

Resolve No Admin Email Found Error in CSC Logs

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Problem](#)

[Solution](#)

Introduction

This document describes how to resolve the "No admin email found" error when sending logs for the Cisco Security Connector (CSC).

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Umbrella Roaming Client
- Cisco Security Connector

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.

Problem

If you are sending logs for the CSC, insome cases, the MDM profile does not push the admin email correctly. The most common symptom is that logs fail to send with the error, "No admin email found."

Solution

To correct this, on the mobile device:

1. Navigate to **Settings > Cisco Security Connector**.
2. Enter an admin email like in the screenshot:

< Settings

Cisco Security

ALLOW CISCO SECURITY TO ACCESS



Location

While Using >



Siri & Search



Notifications

Banners



Background App Refresh



Cellular Data



CISCO SECURITY SETTINGS

Enter email here

REPORT A PROBLEM

Email