜在影响。 安装

在终端上安装DART有两种方法。我们可以使用预部署软件包在目标PC上手动安装它,也可以通过 在"组策略"下配置它从ASA/FTD进行部署。

预部署软件包

步骤1:根据操作系统从Cisco软件站点下载安全客户端预部署软件包。



下载安全客户端软件包

第二步:在其他操作系统上手动安装。

用于Windows的DART:

1. 提取预部署软件包。



提取预部署包

2. 点击DART MSI安装程序。

Name Date modified Type Size Today Today Setup 21-04-2024 09:39 Application 984 K8 setup 21-04-2024 09:39 HTML Application 23 K8 cisco-secure-client-win-5.12.5191-zta-predeploy-k9 21-04-2024 09:39 Windows Installer _ 24,287 K8 cisco-secure-client-win-5.12.42-umbrella-predeploy-k9 21-04-2024 09:39 Windows Installer _ 5,426 K8 cisco-secure-client-win-5.12.42-posture-predeploy-k9 21-04-2024 09:39 Windows Installer _ 19,729 K8 cisco-secure-client-win-5.12.42-sbi-predeploy-k9 21-04-2024 09:39 Windows Installer _ 3,041 K8
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al cisco-secure-client-win-5.1.2.42-core-vpn-predeploy-k9 21-04-2024 09:39 Windows Installer 22,259 KB
Cisco-secure-client-win-5.1.2.42-dart-predeploy-k9 21-04-2024 09:39 Windows Installer 4,975 KB
cisco-secure-client-win-1.182.3-thousandeyes-predeploy-k9 ltem type: Windows Installer Package Authors: Cisco Systems, Inc.
Title: Installation Database Setup Subject: Cisco Secure Client - Diagnostics and Reporting Tool
A SmartNET contract is required for support - Cisco Secure Client - Diagnostics and Reporting Tool.
Date modified: 21-04-2024 09:39 Size: 4.85 MB

MSI安装程序

3. 遵守屏幕上的DART安装说明。

Cisco Secure Client - Diagnostics and Reporting Tool Setup

Welcome to the Cisco Secure Client - Diagnostics and Reporting Tool Setup Wizard

The Setup Wizard will allow you to change the way Cisco Secure Client - Diagnostics and Reporting Tool features are installed on your computer or even to remove Cisco Secure Client - Diagnostics and Reporting Tool from your computer. Click "Next" to continue or "Cancel" to exit the Setup Wizard.

< Back

Next >

Cancel

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下一步继续



Completing the Cisco Secure Client - Diagnostics and Reporting Tool Setup Wizard

Finish

Cancel

Click the "Finish" button to exit the Setup Wizard.

< Back

安装已完成

用于MacOS的DART:

1. 双击DMG安装程序文件,然后单击Cisco Secure Client.pkg。



安装安全客户端包

2. 阅读许可证并继续。



同意继续

3. 检查Diagnostic and Reporting Tool,然后单击Continue。



安装DART

4. 遵守屏幕上的DART安装说明。



安装已完成

Linux版DART:

1. 使用命令解压缩Linux预部署软件包:

tar xvzf cisco-secure-client-linux64-5.1.2.42-predeploy-k9.tar.gz

[root@localhost dart]# ls
cisco-secure-client-linux64-5.1.2.42-predeploy-k9.tar.gz
[root@localhost dart]#
[root@localhost dart]# tar xvzf cisco-secure-client-linux64-5.1.2.42-predeploy-k9.tar.gz
cisco-secure-client-linux64-5.1.2.42/
cisco-secure-client-linux64-5.1.2.42/vpn/
cisco-secure-client-linux64-5.1.2.42/vpn/vpn_install.sh
cisco-secure-client-linux64-5.1.2.42/vpn/vpnagentd
cisco-secure-client-linux64-5.1.2.42/vpn/vpnagentd.service
cisco-secure-client-linux64-5.1.2.42/vpn/load_tun.sh
cisco-secure-client-linux64-5.1.2.42/vpn/vpn_uninstall.sh
<pre>cisco-secure-client-linux64-5.1.2.42/vpn/cisco_secure_client_uninstall.sh</pre>
cisco-secure-client-linux64-5.1.2.42/vpn/libacciscossl.so
cisco-secure-client-linux64-5.1.2.42/vpn/libacciscocrypto.so
cisco-secure-client-linux64-5.1.2.42/vpn/cfom.so
cisco-secure-client-linux64-5.1.2.42/vpn/libaccurl.so.4.8.0
cisco-secure-client-linux64-5.1.2.42/vpn/vpnui
cisco-secure-client-linux64-5.1.2.42/vpn/acwebhelper
cisco-secure-client-linux64-5.1.2.42/vpn/acextwebhelper
cisco-secure-client-linux64-5.1.2.42/vpn/com.cisco.secureclient.gui.desktop
cisco-secure-client-linux64-5.1.2.42/vpn/cisco-secure-client.menu
cisco-secure-client-linux64-5.1.2.42/vpn/cisco-secure-client.directory
cisco-secure-client-linux64-5.1.2.42/vpn/libvpnagentutilities.so
cisco-secure-client-linux64-5.1.2.42/vpn/libvpncommon.so
cisco-secure-client-linux64-5.1.2.42/vpn/libvpncommoncrypt.so
cisco-secure-client-linux64-5.1.2.42/vpp/libvppapi.so

Untar Linux包

2. 导航到/cisco-secure-client-linux64-5.x/dartdart_install.sh 并执行。



安装DART

3. 接受许可协议中的条款,安装DART。

Installing Cisco Secure Client - Diagnostics and Reporting Tool...
Supplemental End User License Agreement
IMPORTANT: READ CAREFULLY
By clicking accept or using the Cisco Technology, you agree that such use is governed by the Cisco End User License Agreement
and the applicable Product Specific Terms (collectively, the "EULA"). You also acknowledge and agree that you have read the "C
isco Privacy Statement".
If you do not have authority to bind your company and its affiliates, or if you do not agree with the terms of the EULA, do no
t click 'accept' and do not use the Cisco Technology. If you are a Cisco channel partner accepting on behalf of an end custom
er ("customer"), you must inform the customer that the EULA applies to customer's use of the Cisco Technology and provide the
customer with access to all relevant terms.
The latest version of documents can be found at the following locations.
 - Cisco End User License Agreement: https://www.cisco.com/c/en/us/about/legal/cloud-and-software/end_user_license_agreement.ht
ml
 - Applicable Product Specific Terms: https://www.cisco.com/c/en/us/about/legal/cloud-and-software/software-terms.html
 - Cisco Privacy Statement: https://www.cisco.com/c/en/us/about/legal/cloud-and-software/software-terms.html
 - Doyou accept the terms in the license agreement? [y/n] y
You have accepted the license agreement.
Please wait while Cisco Secure Client - Diagnostics and Reporting Tool is being installed...
Installing Cisco Secure Client - Diagnostics and Reporting Tool...
Done!

接受协议

4. 安装完成后,可以从以下位置访问DART和安全客户端:

Application > Internet > Cisco Secure Client Application > Internet > Cisco Secure Client - DART

从ASA/FTD部署

当用户连接到远程访问VPN时,ASA和FTD等头端提供在终端上部署各种anyconnect模块(如dart、vpngina、ampenabler等)的功能

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FTD

如果从FMC或FDM管理FTD,请参阅本<u>指南</u>以使用组策略将DART和其他模块部署到FTD。

ASA

Configure anyconnect modules value dart in webvpn section of target group-policy.

group-policy NAME_OF_GROUP_POLICY internal group-policy NAME_OF_GROUP_POLICY attributes dns-server valu

建立到ASA/FTD的成功连接。

导航到Settings > VPN > Message History(仅限注册用户)以查看有关已下载模块的详细信息。

Sisco Secure Client	_		\times
Cisco Secure Client			()
Virtual Private Network (VPN) Preferences Statistics Route Details Firewall Message History	Diagnost	ics	
22-04-2024 15:42:24 Ready to connect. 15:42:39 Contacting x.x.x 15:42:44 User credentials entered. 15:42:45 The Cisco Secure Client - Downloader is performing update checks 15:42:45 Checking for profile updates 15:42:45 Checking for product updates 15:42:45 Checking for customization updates 15:42:53 Downloading Cisco Secure Client - DART 5.1.2.42 - 100% 15:42:53 Checking for customization updates 15:42:53 Performing any required updates 15:42:53 Performing any required updates 15:42:53 The Cisco Secure Client - Downloader update checks have been completed. 15:43:03 Establishing VPN - Initiating connection 15:43:03 Establishing VPN - Examining system 15:43:03 Establishing VPN - Activating VPN adapter 15:43:04 Establishing VPN 15:43:04 Establishing VPN 15:43:04 Connected to x.x.x.x			~
		Clear	

下载模块

收集DART捆绑包

Windows 窗口版本

步骤1:从"开始"菜单或Cisco安全客户端启动DART。



开始菜单



启动诊断

Cisco Secure Client - DART	×
Diagnostic and Reporting Tool (DART)	uluih cisco
DART is a tool that helps to bundle the appropriate log files and diagnostic information that can be used for analyzing and debugging the Cisco Secur	re Client.
This wizard will guide you through the steps required to create the diagno bundle. To continue, click Next.	stic
Next	Cancel

DART -下一步

第四步:选择Default(默认)选项以将DART捆绑包保存在Desktop(桌面)上,然后单击Next。

Cisco	Secure	Client -	DART
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Bundle Creation Option	$\langle \rangle$	$\langle \rangle$	uluih cisco
Select "Default" to include the typical log bundle. Select "Custom" to choose the be included in the bundle.) files and diagno list of log files and	stic information i d diagnostic infor	n the rmation to
• Default - Bundle will be sa	aved to Desktop		
DART requires administrative privi	leges to clear Cis	co Secure Client Clear	logs. All Logs
\times	Back	Next	Cancel

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捆绑包创建选项

第五步:Windows开始处理和收集日志。

Cisco Secure Client - DART



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正在处理日志

第六步: 处理完成后,DART捆绑包默认保存在桌面上。

Cisco Secure Client - DART



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已创建DART

MacOS

步骤1:通过点击Generating Diagnostics Report,从Mac启动板或Cisco安全客户端启动DART。



Mac启动板

或

About Cisco Secure Client		🔠 📒 😐 🕒 Cisco Secure Client	
Preferences	ж,		cisco
Generate Diagnostics Report		AnyConnect VPN:	
Show Cisco Secure Client Window	жM	2.42-predepioy-k9.ding	
Show Statistics Window	жs		Disconnect
Show Notifications		03:47:30 (6 Days 20 Hours Remaining)) IPv4
Show Status Menu		ISE Posture:	
Hide Cisco Secure Client	ж Н	Compliant.	
Hide Others Show All	℃ ₩Η	Network access allowed.	Scan Again
Quit Cisco Secure Client	жQ		
0.05		Umbrella:	
/ireshar 🛳			
m-laun 🔺			
0			
		(M) 142	

思科安全客户端

第二步:根据需要选择其他日志选项以包括旧版和系统日志,然后单击Run。



Welcome to the Diagnostic and Reporting Tool (DART).

DART is a tool that helps to bundle the appropriate log files and diagnostic information that can be used for analyzing and debugging the Cisco Secure Client.



Bundle Options:

Enable Bundle Encryption
✓ Mask Password

Run

Encryption Password

Additional Log Options:

Include Legacy - Cisco AnyConnect Secure Mobility Client Logs

✓ Include System Logs

其他日志选项

第三步: MacOS开始处理和收集日志。



Processing Application logs...

ılıılı cısco

Cancel

正在处理日志-第4步:处理完成后,DART捆绑包默认保存在桌面上。



The bundle was created successfully on your Desktop.

ılıılı cısco

Finish

已创建DART捆绑包

Linux

步骤1:导航到/opt/cisco/secureclient/dart/并执行DART的图形dartui. 用户界面在屏幕上打开,然后点击Next。

[root@localhost dart]# [root@localhost dart]# [root@localhost dart]# ./dartui



DART启动

第二步:选择用于收集日志和诊断信息的捆绑选项Typical,然后单击Next 如图所示。

[root@localhost dart]# [root@localhost dart]# ./dartui



捆绑包选件

第三步:点击Finish,DART捆绑包默认保存在桌面上,如图所示。



请查阅此<u>指南</u>,以便有效地关联和识别DART中的日志,解决安全客户端相关问题。

关于此翻译

思科采用人工翻译与机器翻译相结合的方式将此文档翻译成不同语言,希望全球的用户都能通过各 自的语言得到支持性的内容。

请注意:即使是最好的机器翻译,其准确度也不及专业翻译人员的水平。

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