

Obtain Troubleshoot Data on an Android Device for AMP for Endpoints

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Introduction

This document describes how to collect a log from an Android device with the Android software development kit (SDK) command **adb logcat**. In order to troubleshoot an issue with the AMP for Endpoints Android Connector, you might need to collect various system and application logs from your Android device.

Requirements

- Physical access to the mobile device
- Android SDK

Steps to Obtain Log Data

Note: The Cisco Technical Assistance Center (TAC) does not develop and maintain the Android SDK software. Hence, TAC does not provide support for it.

In order to collect log data, complete these steps:

1. Download and install the [Android SDK](#).
2. Connect your Android device to your PC and launch a command prompt or terminal.
3. Enter this command in order to verify you see the device: `adb devices` You might need to enable USB debugging located in the developer settings. Refer to the Android documentation in order to enable developer settings.
4. Enter this command in order to verify that you see log data from your device: `adb logcat -b a11` If you see data then you can cancel the previous command with **Ctrl-C**. Then, enter this command in order to redirect the output to a log file: `adb logcat -b all > adb.log`
5. While the log command runs, reproduce the issue with your Android device. When you are finished you can use **Ctrl-C** in order to stop the capture. Afterwards, provide the log file to TAC.