

Export System and Application Logs for Troubleshooting on macOS

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Introduction

This document describes how to locate log files on a Mac OS for Umbrella troubleshooting.

Overview

System log data is useful for diagnosing and troubleshooting various issues involving the Cisco Umbrella Roaming client. This document provides guidance on locating and exporting application & system logs on the MacOS.

Locate the Plain-text Log Files on your Macs Local Drive

In order to locate the plain-text log files on the local drive of your Mac, navigate to these file path(s) via 'Finder' or use the 'Terminal':

- System Log Folder: **/var/log**
- System Log: **/var/log/system.log**
- Mac Analytics Data: **/var/log/DiagnosticMessages**
- System Application Logs: **/Library/Logs**
- System Reports: **/Library/Logs/DiagnosticReports**
- User Application Logs: **/Library/Logs** (in other words, **/Users/NAME/Library/Logs**)
- User Reports: **/Library/Logs/DiagnosticReports** (in other words, **/Users/NAME/Library/Logs/DiagnosticReports**)

Capture Log Files on MacOS using the Console App

The Console app, (similar to Windows Event Viewer) is another alternative method for accessing log files on the MacOS.

The Console App can be launched in one of these two ways:

- Option 1. Navigate to **Finder > Applications > Utilities > Console**.
- Option 2: Use Spotlight to search by clicking, **Command+Space** and type **Console**.

Here you will find a variety of logs in the Console app that will supply additional information regarding application and system related events. The Umbrella Support team can request the logs which you can

upload or attach to your support case.

How to export the log file?

1. Copy the contents of the log file by clicking **Edit** (located on the upper toolbar), then click **Select All**.
2. Click **Edit** and choose **Copy**.
3. Open the TextEdit app by pressing **Command+Space** and type **TextEdit**.
4. Next right-click and paste into the text file and save.