

Use GetConnector.bat for Umbrella Connector Service

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Introduction

This document describes how to use GetConnector.bat for Umbrella Connector Service information gathering.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco Umbrella.

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.

Understand GetConnector.bat

GetConnector.bat is a batch script that collects information useful to Umbrella Support for troubleshooting purposes. It can only be run directly on a system with the Umbrella AD Connector service already installed.

The information gathered can be used for troubleshooting either by yourself or by Umbrella Support.

This information is collected:

- Hostname
- Date and Time
- Systeminfo output
- Tasklist
- ipconfig /all
- ipconfig /showdns

- A list of running services
- Netstat output
- Tracert result to to api.opendns.com
- A DNS lookup to get our debug EDNS response
- A gpresult (resultant group policies)
- Existing connector AD Sync folder contents (to show what it is running with)
- Fresh AD user and group membership info (for comparison to the running configuration)
- All Connector logs
- All Connector config files
- OpenDNS_Connector group membership information

Run the Script

Download the text file attached and rename the extension from ".txt" to ".bat".

Then drag it into a Command Prompt window that was started by an Admin user. Be careful of double extensions, and do not accidentally name it ".txt.bat".

The script collects some initial info and then prompt for the IP of an AD server in order to query AD. You then just need to complete the on-screen prompts.



Note: If you do not want the password for the OpenDNS_Connector user to be displayed on screen, enter "*". You are then prompted 4 times for the password, but it is masked on screen.

The script takes a couple of minutes to run. When it has finished, you can find the file under "C:\OpenDNS_Diagnostic.zip" and email it into Umbrella Support. Feel free to review the contents of the .zip file before submitting it, or adding a password to improve security.