

Collect DART Bundle for Secure Client

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Introduction

This document describes DART, a tool for gathering Cisco Secure Client troubleshooting data for Cisco TAC analysis. The DART wizard runs on the device that runs Cisco Secure Client and can be launched from Secure Client, or by itself without Secure Client.

Prerequisites

Requirements

Cisco recommends you have knowledge of these topics:

- Cisco Secure Client 5.x
- Adaptive Security Appliance (ASA)
- Firepower Threat Defense (FTD)

Components Used

The information in this document is based on these operating systems:

- Windows
- MacOS
- Linux

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.

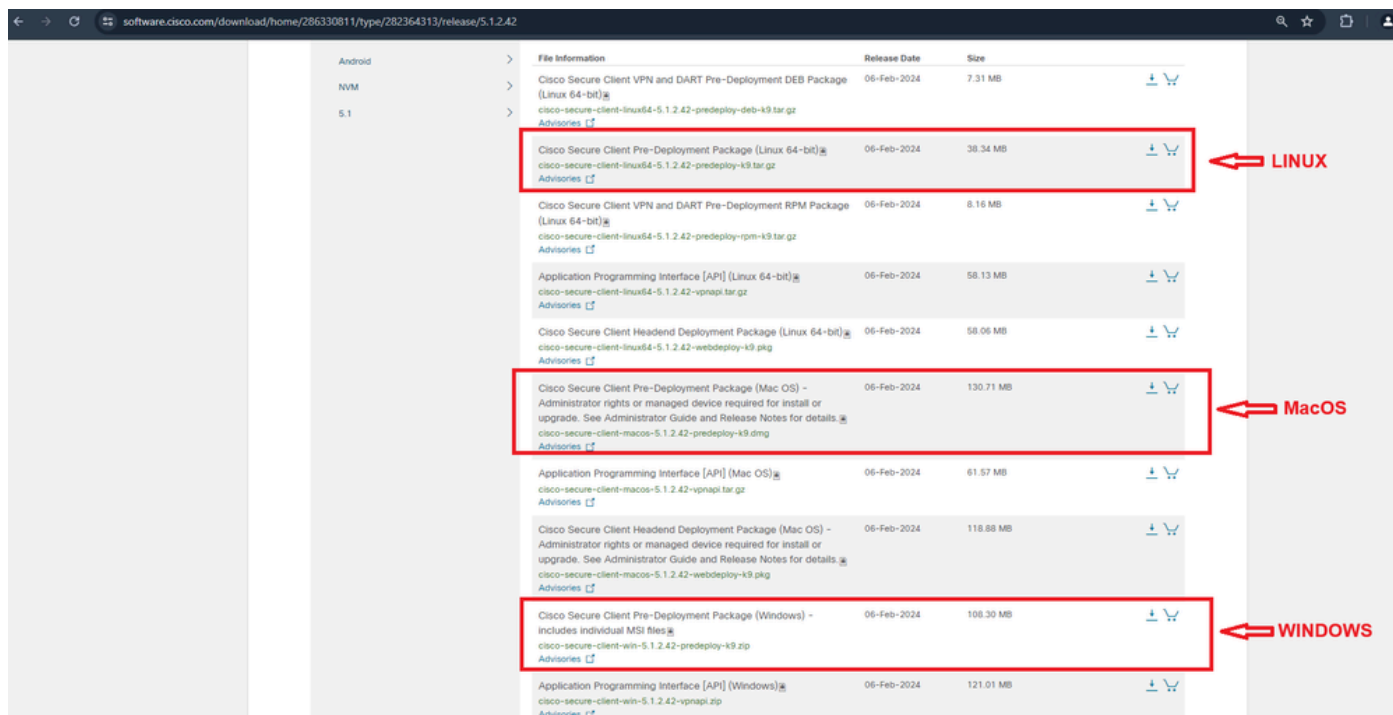
Procedure

Installation

There are two ways to install DART on endpoints. We can install it using pre-deploy packages manually on the targeted PC or it can be deployed from ASA/FTD by configuring it under assigned "group-policy".

Pre-deploy Packages

Step 1. Download Secure Client pre-deploy package as per operating system from [Cisco Software](https://www.cisco.com/software) site.

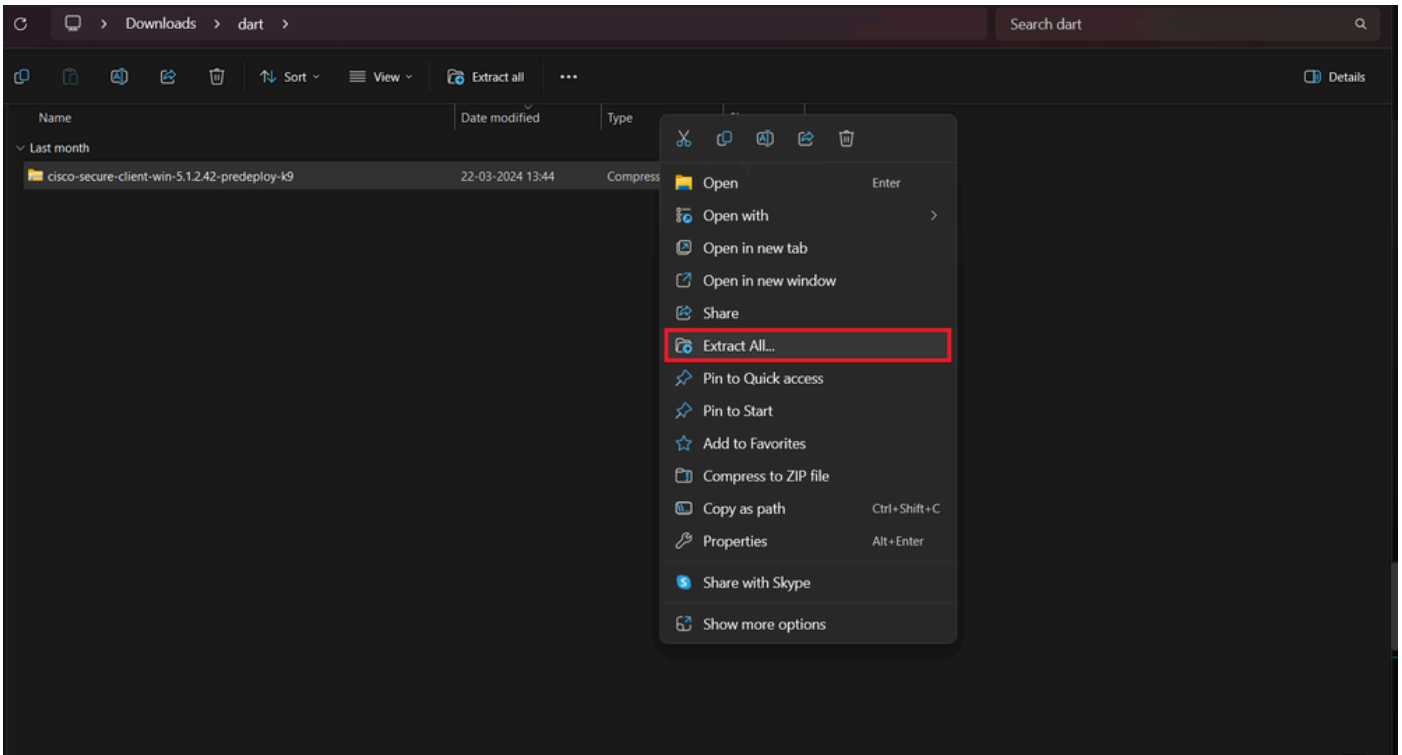


Download Secure Client package

Step 2. Installing it manually on different operating systems.

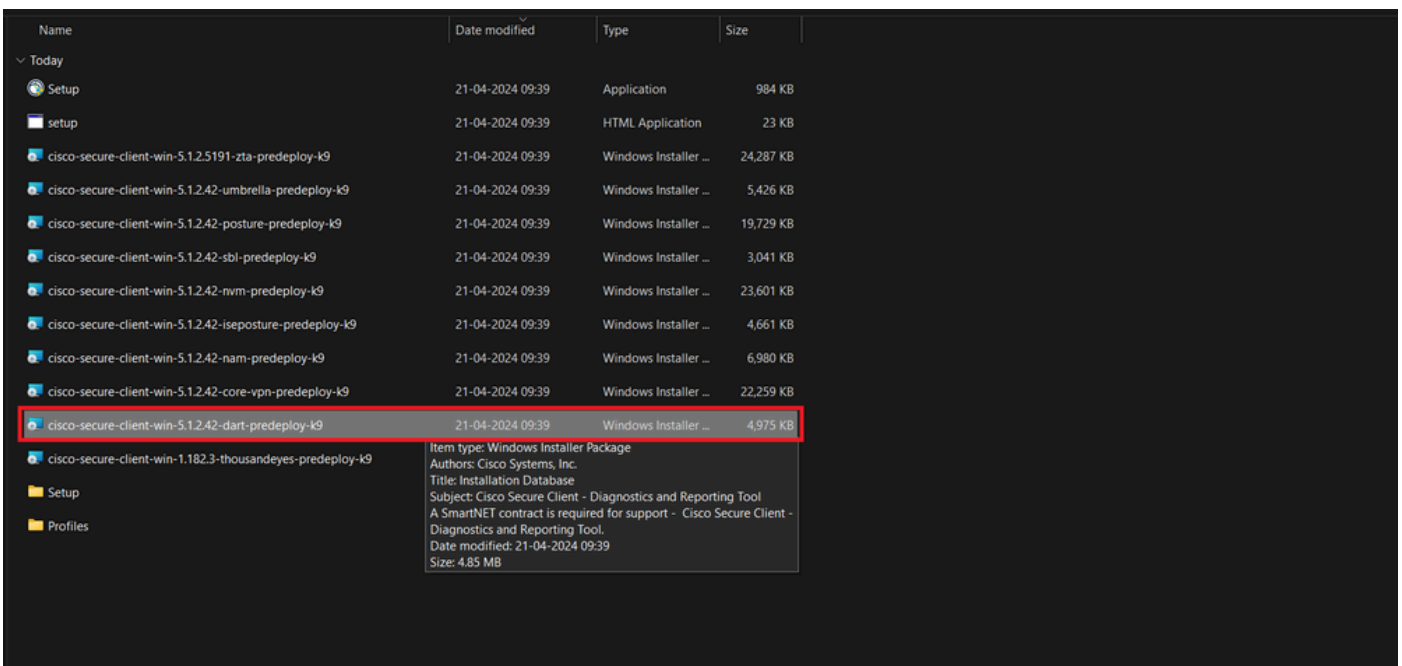
DART for Windows:

1. Extract the pre-deploy package.



Extract pre-deploy pkg

2. Click on DART MSI installer.

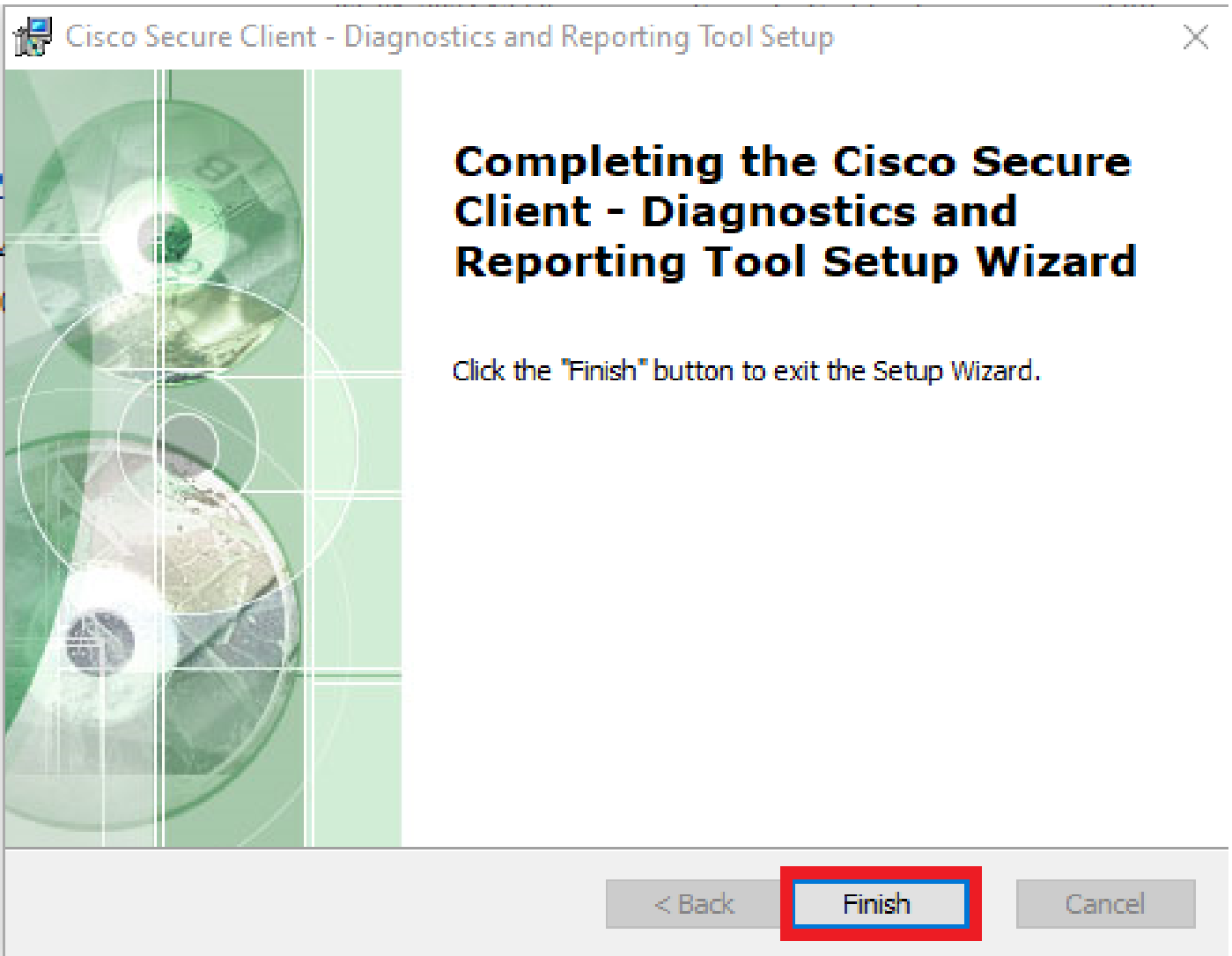


MSI installer

3. Comply with on screen instructions for installation of DART.



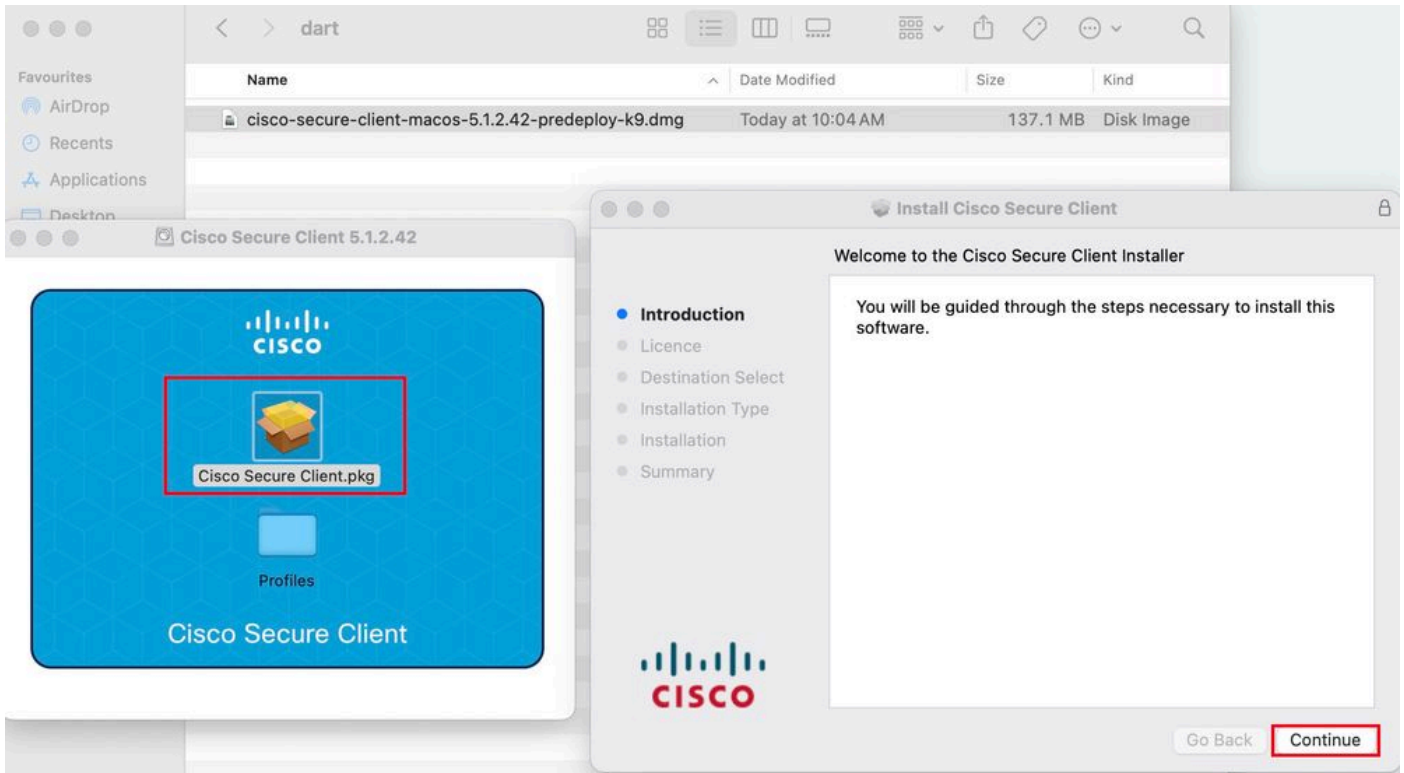
Next to proceed



Installation Completed

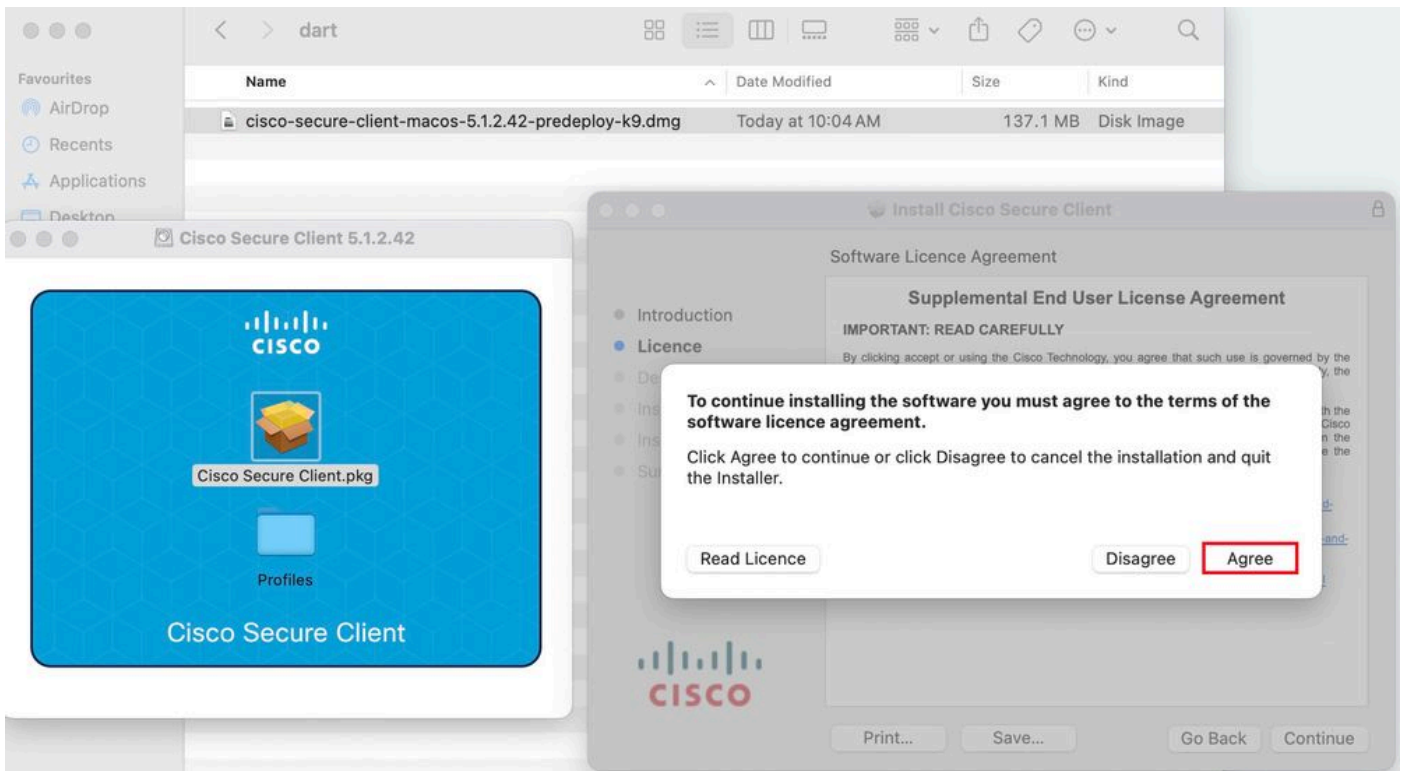
DART for MacOS:

1. Double click on DMG installer file and then on Cisco Secure Client.pkg .



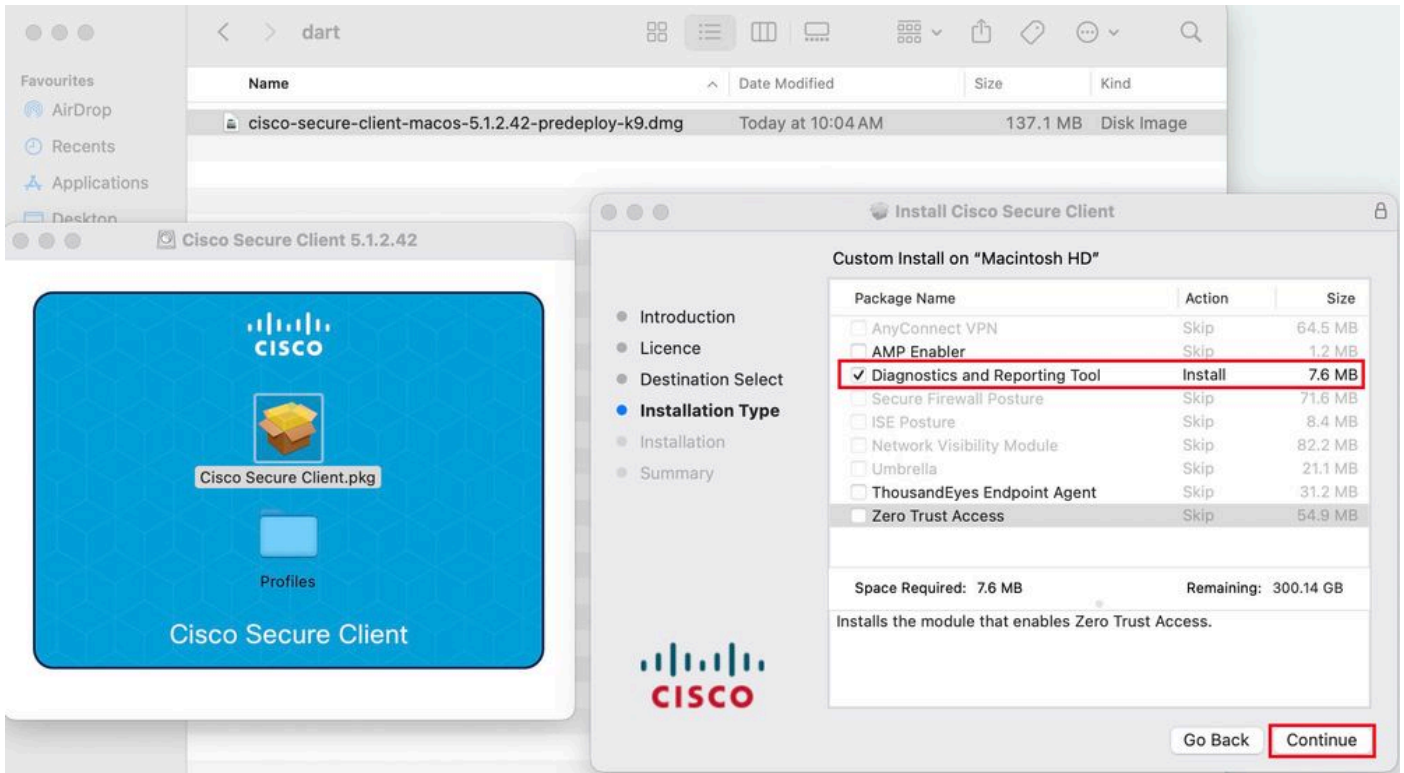
Install Secure Client pkg

2. Read the license and continue accordingly.



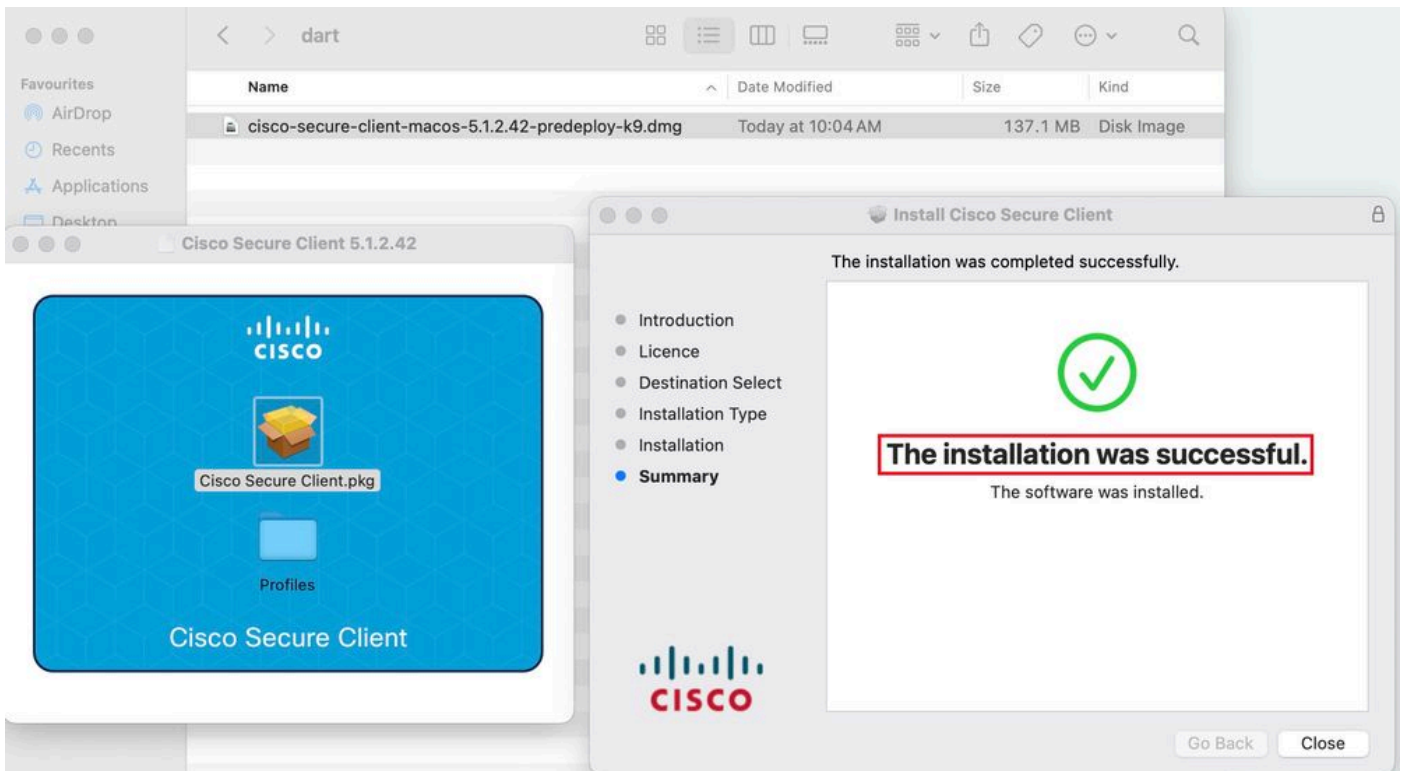
Agree to continue

3. Check the Diagnostic and Reporting Tool and click on Continue .



Install DART

4. Comply with on screen instructions for installation of DART.



Installation Completed

DART for Linux:

1. Untar the Linux pre-deploy package using command:

```
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
cisco-secure-client-linux64-5.1.2.42/vpn/cisco_secure_client_uninstall.sh
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/vpn/libvpnapl.so
```

Untar linux pkg

2. Navigate to `/cisco-secure-client-linux64-5.x/dart` and execute `dart_install.sh`.

```
[root@localhost dart]# ls
cisco-secure-client-linux64-5.1.2.42  cisco-secure-client-linux64-5.1.2.42-predeploy-k9.tar.gz
[root@localhost dart]#
[root@localhost dart]# cd cisco-secure-client-linux64-5.1.2.42/
[root@localhost cisco-secure-client-linux64-5.1.2.42]#
[root@localhost cisco-secure-client-linux64-5.1.2.42]# ls
dart  ise posture  nvm  posture  vpn
[root@localhost cisco-secure-client-linux64-5.1.2.42]# cd dart/
[root@localhost dart]# ls
ACManifestDART.xml          com.cisco.secureclient.dart.policy  license.txt
AMPEnabler.xml             ConfigXMLSchema.xsd                manifesttool_dart
AnyConnectConfig.xml      dartcli                             NetworkVisibility.xml
BaseConfig.xml            darthelper                          Posture.xml
cisco-secure-client-dart.directory  dart_install.sh                    RequestXMLSchema.xsd
cisco-secure-client-dart.menu      dartui                               resources
com.cisco.secureclient.dart.conf   dart_uninstall.sh                 SecureClientConfig.xml
com.cisco.secureclient.dart.desktop  DART.xml                          SecureClientUIConfig.xml
com.cisco.secureclient.dart.helper.service  ISEPosture.xml                    Umbrella.xml
[root@localhost dart]#
[root@localhost dart]# ./dart_install.sh
Installing Cisco Secure Client - Diagnostics and Reporting Tool...
```

Install DART

3. Accept the terms in license agreement to install 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/privacy-full.html
Do you 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!
[root@localhost dart]#
```

Accept agreement

4. After installation, DART and Secure Client can be accessed from:

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

Deploy from ASA/FTD

Headends like ASA and FTD provides functionality to deploy various anyconnect modules like dart, vpngina, ampenabler and so on, on the endpoint when user is connecting to remote access VPN.

FTD

If you are managing FTD either from FMC or FDM, please refer this [guide](#) to deploy DART and other modules to the FTD using the group-policy.

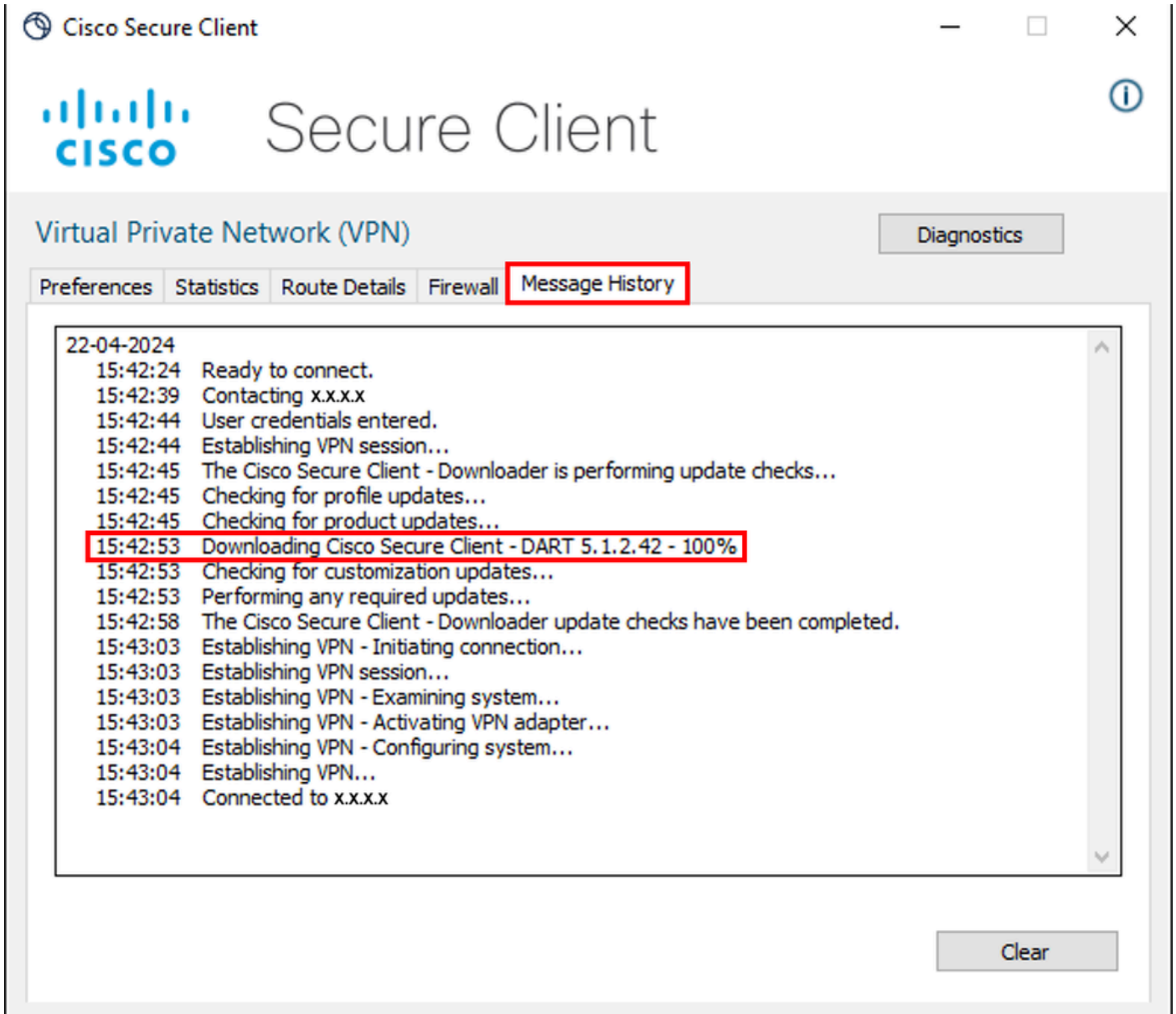
ASA

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 value 8.8.8.8
  vpn-tunnel-protocol ssl-client
  split-tunnel-policy tunnelspecified
  split-tunnel-network-list value split-acl
webvpn
  anyconnect modules value dart
  anyconnect profiles value Asa type user
```

Establish a successful connection to the ASA/FTD.

Navigate to Settings > VPN > Message History to see the details about modules that were downloaded.

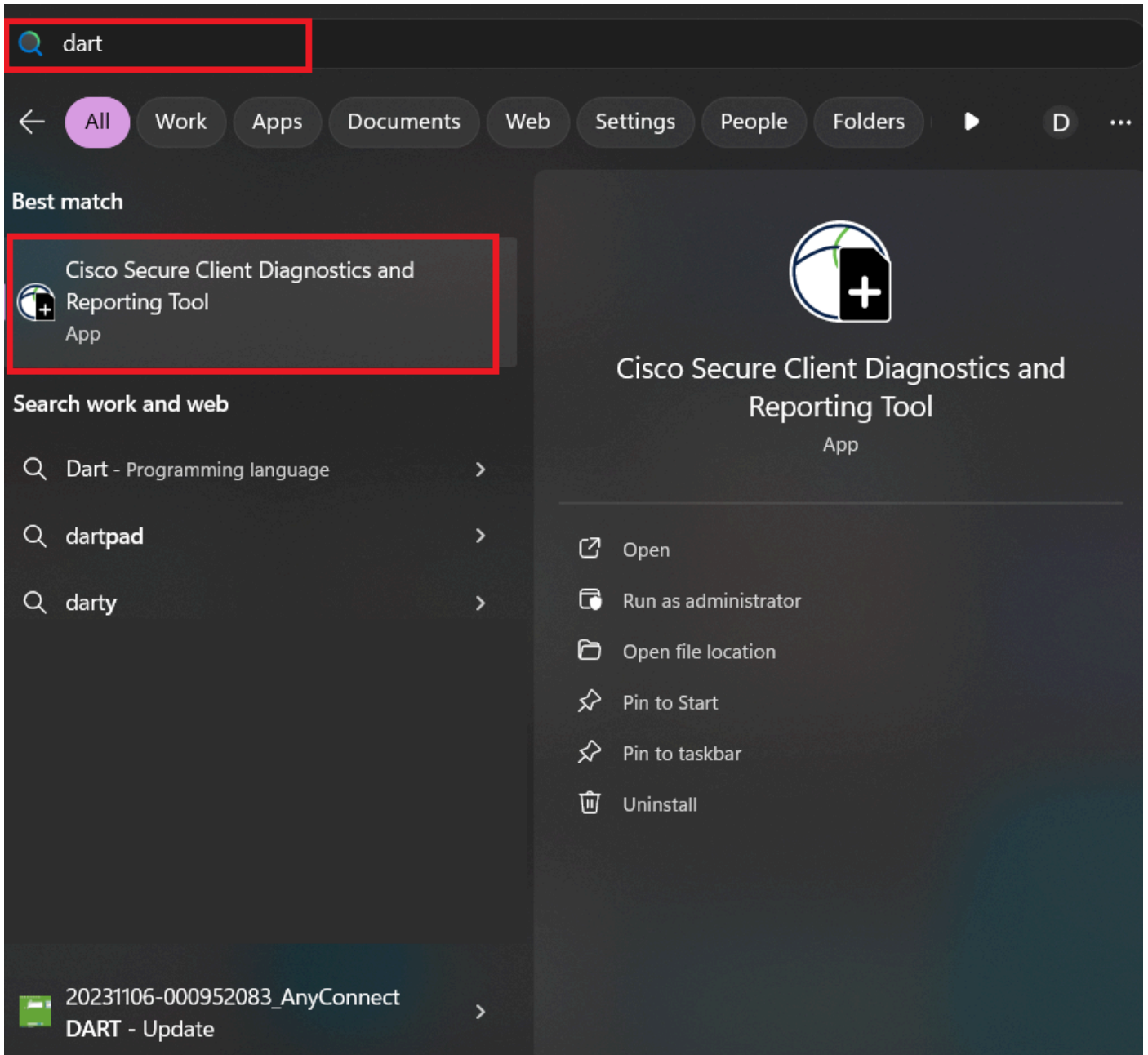


Download module

Collecting DART Bundle

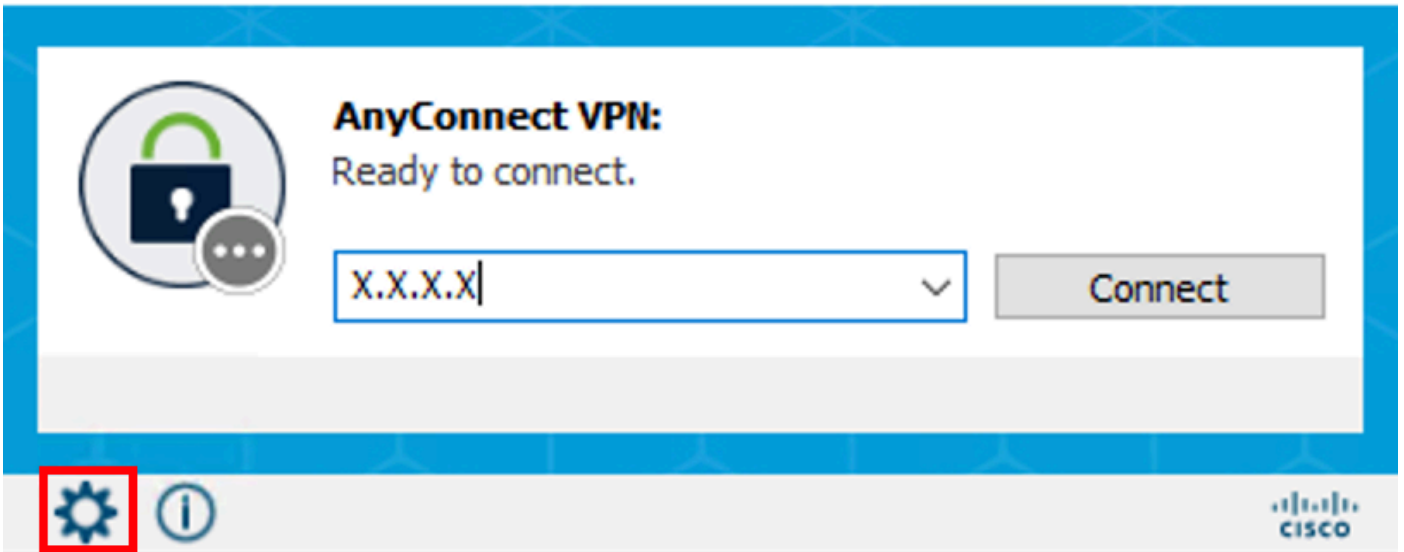
Windows

Step 1. Launch DART from either Start Menu or Cisco Secure Client.



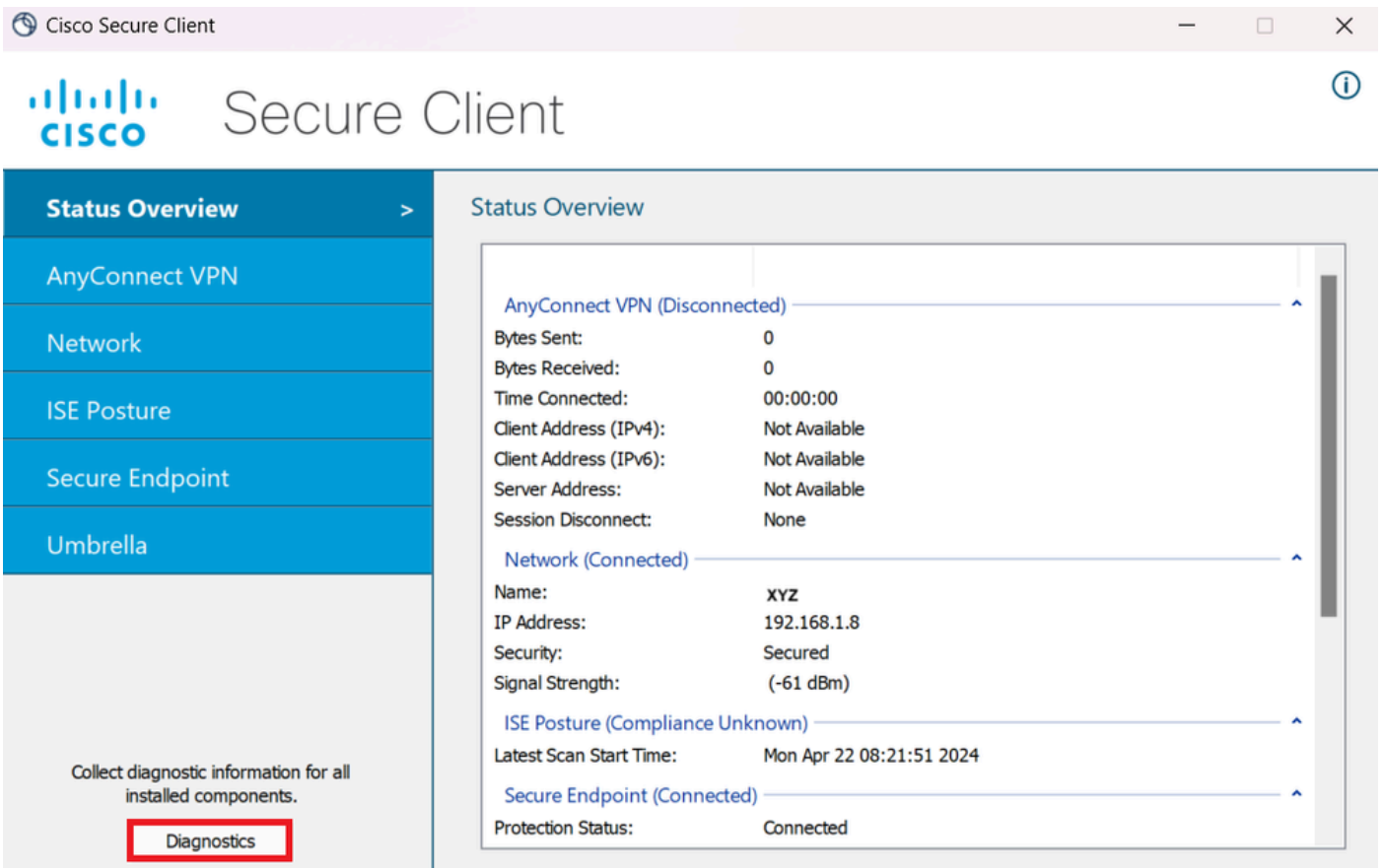
Start menu

or



Cisco Secure Client

Step 2. Click on Diagnostics to collect the DART logs.



Launch Diagnostics

Step 3. Comply with on screen instructions to collect DART bundle.

Diagnostic and Reporting Tool (DART)

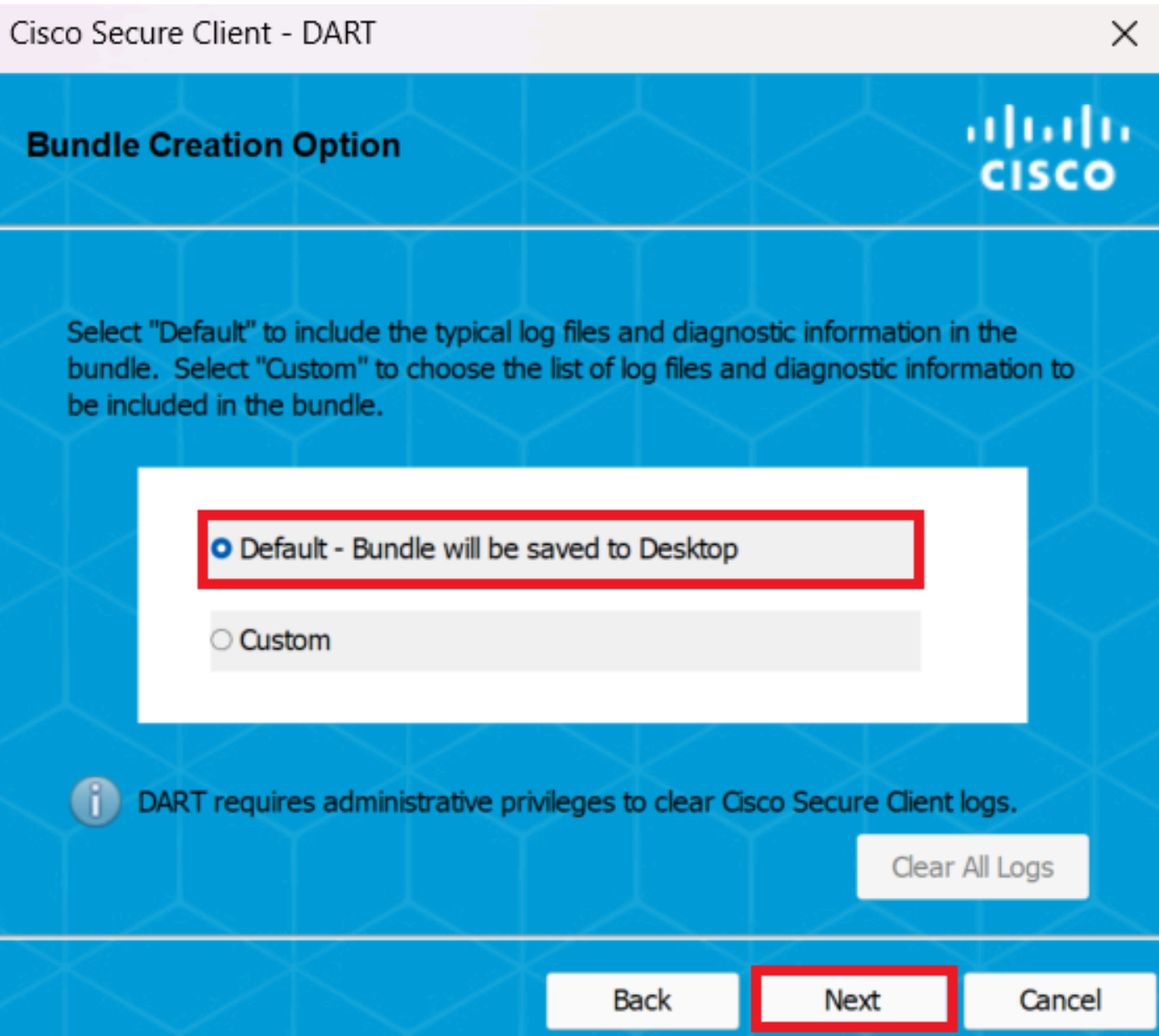


DART is a tool that helps to bundle the appropriate log files and diagnostic information that can be used for analyzing and debugging the Cisco Secure Client.

This wizard will guide you through the steps required to create the diagnostic bundle. To continue, click Next.

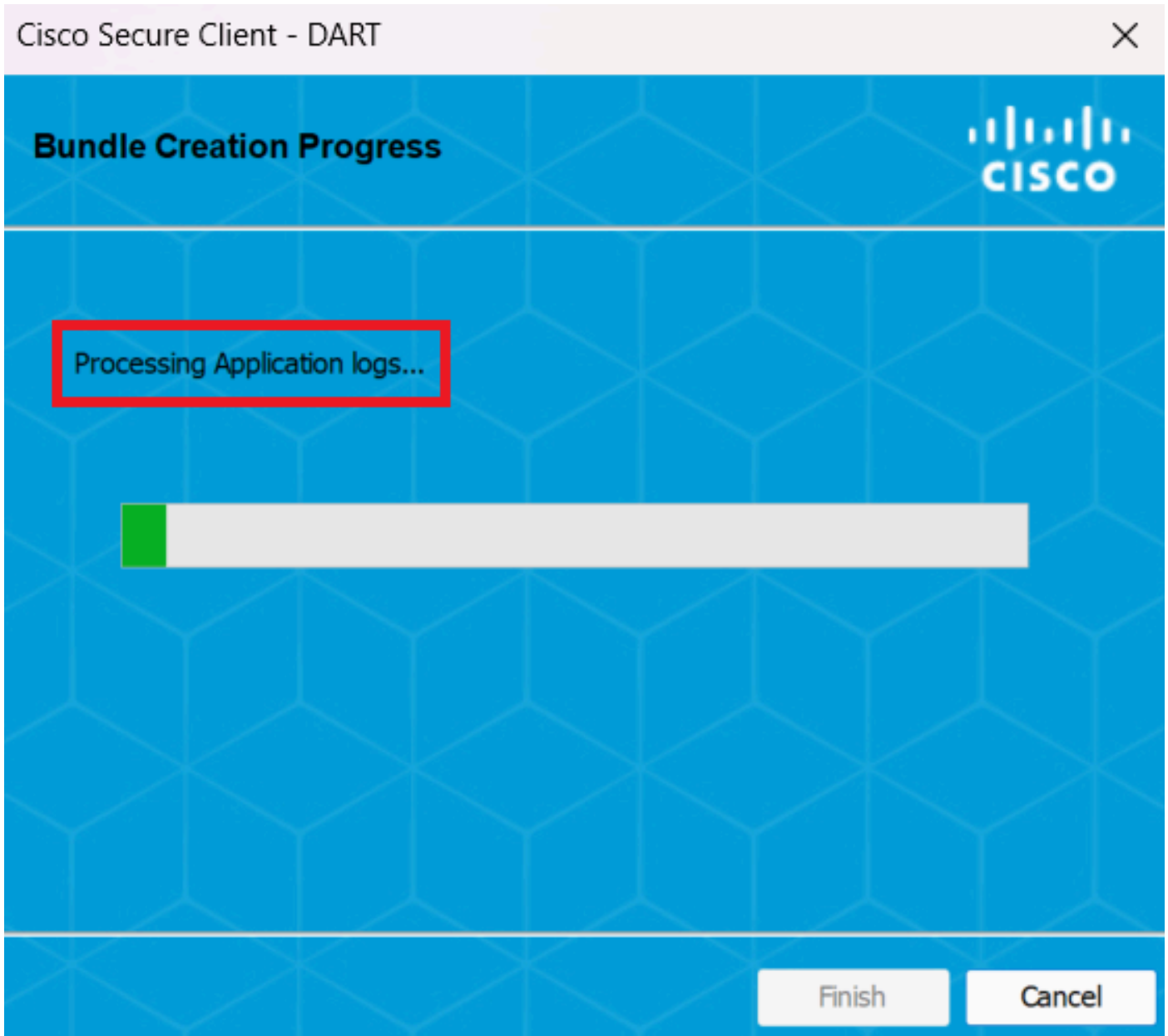
DART - Next

Step 4. Select Default option to save the DART bundle on Desktop and click Next .



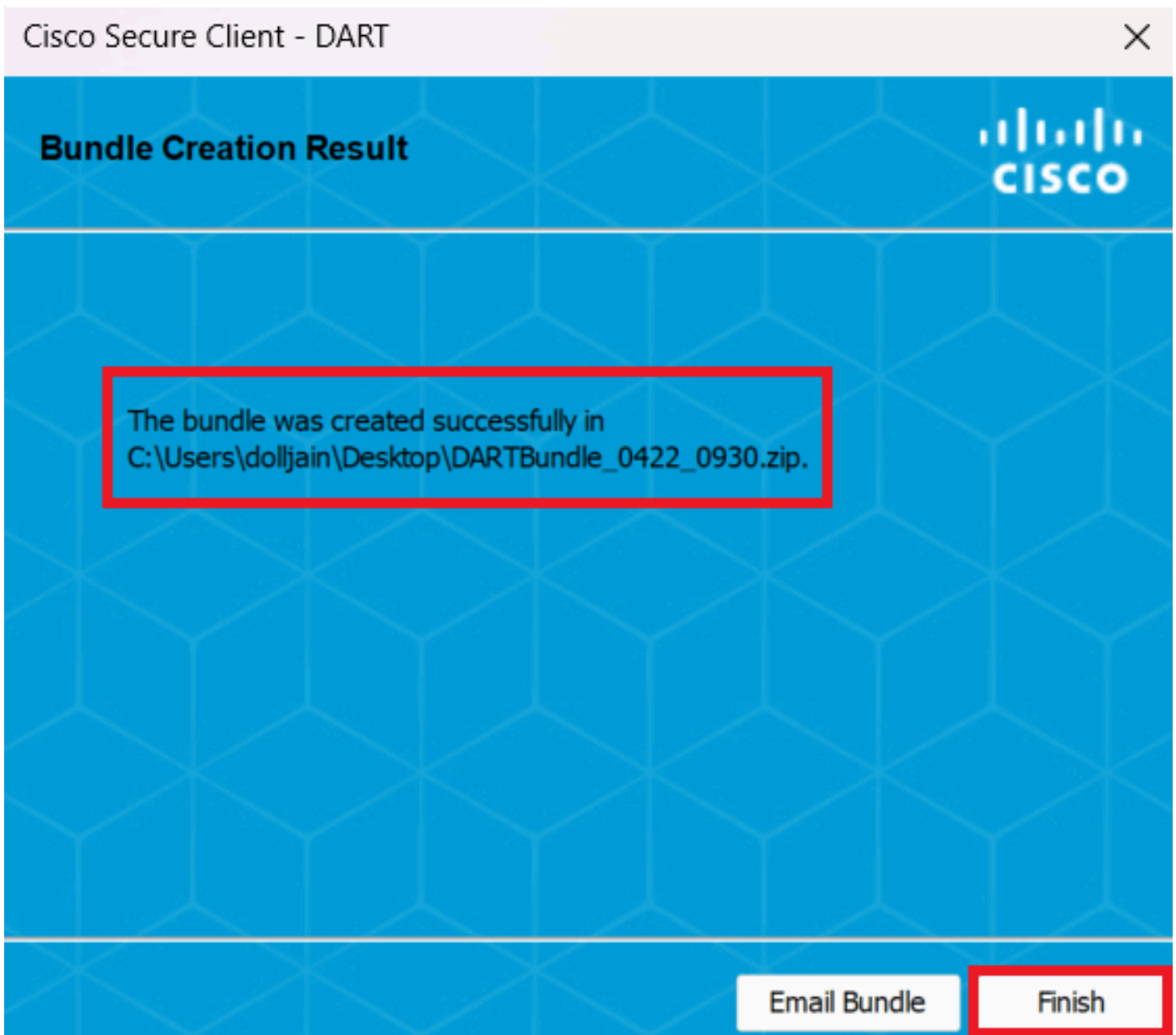
Bundle creation options

Step 5. Windows starts processing and collecting logs.



Processing logs

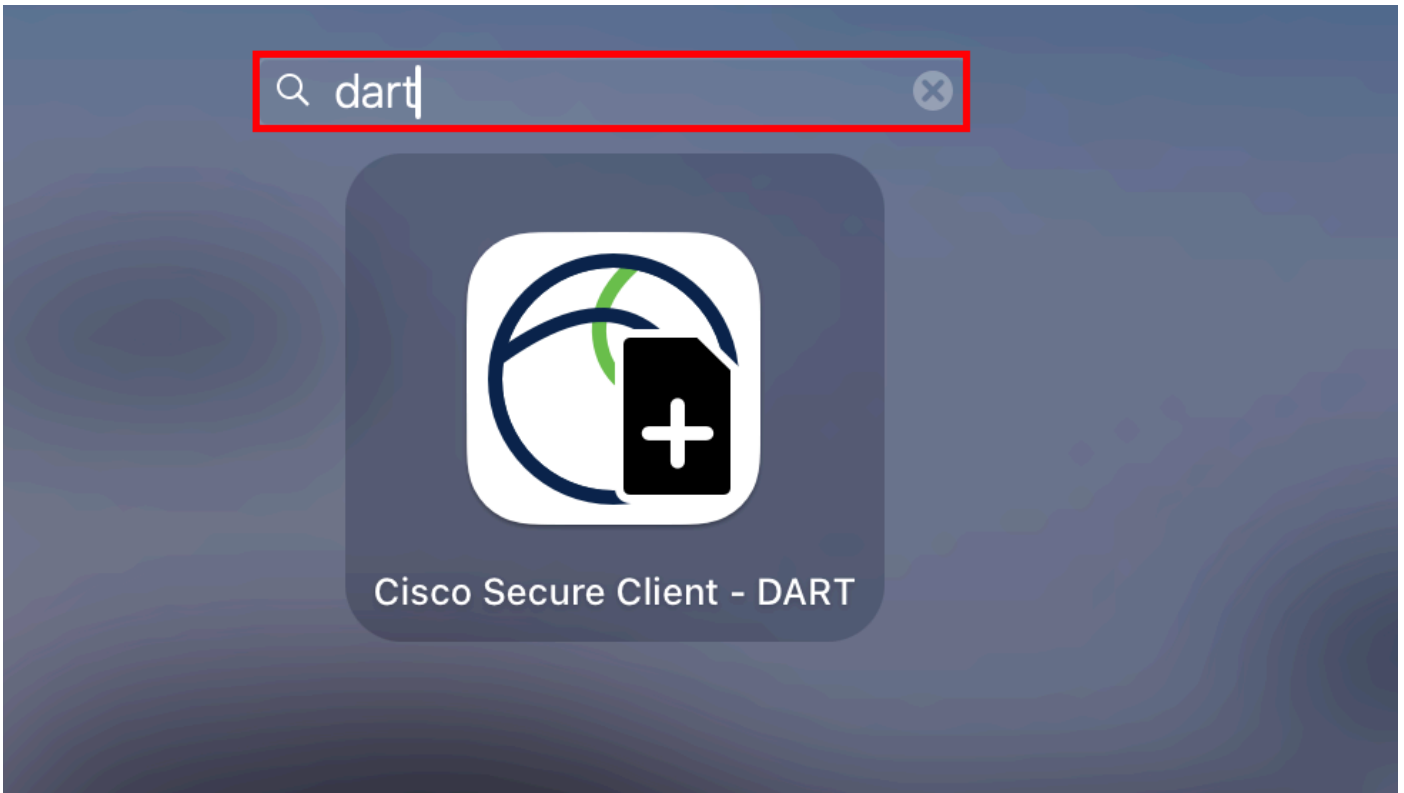
Step 6. After processing, DART bundle is saved on Desktop by default.



Dart created

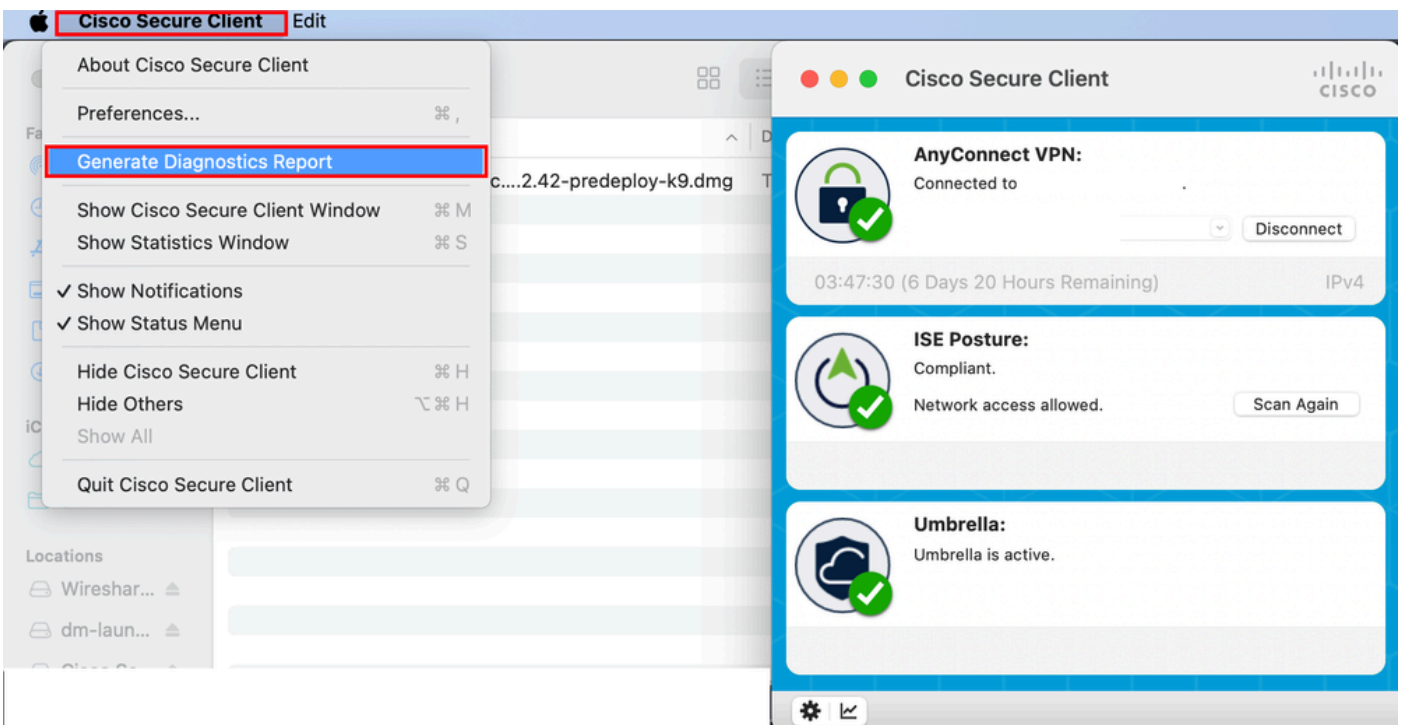
MacOS

Step 1. Launch DART from either Mac Launchpad or Cisco Secure Client by clicking on [Generating Diagnostics Report](#) .



Mac Launchpad

or



Cisco Secure Client

Step 2. Select the additional log options to include legacy and system logs as per requirement and click on Run .

Cisco Secure Client - DART

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

Encryption Password

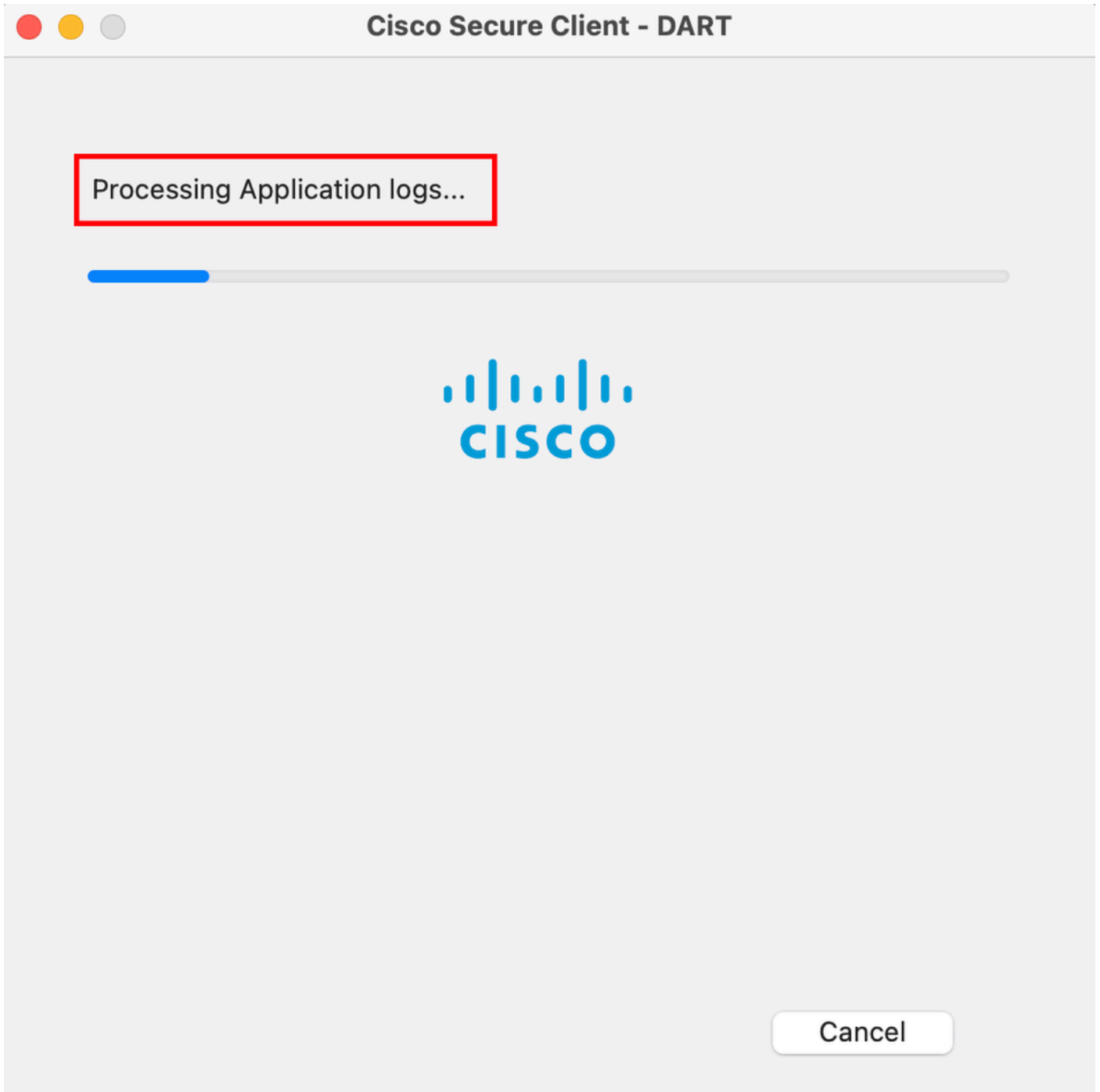
Additional Log Options:

- Include Legacy - Cisco AnyConnect Secure Mobility Client Logs
- Include System Logs

Run

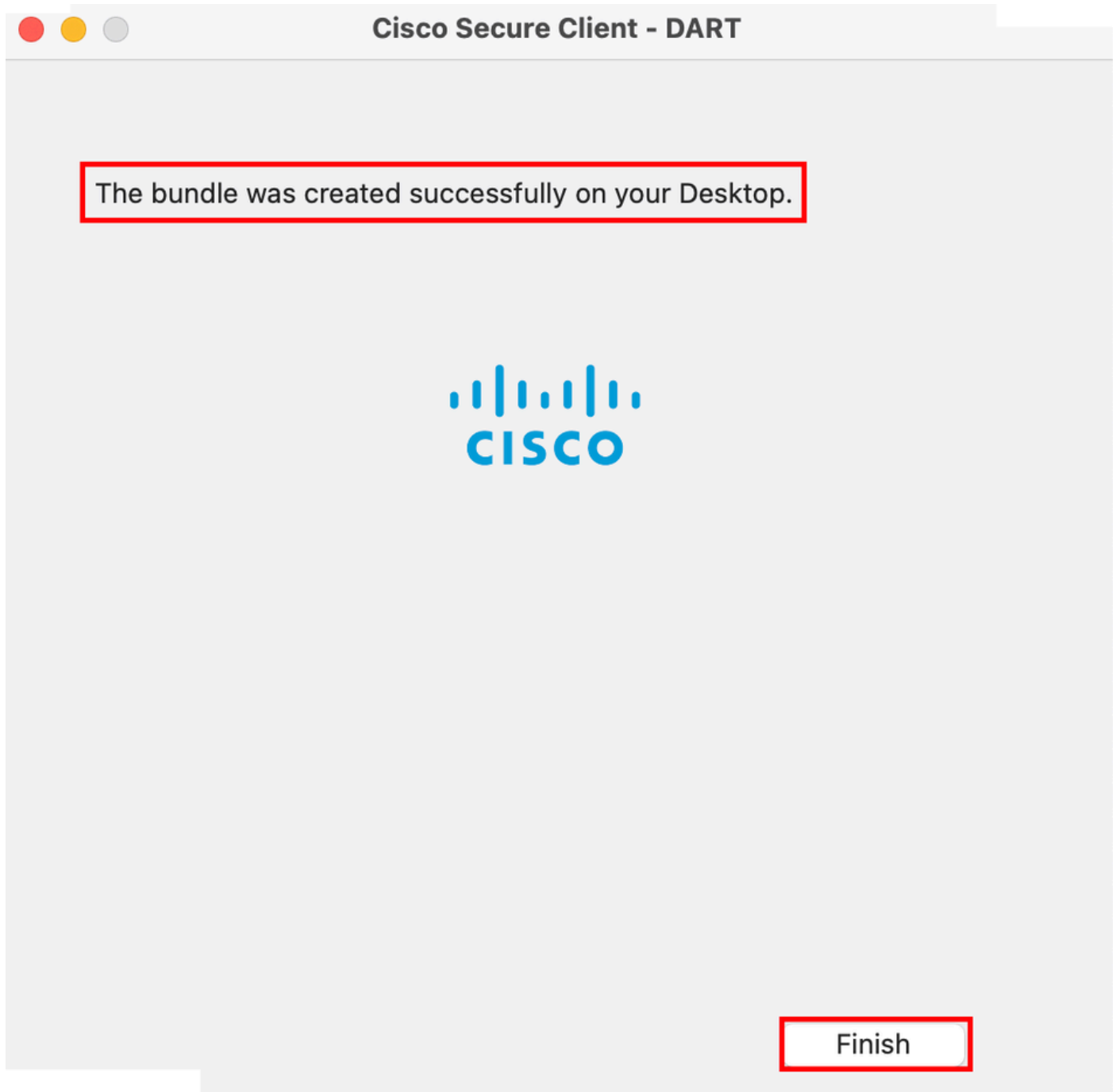
Additional Log Options

Step 3. MacOS starts processing and collecting logs.



Processing Logs

Step 4. After processing, DART bundle is saved on Desktop by default.

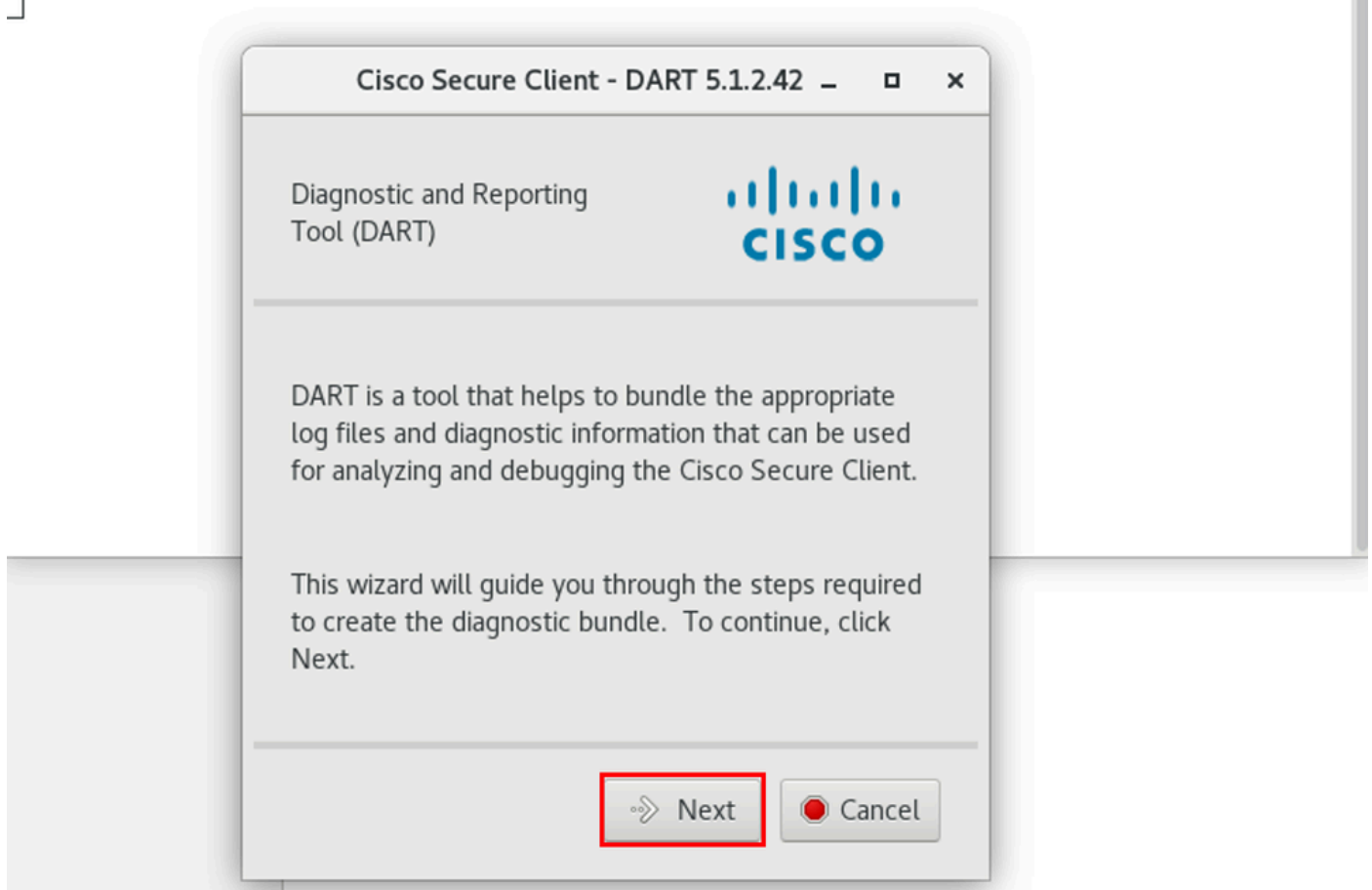


DART bundle created

Linux

Step 1. Navigate to `/opt/cisco/secureclient/dart/` and execute `dartui`. Graphical user interface for DART opens on screen and click `Next` .

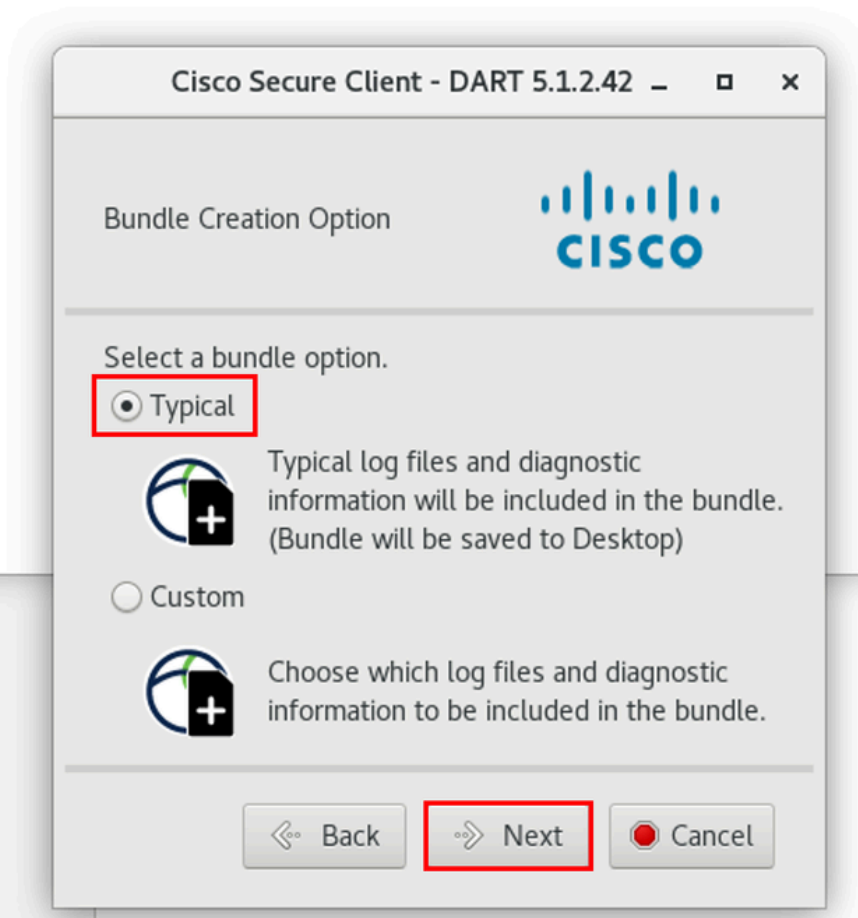
```
[root@localhost dart]#  
[root@localhost dart]#  
[root@localhost dart]# ./dartui
```



DART launching

Step 2. Select Typical bundle option for collecting logs and diagnostic information and click Next as shown in the image.

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



Bundle Option

Step 3. Click on `Finish` and DART bundle is saved on Desktop by default as shown in the image.

Bundle Creation Result



The bundle was created successfully in /home/calor/Desktop/DARTBundle_0421_0125.zip.

◀ Back

▶ Finish

⛔ Cancel

DART bundle created

Troubleshoot

This section provides information you can use in order to troubleshoot your configuration.

Consult this [guide](#) to effectively correlate and identify logs from DART for resolving Secure Client related issues.