

Configure Umbrella Roaming Client Diagnostic Tool to Provide Diagnostic Information to Support

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Introduction

This document describes how to provide diagnostic information to Support through the Umbrella roaming client's Diagnostic Tool.

Overview

The Umbrella roaming client has a Diagnostic Tool built into it. The tool provides invaluable information to Support that is essential when troubleshooting complex issues.

This article outlines multiple ways to access this tool: from the graphic interface, from the command line, and running on remote machines as an unattended process.

Key steps

- If possible, always provide this output when opening a support ticket that relates to the Umbrella roaming client.
- Once the test completes it generates a .txt file. *Please attach the .txt file to the ticket.*
- If you are having trouble accessing a particular domain, please add it in the "Domain to Test" field.

Note: Do not copy the text output of the diagnostic into the support ticket. The results lose formatting and cannot be read. You are asked to re-submit the results.

Running Diagnostic via Tray Icon

With the Umbrella roaming client installations on Windows or Mac OSX, you can access and use the Diagnostic Tool from the tray icon.

The Umbrella roaming client tray icon can be intentionally hidden in order to prevent the user from being aware of the Umbrella roaming client. In this case, you are not able to summon the diagnostic tool this way, and you have to utilize other methods described in the next section of this article.

	Mac	Windows
Accessing Diagnostic Tool via User Interface		

Running Diagnostic via File Browser / Finder

From the File Browser (Explorer) <ol style="list-style-type: none"> 1. Navigate to C:\Program Files (x86)\OpenDNS\Umbrella Roaming Client\ 2. Double-click UmbrellaDiagnostic <p><i>*Note: if the operating system is 32-bit, the folder is just be called "Program Files"</i></p>	
From the Finder <ol style="list-style-type: none"> 1. Navigate to Application > OpenDNS Roaming Client 2. Double-click Umbrella Diagnostic. 	

Running Diagnostic via Command Line / Terminal

From the Command Prompt <ol style="list-style-type: none"> 1. Open the Command Prompt application 2. Type this and press Enter: <p>"C:\Program Files (x86)\OpenDNS\Umbrella Roaming Client\ UmbrellaDiagnostic.exe"</p> <p><i>*Note: If the operating system is 32-bit, remove (x86) from the Program Files pathname.</i></p>	
From the Terminal <ol style="list-style-type: none"> 1. Open the Terminal application 2. Type this (with quotation marks): <p>"/Applications/OpenDNS Roaming Client/Umbrella Diagnostic.app/Contents/MacOS/OpenDNSDiagnostic"</p>	

Run Diagnostics on a remote computer or unattended from command line:

The Diagnostic Tool contains functionality to allow silent execution (without user intervention). This can be especially helpful on when you would like to run the diagnostic utility on a user's machine, but do not want to disturb the user.

These switches can be appended to both the Windows or OSX version from the command prompt or terminal, respectively.

When run without switches, the Umbrella Diagnostic launches a user interface and, waits for the user to submit information. When running remotely, you almost always want the --silent option.

These switches can be appended to the command in order to automate the silent execution of the Diagnostic and direct the output:

-d, --domain=VALUE	A specific domain to target with tests (for example, ProblematicDomain.com)
-s, --silent	Automatically run tests in silent mode (does not show the UI or new windows; defaults to -i output)
-i, --internet	Output all results to diagnostic.opendns.com; destination URL prints to console as 'appspot=URL'
-o, --output=VALUE	Output to a file, which prints to console as 'outputFile=FILE'; can be a full path, make sure to use "quotes" if needed
-c, --console	Output all results to console as text
--erc	Force the Roaming Client tests to be performed even if it is not installed.
--noerc	Skip the Roaming Client tests even if it is installed
-h, -?, --help	Display this usage statement

If run without -o or -c arguments, -i is the default output; meaning there is a URL shown on the screen. You are expected to copy that URL and send it to Support.

If the utility is run with -o or -c, then -i must be explicitly set if desired as additional output. We would recommend specifying -i in addition to -o or -c when running with those parameters.

You can specify multiple output formats if desired.

Example usage

- This command is automatically run the diagnostic, displaying nothing to the user, and includes specific checks for "ProblematicDomain.com". Then, the diagnostic submits results to opendns.appspot.com, and Prints 'appspot=URL' to the command prompt/console with the resulting appspot URL to submit to Support.

```
UmbrellaDiagnostic.exe --domain=ProblematicDomain.com --silent
```

- This command automatically runs the diagnostic, displaying nothing to the user. The diagnostic then creates an output file at C:\windows\temp\diag.txt on the machine local to the diagnostic tool.

```
UmbrellaDiagnostic.exe --silent --output=C:\windows\temp\diag.txt
```

Example usage using PsExec

[PsExec from Microsoft's Sysinternals site](#) is a tool that can be used to remotely execute the UmbrellaDiagnostic.exe in a typical Windows domain environment.

The usage outlined here work best in a domain environment. In a workgroup environment, there must be a user with the same exact username and password on the remote machine and local machine.

To execute the tool remotely, substitute your variables for those in bold below. This syntax tests against "example.com", and post a URL at the end that you can submit to support:

<#root>

psexec

\\REMOTEMACHINE-NAME

-u

Administrator

-p

Password

"C:\Program Files (x86)\OpenDNS\Umbrella Roaming Client\UmbrellaDiagnostic.exe" -d=
example.com

-s -i

The sample output would be from the command would be:

PsExec v2.0 - Execute processes remotely

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Sysinternals - www.sysinternals.com

Running all tests... please wait...

appspot=http://opendnsupdate.appspot.com/d/34172100

Test complete!

C:\Program Files (x86)\OpenDNS\Umbrella Roaming Client\UmbrellaDiagnostic.exe exited on remotemachine-n

Just copy the appspot=URL and you have a copy of the diagnostic information URL to provide to Support!