

Enable Roaming Client Trace Logs

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Introduction

This document describes how to enable more verbose 'trace' logging for the Cisco Secure Client for Umbrella products.

Background Information

In some circumstances, Cisco Umbrella support asks you to enable more verbose 'trace' logging. Trace logging can be enabled by creating a flag file and placing it in one of the directories outlined in this document. Umbrella support can provide the file, or you can create it yourself.

Windows

Cisco Secure Client with Roaming Security Module:

C:\ProgramData\Cisco\Cisco Secure Client\Umbrella\data

If you are creating the file yourself, it must contain the word "trace" without quotes and be saved as **loglevel.flag**, not loglevel.txt or loglevel.flag.txt.

Once the **loglevel.flag** file has been placed in the directory, please restart the roaming client service for it to take effect.

Avoid "save as" the file as non .txt format, certain format such as .rft .odt creates unwanted information which causes Trace logging fails to enable.

macOS

Place **force_log_level.plist** into this directory:

Cisco Secure Client with Roaming Security Module:

/opt/cisco/secureclient/umbrella/data

If creating the file yourself, make sure you save the file as **force_log_level.plist**.

The contents of the file show as:

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE plist PUBLIC "-//Apple//DTD PLIST 1.0//EN" "http://www.apple.com/DTDs/PropertyList-1.0.dtd">
<plist version="1.0">
<dict>
<key>logLevel</key>
<string>trace</string>
</dict>
</plist>
```

Once the flag file has been placed in the directory, please restart the roaming client service for it to take effect.