

Export Windows Application Logs for Umbrella Troubleshooting

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Introduction

This document describes how to export Windows application logs for Umbrella Roaming Client troubleshooting with Cisco Umbrella Support.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco 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.

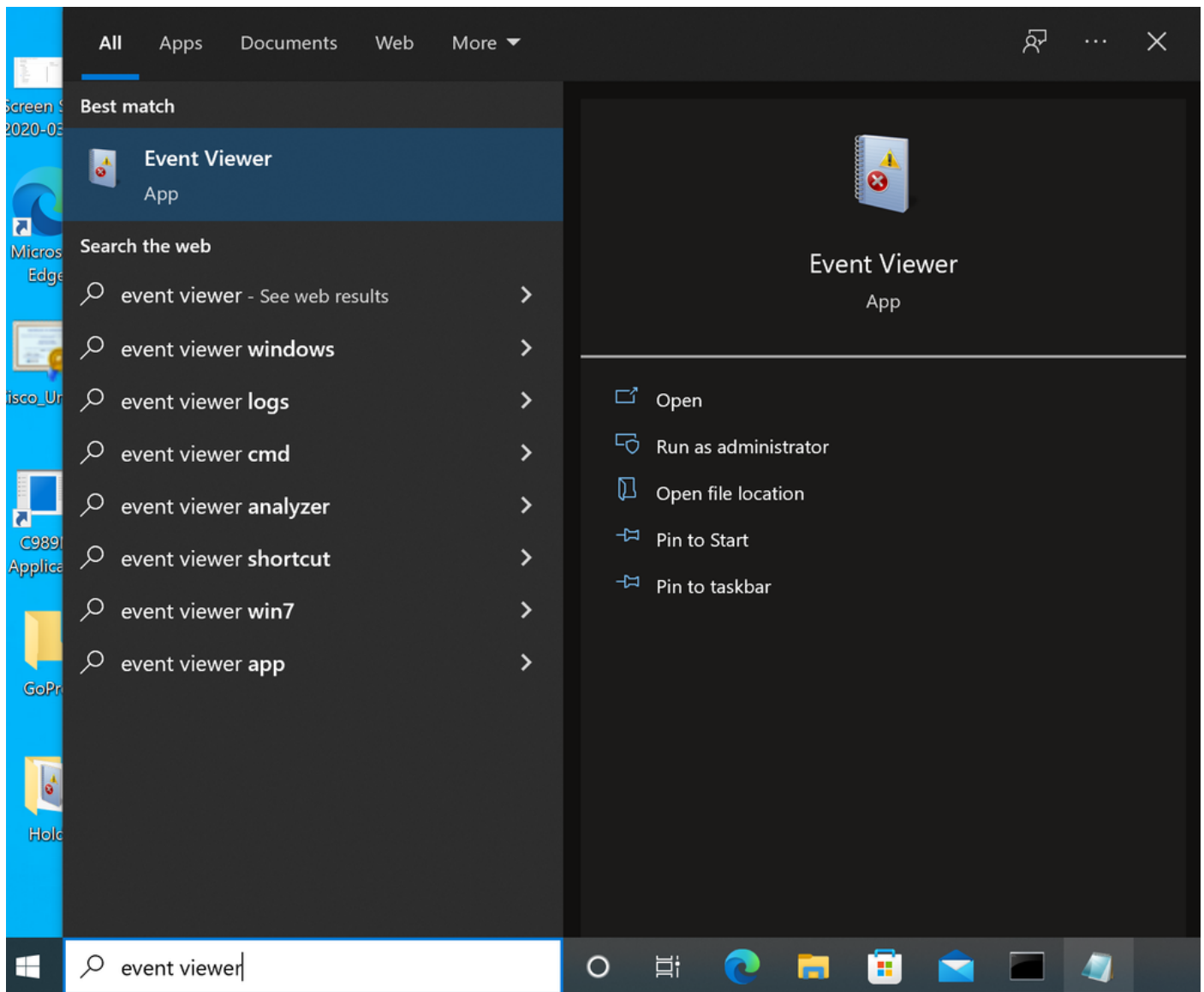
Overview

In the course of troubleshooting issues with the Umbrella Roaming Client, occasionally it is important for Cisco Umbrella Support to gather additional data outside of the standard diagnostics. On Windows, one of the best places to see what is going on with your machine is in the application logs found in Event Viewer. This article outlines how to easily export these so that you can provide them to Cisco Umbrella Support.

Capture Event Viewer Logs

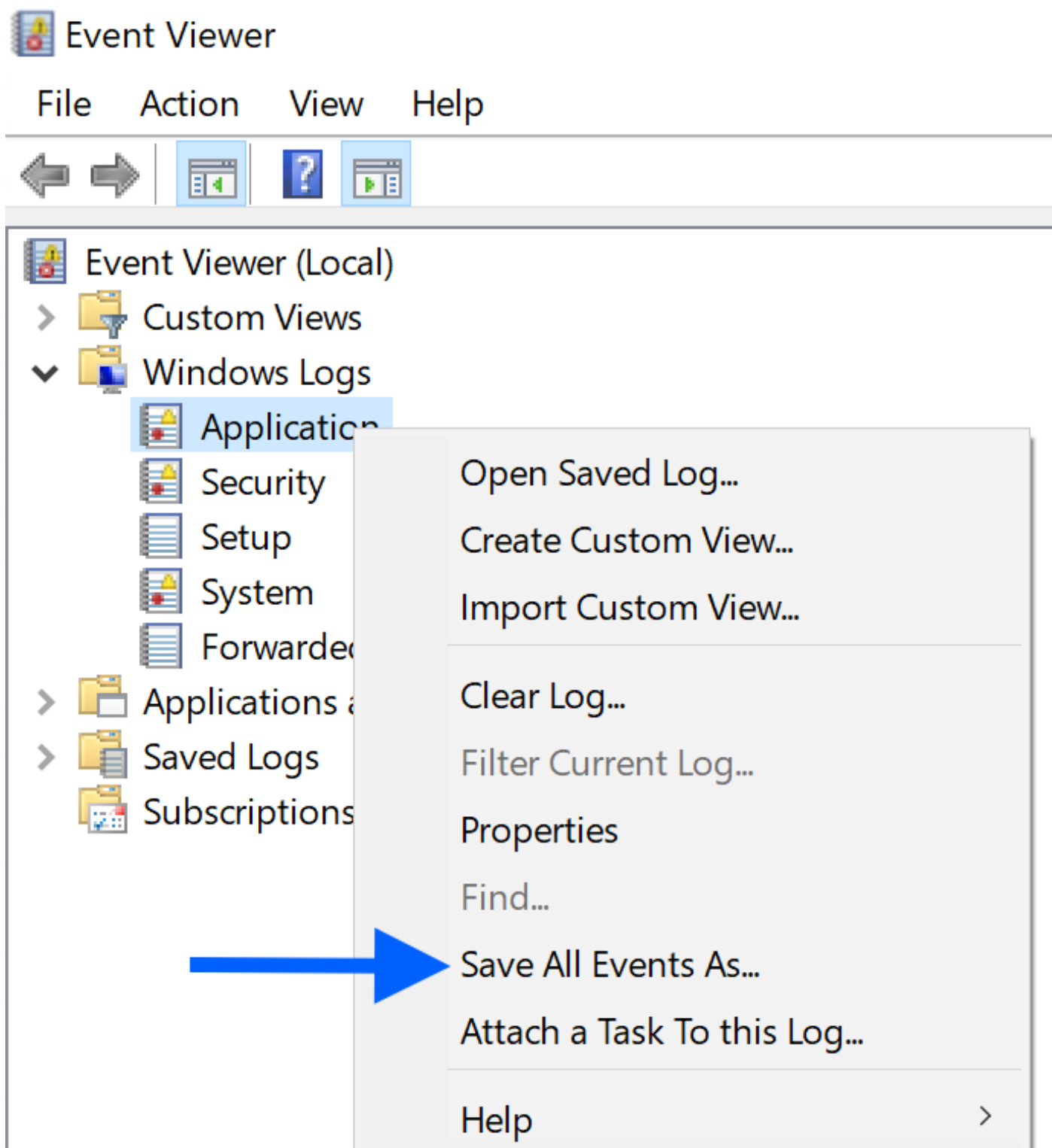
This example uses application logs, but the process is nearly identical for any Event Viewer logs that Cisco Umbrella Support can ask for:

1. Select **Start**.
2. Start typing "Event viewer" in the search box and select the **Event Viewer** app when it appears.



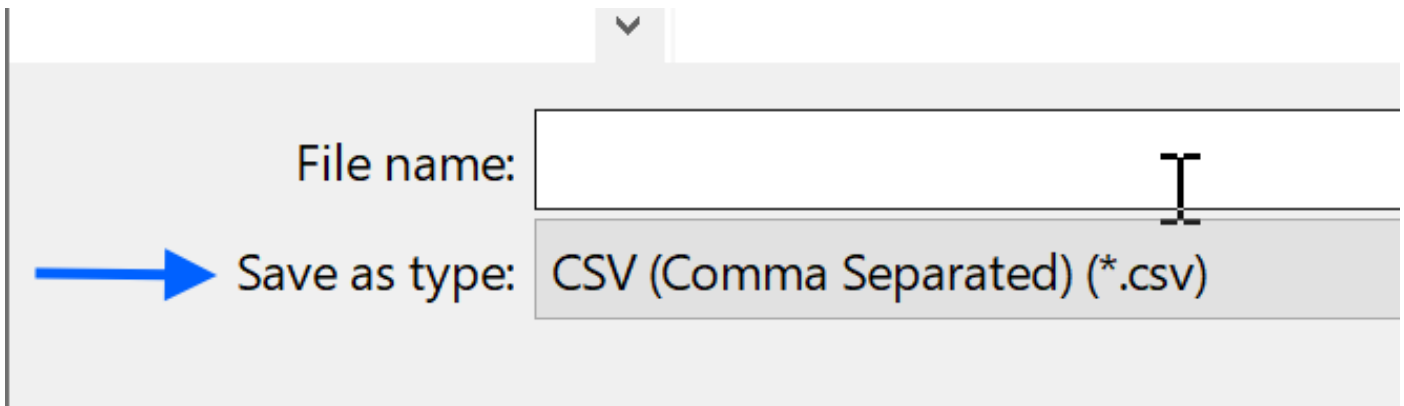
Screen_Shot_2022-03-23_at_4.47.03_PM.png

3. Once Event Viewer has launched, you can see a list of category folders on the left pane. From this pane, expand the **Windows Logs** category by selecting the triangle to the left of it.
4. Right-click on the desired log type. For this example, right-click **Application** and select **Save All Events As**.



Screen_Shot_2022-03-23_at_4.47.47_PM.png

5. This launches a **Save** popup. Select the location to save the logs to on your system that you can remember (such as the **Desktop** or **Documents**). Before selecting a name, click expand the **Save as type** dropdown and select **CSV** like in this screenshot:



File name:

→ Save as type: CSV (Comma Separated) (*.csv)

Screen_Shot_2022-03-23_at_4.51.58_PM.png

6. Add a file name and select **Save**.

7. If Cisco Umbrella Support has asked for any additional Event Logs, repeat steps 3-5 for each type of logs.

8. Upload the files to the Cisco Umbrella support ticket. If they are too big to upload, inform Cisco Umbrella Support, and they can provide an alternate method to upload your files.