

Identify the Umbrella Roaming Client Logs Location

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Introduction

This document describes where the Umbrella Roaming Client logs are located based on operating system.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Umbrella Roaming Client.

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.

Overview

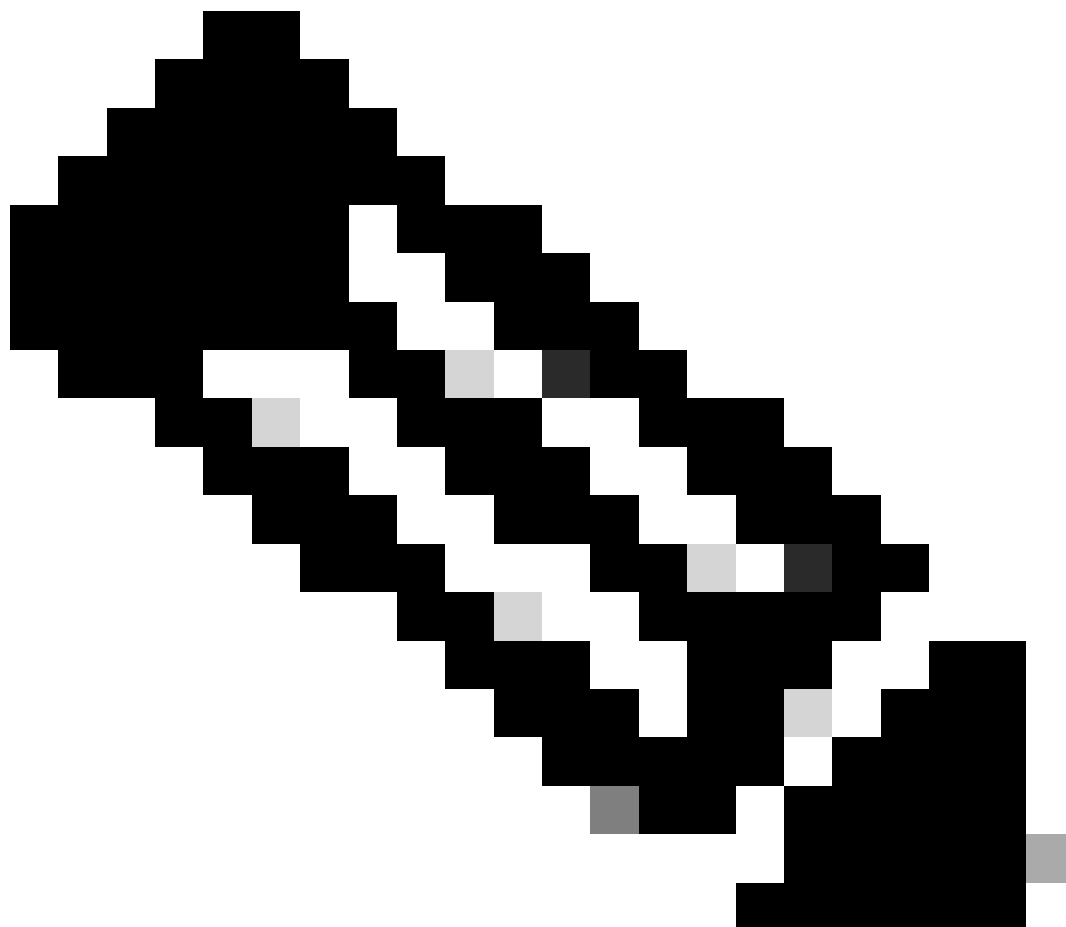
You can find the logs and other files for the Umbrella Roaming Client in these locations based on which operating system you are using.

Windows 7/8/10

Logs

- `C:\ProgramData\OpenDNS\ERC\Open DNS_ERC_Service.log`

- **C:\ProgramData\OpenDNS\ERC\OpenDNS_ERC_UI.log**
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Note: The Open_DNS_ERC_Service log file reaches 1MB in size before being copied to Open DNS_ERC_Service.log1 and then is subsequently copied to Open DNS_ERC_Service.log2 before being removed.

Other Files

- **C:\Program Files (x86)\OpenDNS\OpenDNS Enterprise Roaming Client** – The default install path.
- **C:\ProgramData\OpenDNS\ERC\manifest.json** – Indicates what version to upgrade to, if not matching.
- **C:\ProgramData\OpenDNS\ERC\OrgInfo.json** – Contains organizationId, fingerprint, and userId.
- **C:\ProgramData\OpenDNS\ERC\resolv.conf** – Stores IPs of original DNS server(s) for proxying NXDOMAIN DNS requests (for example, to look up LAN resources).
- **C:\ProgramData\OpenDNS\ERC\whitelist** – Domain(s) allow list (from Internal Domains (Roaming) on dashboard); whitelist.txt is removed if no domains are set.
- **C:\ProgramData\Microsoft\Windows\Start Menu\Programs\Startup\OpenDNS Roaming Client** – Startup shortcut link for ERCInterface.exe.

- **C:\ProgramData\OpenDNS\ERC\Upgrades** – Folder holds the upgrade installers.
- **C:\ProgramData\OpenDNS\ERC\Dumps\OpenDNSService_MM_DD_YYYY.mdmp** – If ERC crashes, a Dumps dir is created for storing dump files.

OSX

Logs

- **/var/log/system.log** – Debug messages from the client are written to the general system log.

Other Files

- **/Applications/OpenDNS Roaming Client/RoamingClientMenubar.app/Contents/MacOS/RoamingClientMenubar** – Menu bar binary.
- **/Applications/OpenDNS Roaming Client/RoamingClientUninstaller.app/Contents/MacOS/RoamingClientUninstaller** – Uninstaller.
- **/usr/local/sbin/dnscrypt-proxy** – DNSCrypt proxy binary.
- **/Library/Application Support/OpenDNS Roaming Client/dns-updater** – ERC service.
- **/Library/Application Support/OpenDNS Roaming Client/Updater.plist** – Equivalent to Windows' OrgInfo.json where the DeviceID is stored.
- **/Library/Application Support/OpenDNS Roaming Client/localdomains** – Same as Windows' whitelist.txt; localdomains is removed if no domains are set (null).
- **/var/lib/data/opendns/resolv_orig.conf** – Preserves original DNS settings.
- **/var/lib/data/opendns/erc_state.plist** – Contains deviceID, lastSync, name, orgID, state, supportEmail, syncOverdue, version.