Obtain Diagnostic Logs from Umbrella Chromebook Client

Contents

Introduction

This document describes how to obtain diagnostic logs from Umbrella Chromebook Client.

Overview

There can be times during troubleshooting with the Umbrella Chromebook Client (UCC) that diagnostic logs are required to analyse issues further. Since there is no Umbrella Diagnostic Utility for Chromebook OS, this article is an overview of how to provide Support with information to help troubleshoot Umbrella Chromebook Client issues.

Solution

Here are the instructions to collect logs for both Umbrella Chromebook Client Extension (UCC Ext) and Umbrella Chromebook Client App (UCC App):

1. Open chrome extension page by browsing **chrome://extensions/** and ensure "Developer mode" is on at the top right corner.
2. Make sure both Cisco Umbrella Chromebook Client Extension and Cisco Umbrella Chromebook Client App are enabled.
3. Open the console window by
   - Selecting on "background page" on the UCC Ext/App OR
   - Selecting on the "Details" button of UCC Ext/App, navigating to "Inspect views" and selecting on "background page".
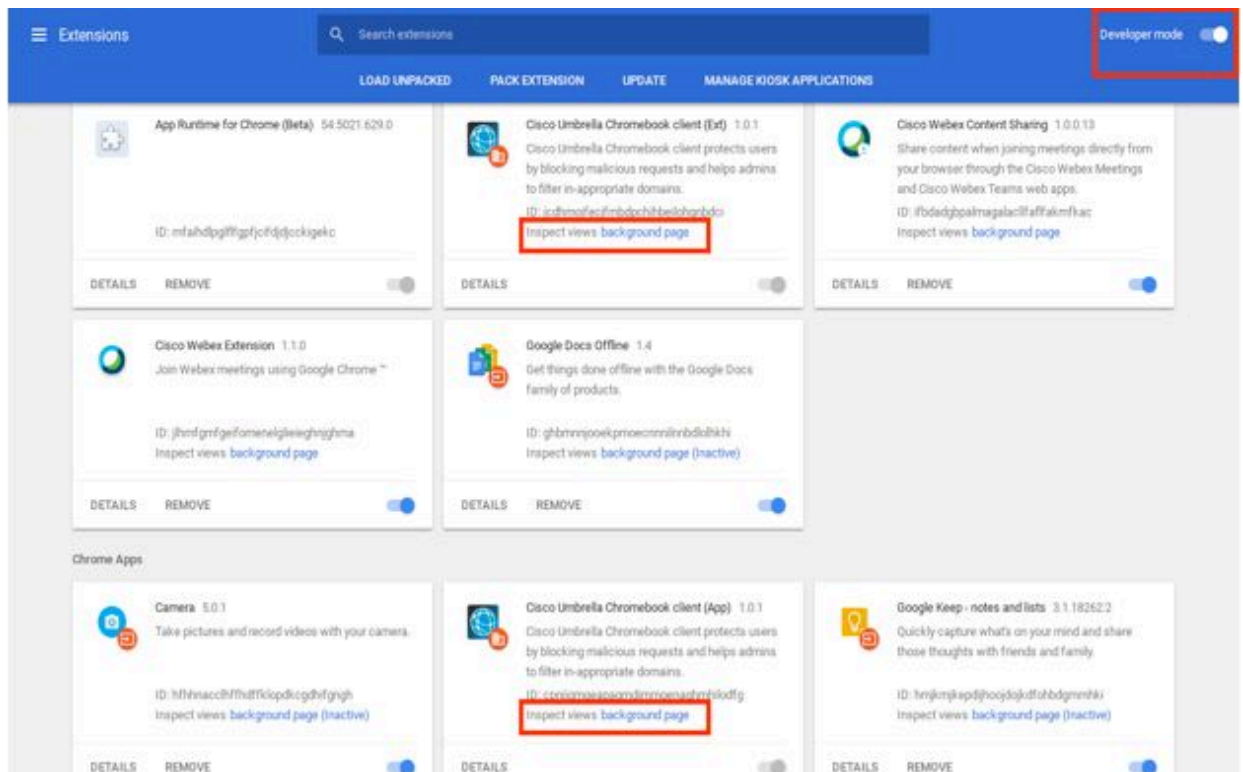
10_14_57.jpg

4. A new window opens.
- Select the "Console" tab in the new window.
- Select the "Preserve log" option.
- Make sure all the log levels are selected in "Verbose" drop down.
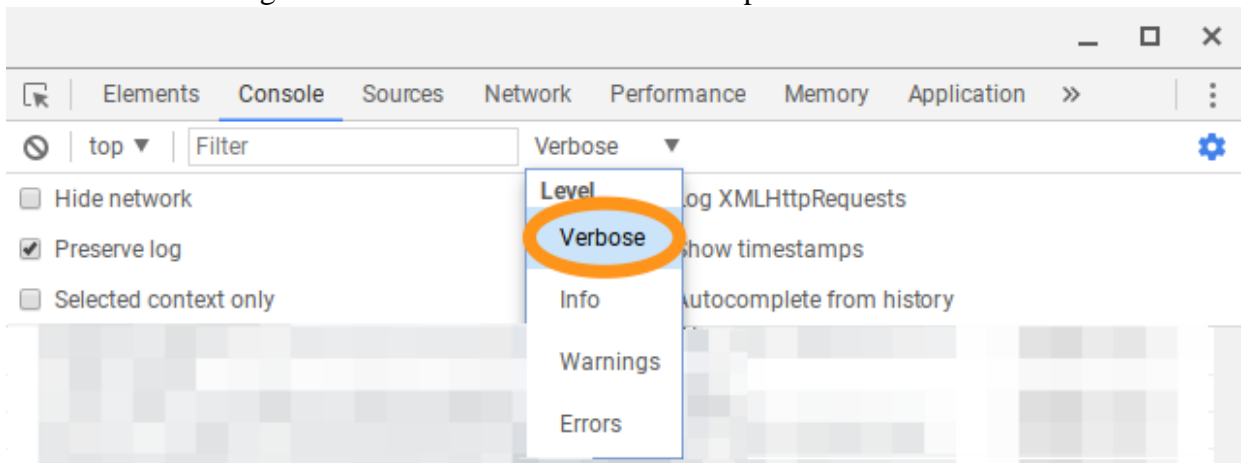
Screenshot_2018-10-29_at_3_34_25_PM.png

- Clear console by running "Ctrl + L" before reproducing the issue.
- Enable logging by typing "**enableLogging = true**" or "**enableLogs(true)**" in the console window. (case sensitive)
- Turn off and turn on back the Wifi, so the UCC App logs get collected.
- Reproduce the issue in the Chrome browser window while keeping the Console window open. It is helpful if other tabs in chrome are closed so as to collect only the issue logs.
- Right click on the console logs and "Save as" the file in a folder with a proper name including Ext. For example, UCC_EXT.log
- Disable logging by typing "**enableLogging = false**" or "**enableLogs(false)**" in the console window.
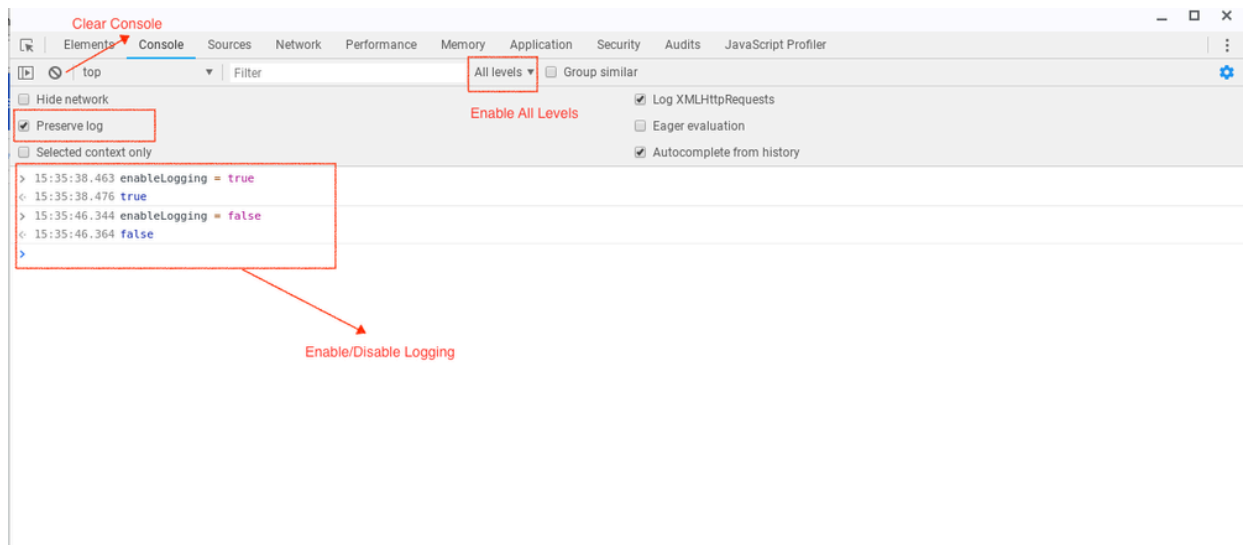
UCC_Console.png

5. Open background page of the UCC App by selecting on the "Cisco Umbrella Chromebook client (App)" and then repeat the steps to collect logs and save the file with a proper name. For example, UCC_APP.log
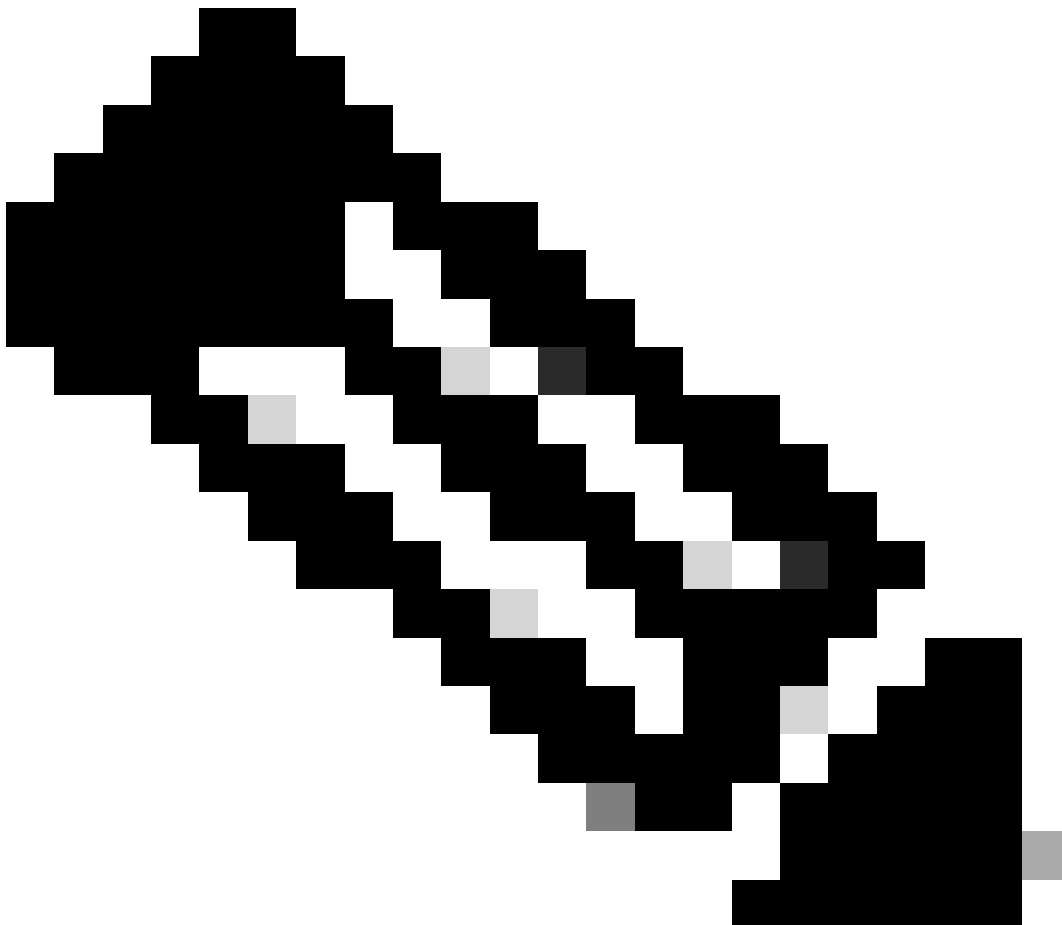
Note: By default (or commonly, as is best practice) the background page is not available for app/ext that have been pushed from the Google Admin console. Navigate to Device Management --> Chrome --> User Settings --> Select 'Always allow use of built-in developer tools' --> Click 'save' Update policy on the Chromebook and it now displays the link for the background page.

"**enableLogging = true**" : logging is enabled for the given session, reboot or user logout disables the logging.

"**enableLogs(true)**" : logging is enabled across reboots and user login/logout

What do the logs look like?

The App logs look like this:

app_logs.png

They contain details on the state of the Chromebook client service.

The Extension logs look like this:

```
Fri Oct 09 2020 16:26:47 GMT-0800 (Alaska Daylight Time): Cache hit for www.yo logger.js:1
utube.com
Resolved www.youtube.com in: 1.926025390625ms                              logger.js:1
Fri Oct 09 2020 16:26:47 GMT-0800 (Alaska Daylight Time): Redirecting 'http    logger.js:1
s://www.youtube.com/' to 'chrome-extension://jcdhmojfecjfmbdpchihbeilohgnbdci/blocked.html?
url=https://www.youtube.com/&type=block'
Fri Oct 09 2020 16:28:21 GMT-0800 (Alaska Daylight Time): Cache missed for       logger.js:1
app.box.com
Fri Oct 09 2020 16:28:21 GMT-0800 (Alaska Daylight Time): Resolved              logger.js:1
146.112.61.106
Resolved app.box.com in: 83.27490234375ms                                  logger.js:1
Fri Oct 09 2020 16:28:21 GMT-0800 (Alaska Daylight Time): Redirecting 'http:// logger.js:1
app.box.com/' to 'chrome-extension://jcdhmojfecjfmbdpchihbeilohgnbdci/blocked.html?url=htt
p://app.box.com/&type=block'
▶ 118   XHR finished loading: GET "<URL>".
Fri Oct 09 2020 16:28:33 GMT-0800 (Alaska Daylight Time): Cache missed for      logger.js:1
yahoo.com
```

extension_logs.png

They contain the domains being queried by the Chromebook and how they are resolving (cache, redirect to block page, IP answer, etc).