

Collect CSC Diagnostics Logs

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Introduction

This document describes how to gather these Cisco Security Connector (CSC) Diagnostics logs to help with troubleshooting the CSC.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco Security Connector (CSC).

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

The Cisco Security Connector Diagnostics logs provides some useful troubleshooting information about a particular mobile device. This article covers how to gather these diagnostics to provide to Cisco Umbrella Support to help with troubleshooting the CSC.

Collect the CSC Diagnostics Logs

Complete these steps to collect the diagnostics:

1. Open the **CSC** app on the device.
2. Navigate to **About** and select **Report a Problem**. This sends a diagnostic email to the administrator email.
3. Please forward the diagnostic report from this email to [Cisco Umbrella Support](#).