# Recopile el paquete DART para Secure Client

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## Introducción

Este documento describe DART, una herramienta para recopilar datos de solución de problemas de Cisco Secure Client para el análisis de Cisco TAC. El asistente de DART se ejecuta en el dispositivo que ejecuta Cisco Secure Client y se puede iniciar desde Secure Client, o por sí mismo sin Secure Client.

## Prerequisites

## Requirements

Cisco recomienda tener conocimientos de estos temas:

- Cisco Secure Client 5.x
- Dispositivo de seguridad adaptable (ASA)
- Firepower Threat Defense (FTD)

### **Componentes Utilizados**

La información de este documento se basa en los siguientes sistemas operativos:

- Windows:
- MacOS
- Linux

La información que contiene este documento se creó a partir de los dispositivos en un ambiente

de laboratorio específico. Todos los dispositivos que se utilizan en este documento se pusieron en funcionamiento con una configuración verificada (predeterminada). Si tiene una red en vivo, asegúrese de entender el posible impacto de cualquier comando.

## Procedimiento

## Instalación

Hay dos formas de instalar DART en los terminales. Podemos instalarlo utilizando paquetes preimplementados manualmente en el PC de destino o puede implementarse desde ASA/FTD configurándolo bajo la "política de grupo" asignada.

### Paquetes preimplementados

Paso 1. Descargue el paquete de preimplementación de Secure Client según el sistema operativo desde el sitio <u>Cisco Software</u>.

← → O 😄 software.cisco.com/download/home/286330811/type/282364313/release/5.1.2.42				옥 ☆ 한   ♣
Android > NVM > 5.1 >	File Information Cisco Secure Client VPN and DART Pre-Deployment DEB Package (Untur 64-bit)) ciso-secure-Client-Inux64-5.1.2.42-predeploy-deb-k8.targz Annones (C)	Release Date Size 06-Feb-2024 7.31 MB	ŦÄ	
	Cisco Secure Client Pre-Deployment Package (Linux 64-bit)≝ cisco-secure-client-linux64-5.1.2.42-predeploy-k9.tar.gz Advisories Cf	06-Feb-2024 38.34 MB	± \:/	
	Cisco Secure Client VPN and DART Pre-Deployment RPM Package (Linux 64-bit)); Cisco-secure-client-linux84-5.1.2.42-predeploy-rpm-k9.tar.gz Advisories ()	06-Feb-2024 8.16 MB	ŦÄ	
	Application Programming Interface [API] (Linux 64-bit) cisco-secure-client-linux64-6.1.2.42-vpnapi tar.gz Advisories 😭	06-Feb-2024 58.13 MB	± ₩	
	Cisco Secure Client Headend Deployment Package (Linux 64-bit) cisco-secure-client-linux64-5.1.2.42-webdeploy-k9 pkg Advisories 😭	06-Feb-2024 58.06 MB	±₩	
	Cisco Secure Client Pre-Deployment Package (Mac OS) - Administrator rights or managed device required for install or upgrade. See Administrator Guide and Release Notes for details. <u>Bioco-secure-client-macos-5.1.2.42-predeploy-k9.dmg</u> Advisories []	06-Feb-2024 130.71 MB	± ₩ 🗸	📛 MacOS
	Application Programming Interface [API] (Mac OS)g cisco-secure-client-macos-5.1.2.42-vpnapi tar gz Advisories 😭	06-Feb-2024 61.57 MB	$\pm$ $\forall$	
	Cisco Secure Client Headend Deployment Package (Mac OS) - Administrator rights or managed device required for install or upgrade. See Administrator Guide and Release Notes for details.g clico-secure-clienter-macos-5.1.2.42-webdeploy-K8 ptg Advisories []	06-Feb-2024 118.88 MB	± ₩	
	Cisco Secure Client Pre-Deployment Package (Windows) - includes individual MSI files) clico-secure -client-win-5.1.2.42-predeploy-K9.zip Advisories (2)	06-Feb-2024 108.30 MB	± \;	
	Application Programming Interface [API] (Windows) cisco-secure-client-win-5.1.2.42-ypnapi.zip Advisories C	06-Feb-2024 121.01 M8	+ \ <del>\</del>	

Descargar el paquete Secure Client

Paso 2. Instalándolo manualmente en diferentes sistemas operativos.

### DART para Windows:

1. Extraiga el paquete anterior a la implementación.



Extracción de paquete predesplegado

### 2. Haga clic en el instalador DART MSI.

Name	Date modified	Туре	Size
~ Today			
💿 Setup	21-04-2024 09:39	Application	984 KB
💳 setup	21-04-2024 09:39	HTML Application	23 KB
a cisco-secure-client-win-5.1.2.5191-zta-predeploy-k9	21-04-2024 09:39	Windows Installer	24,287 KB
a cisco-secure-client-win-5.1.2.42-umbrella-predeploy-k9	21-04-2024 09:39	Windows Installer	5,426 KB
cisco-secure-client-win-5.1.2.42-posture-predeploy-k9	21-04-2024 09:39	Windows Installer	19,729 KB
a cisco-secure-client-win-5.1.2.42-sbl-predeploy-k9	21-04-2024 09:39	Windows Installer	3,041 KB
a cisco-secure-client-win-5.1.2.42-nvm-predeploy-k9	21-04-2024 09:39	Windows Installer	23,601 KB
a cisco-secure-client-win-5.1.2.42-iseposture-predeploy-k9	21-04-2024 09:39	Windows Installer	4,661 KB
a cisco-secure-client-win-5.1.2.42-nam-predeploy-k9	21-04-2024 09:39	Windows Installer	6,980 KB
a cisco-secure-client-win-5.1.2.42-core-vpn-predeploy-k9	21-04-2024 09:39	Windows Installer	22,259 KB
cisco-secure-client-win-5.1.2.42-dart-predeploy-k9			4,975 KB
cisco-secure-client-win-1.182.3-thousandeyes-predeploy-k9	Item type: Windows Installer Authors: Cisco Systems, Inc.	Package	
🚬 Setup	Title: Installation Database Subject: Cisco Secure Client	- Diagnostics and Report	ing Tool
Profiles	A SmartNET contract is requi Diagnostics and Reporting T Date modified: 21-04-2024 ( Size: 4.85 MB	iired for support - Cisco : fool. 09:39	Secure Client -
Profiles	A SmartNET contract is requi Diagnostics and Reporting T Date modified: 21-04-2024 Size: 4.85 MB	ired for support - Cisco : fool. 09:39	Secure Client -

instalador MSI

3. Cumplir con las instrucciones en pantalla para la instalación de DART.

Cisco Secure Client - Diagnostics and Reporting Tool Setup



## Welcome to the Cisco Secure Client - Diagnostics and Reporting Tool Setup Wizard

The Setup Wizard will allow you to change the way Cisco Secure Client - Diagnostics and Reporting Tool features are installed on your computer or even to remove Cisco Secure Client - Diagnostics and Reporting Tool from your computer. Click "Next" to continue or "Cancel" to exit the Setup Wizard.

< Back

Cancel

Next >

Siguiente para continuar

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 $\times$ 

Instalación finalizada

DART para MacOS:

1. Haga doble clic en el archivo de instalación de DMG y, a continuación, en Cisco Secure Client.pkg.



Instalar el paquete Secure Client

#### 2. Lea la licencia y continúe según corresponda.



Acepto continuar

3. Marque la Diagnostic and Reporting Tool y haga clic en Continue .



Instalar DART

4. Cumplir con las instrucciones en pantalla para la instalación de DART.



Instalación finalizada

#### **DART** para Linux:

1. Descomprima el paquete de preimplementación de Linux usando el comando:

#### tar xvzf cisco-secure-client-linux64-5.1.2.42-predeploy-k9.tar.gz

[root@localhost dart]# ls
cisco-secure-client-linux64-5.1.2.42-predeploy-k9.tar.gz
[root@localhost dart]#
[root@localhost dart]# tar xvzf cisco-secure-client-linux64-5.1.2.42-predeploy-k9.tar.gz
cisco-secure-client-linux64-5.1.2.42/
cisco-secure-client-linux64-5.1.2.42/vpn/
cisco-secure-client-linux64-5.1.2.42/vpn/vpn_install.sh
cisco-secure-client-linux64-5.1.2.42/vpn/vpnagentd
cisco-secure-client-linux64-5.1.2.42/vpn/vpnagentd.service
cisco-secure-client-linux64-5.1.2.42/vpn/load_tun.sh
cisco-secure-client-linux64-5.1.2.42/vpn/vpn_uninstall.sh
<pre>cisco-secure-client-linux64-5.1.2.42/vpn/cisco_secure_client_uninstall.sh</pre>
cisco-secure-client-linux64-5.1.2.42/vpn/libacciscossl.so
cisco-secure-client-linux64-5.1.2.42/vpn/libacciscocrypto.so
cisco-secure-client-linux64-5.1.2.42/vpn/cfom.so
cisco-secure-client-linux64-5.1.2.42/vpn/libaccurl.so.4.8.0
cisco-secure-client-linux64-5.1.2.42/vpn/vpnui
cisco-secure-client-linux64-5.1.2.42/vpn/acwebhelper
cisco-secure-client-linux64-5.1.2.42/vpn/acextwebhelper
cisco-secure-client-linux64-5.1.2.42/vpn/com.cisco.secureclient.gui.desktop
cisco-secure-client-linux64-5.1.2.42/vpn/cisco-secure-client.menu
cisco-secure-client-linux64-5.1.2.42/vpn/cisco-secure-client.directory
cisco-secure-client-linux64-5.1.2.42/vpn/libvpnagentutilities.so
cisco-secure-client-linux64-5.1.2.42/vpn/libvpncommon.so
cisco-secure-client-linux64-5.1.2.42/vpn/libvpncommoncrypt.so
cisco-secure-client-linux64-5 1 2 42/vpp/lihvppani so

Untar linux pkg

2. Acceda a /cisco-secure-client-linux64-5.x/dart y ejecute dart\_install.sh .



Instalar DART

3. Acepte los términos del acuerdo de licencia para instalar DART.

Installing Cisco Secure Client - Diagnostics and Reporting Tool...
Supplemental End User License Agreement
IMPORTANT: READ CAREFULLY
By clicking accept or using the Cisco Technology, you agree that such use is governed by the Cisco End User License Agreement
and the applicable Product Specific Terms (collectively, the "EULA"). You also acknowledge and agree that you have read the "C
isco Privacy Statement".
If you do not have authority to bind your company and its affiliates, or if you do not agree with the terms of the EULA, do no
t click 'accept' and do not use the Cisco Technology. If you are a Cisco channel partner accepting on behalf of an end custom
er ("customer"), you must inform the customer that the EULA applies to customer's use of the Cisco Technology and provide the
customer with access to all relevant terms.
The latest version of documents can be found at the following locations.
- Cisco End User License Agreement: https://www.cisco.com/c/en/us/about/legal/cloud-and-software/end\_user\_license\_agreement.ht
ml
- Applicable Product Specific Terms: https://www.cisco.com/c/en/us/about/legal/cloud-and-software/software-terms.html
- Cisco Privacy Statement: https://www.cisco.com/c/en/us/about/legal/cloud-and-software/software-terms.html
- Cisco Secure Client - Diagnostics and Reporting Tool is being installed...
Please wait while Cisco Secure Client - Diagnostics and Reporting Tool...
Done!
Creations is a secure disting the cisco Secure Client - Diagnostics and Reporting Tool...
Done!
Creations - Cisco Secure Client - Diagnostics and Reporting Tool...
Done!
Creations - Cisco Secure Client - Diagnostics and Reporting Tool...
Done!
Creations - Cisco Secure Client - Diagnostics and Reporting Tool...
Done!
Creations - Cisco Secure Client - Diagnostics and Reporting Tool...
Done!
Creations - Cisco Secure Client - Diagnostics and Reporting Tool...
Done!
Creations - Cisco Secure Client - Diagnostics and Reporting Tool...
Done!
Creations - Cisco Secure Client - Diagnostics and Reporting Tool....
Done!
Creati

Aceptar acuerdo

4. Después de la instalación, se puede acceder a DART y Secure Client desde:

Application > Internet > Cisco Secure Client Application > Internet > Cisco Secure Client - DART

Implementación desde ASA/FTD

Las cabeceras como ASA y FTD proporcionan funcionalidad para implementar varios módulos anyconnect como dart, vpngina, ampenabler, etc., en el terminal cuando el usuario se conecta a una VPN de acceso remoto.

### FTD

Si está gestionando FTD desde FMC o FDM, consulte esta guía para implementar DART y otros módulos en el FTD mediante la política de grupo.

#### ASA

Configure anyconnect modules value dart en la sección webvpn de la política de grupo de destino.

group-policy NAME\_OF\_GROUP\_POLICY internal group-policy NAME\_OF\_GROUP\_POLICY attributes dns-server valu

Establezca una conexión correcta con el ASA/FTD.

Desplácese hasta Settings > VPN > Message History para ver los detalles sobre los módulos que se descargaron.

Optimized Sector       Diagnostic         Statistic       Role Details       Firewall       Message History         Verferences       Statistics       Role Details       Firewall       Message History         Verferences       Contacting XXXX       Statistics       Role Details       Firewall         Verferences       Contacting XXXX       Statistics       Role Contacting XXXX         Verferences       Contacting XXXX       Statistics       Role Contacting XXXX         Verferences       Contacting XXXX       Statistics       Role Contacting XXXX         Verferences       Contacting XXXX       Role Contacting XXXX       Role Contacting XXXX         Verferences       Contacting XXXX       Role Contacting XXXX       Role Contacting XXXX         Verferences	S Cisco Secure Client	-		Х
Diagnostics         Preferences       Statistics       Route Details       Firewall       Message History         22-04-2024       [15:42:24]       Ready to connect.       [5:42:39]       Contacting XXXX         15:42:41       User credentials entered.       [5:42:45]       The Cisco Secure Client - Downloader is performing update checks         15:42:45       The Cisco Secure Client - Downloader is performing update checks       [5:42:45]         15:42:45       Checking for profile updates       [5:42:53]         15:42:45       Downloading Cisco Secure Client - DART 5.1.2.42 - 100%         15:42:45       Decking for customization updates         15:42:53       Poending Orso Secure Client - Downloader update checks have been completed.         15:42:53       Performing any required updates         15:42:53       Performing operative updates         15:43:03       Establishing VPN - fittiating connection         15:43:03       Establishing VPN - Sconfiguring system         15:43:04       Connected to xxxx         15:43:04 <td< td=""><td>Secure Client</td><td></td><td></td><td>()</td></td<>	Secure Client			()
22-04-2024         15:42:24       Ready to connect.         15:42:39       Contacting x.x.xx         15:42:44       User credentials entered.         15:42:45       The Cisco Secure Client - Downloader is performing update checks         15:42:45       Checking for profile updates         15:42:45       Checking for product updates         15:42:45       Checking for customization updates         15:42:53       Downloading Cisco Secure Client - DART 5.1.2.42 - 100%         15:42:53       Checking for customization updates         15:42:53       Checking for customization updates         15:42:53       The Cisco Secure Client - Downloader update checks have been completed.         15:43:03       Establishing VPN - Initiating connection         15:43:03       Establishing VPN - Examining system         15:43:03       Establishing VPN - Activating VPN adapter         15:43:04       Establishing VPN - Configuring system         15:43:04       Connected to x.x.x         V       Clear	Virtual Private Network (VPN)         Preferences       Statistics       Route Details       Firewall       Message History	Diagnostic	S	
Clear	<ul> <li>22-04-2024</li> <li>15:42:24 Ready to connect.</li> <li>15:42:39 Contacting x.x.xx</li> <li>15:42:44 User credentials entered.</li> <li>15:42:45 The Cisco Secure Client - Downloader is performing update checks</li> <li>15:42:45 Checking for profile updates</li> <li>15:42:45 Checking for product updates</li> <li>15:42:53 Downloading Cisco Secure Client - DART 5.1.2.42 - 100%</li> <li>15:42:53 Checking for customization updates</li> <li>15:42:53 Performing any required updates</li> <li>15:42:58 The Cisco Secure Client - Downloader update checks have been completed.</li> <li>15:43:03 Establishing VPN - Initiating connection</li> <li>15:43:03 Establishing VPN - Examining system</li> <li>15:43:04 Establishing VPN - Configuring system</li> <li>15:43:04 Connected to x.x.x.x</li> </ul>			~
		C	lear	

Descargar módulo

Recopilación del paquete DART

Windows:

Paso 1. Inicie DART desde el menú Inicio o desde Cisco Secure Client.



Menú Inicio

or



Cliente seguro de Cisco

Paso 2. Haga clic en Diagnostics (Diagnóstico) para recopilar los registros de DART.

Sisco Secure Clier	nt	-	×
uluilu cisco	Secure Client		<b>(i)</b>

Status Overview >	Status Overview		
AnyConnect VPN			
Network	AnyConnect VPN (Discor Bytes Sent: Bytes Received:	0 0	^
ISE Posture	Time Connected: Client Address (IPv4):	00:00:00 Not Available	I
Secure Endpoint	Client Address (IPv6): Server Address:	Not Available Not Available	I
Umbrella	Session Disconnect: Network (Connected) —	None	<b>^</b>
	Name: IP Address: Security: Signal Strength: ISE Posture (Compliance	xyz 192.168.1.8 Secured (-61 dBm)	
Collect diagnostic information for all installed components.	Latest Scan Start Time: Secure Endpoint (Conne Protection Status:	Mon Apr 22 08:21:51 2024 ccted) Connected	<b>^</b>

Iniciar diagnóstico

Paso 3. Siga las instrucciones que aparecen en pantalla para recopilar el paquete DART.



DART - Siguiente

Paso 4. Seleccione la opción Predeterminado para guardar el paquete DART en el escritorio y haga clic en Next .

Cisco S	Secure	Client -	<ul> <li>DART</li> </ul>
---------	--------	----------	--------------------------

Bundle Creation Option	$\langle \rangle$	$\langle \rangle$	uluilu cisco
Select "Default" to include the typical log bundle. Select "Custom" to choose the be included in the bundle.	g files and diagno list of log files an	stic information i d diagnostic infor	n the mation to
• Default - Bundle will be sa	aved to Desktop		
DART requires administrative privi	ileges to clear Cis	<b>co Secure Client</b> Clear	<b>logs.</b> All Logs
	Back	Next	Cancel

 $\times$ 

Opciones de creación del paquete

Paso 5. Windows comienza a procesar y recopilar registros.





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Procesando registros

Paso 6. Después del procesamiento, el paquete DART se guarda en el escritorio de forma predeterminada.

Cisco Secure Client - DART



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Dart creado

MacOS

Paso 1. Inicie DART desde Mac Launchpad o Cisco Secure Client haciendo clic en Generating Diagnostics Report .



Mac Launchpad

#### or

Preferences #,   Generate Diagnostics Report   Show Cisco Secure Client Window   Show Statistics Window   * Show Notifications   > Show Notifications   > Show Status Menu   Hide Cisco Secure Client   * Show All   Quit Cisco Secure Client   Wireshar A   dm-laun     Mineshar A	About Cisco Secure Client		88 :		Cisco Secure Client	
Generate Diagnostics Report       AnyConnect VPN:         Show Cisco Secure Client Window       9: M         Show Statistics Window       9: S         ✓ Show Notifications       9: H         ✓ Show Status Menu       9: H         Hide Cisco Secure Client       9: H         Hide Others       7: 9: H         Show All       9: Q         Quit Cisco Secure Client       9: Q         wireshar ▲       Mmodel         dm-laun ▲       Minor	Preferences	æ,				cisco
Show Cisco Secure Client Window ℜ M Show Statistics Window ℜ M Show Statistics Window ℜ S ✓ Show Notifications ✓ Show Status Menu Hide Cisco Secure Client ℜ H Show All Quit Cisco Secure Client ℜ Q Ations Wireshar ▲ dm-laun ▲	Generate Diagnostics Report		a 2.42-prodeploy-k9 dmg		AnyConnect VPN:	
Show Statistics Window # S   ✓ Show Notifications   ✓ Show Status Menu   Hide Cisco Secure Client   # Hide Others   ♥ # Hide Others   ♥ # Show All   Quit Cisco Secure Client   # Quit Cisco	Show Cisco Secure Client Window	жM	cz.4z-predeploy-k9.dilig		Connected to .	
<ul> <li>✓ Show Notifications</li> <li>✓ Show Status Menu</li> <li>Hide Cisco Secure Client \$\$ H</li> <li>Hide Others \$\$ B</li> <li>Show All</li> <li>Quit Cisco Secure Client \$\$ Q</li> <li>Ations</li> <li>Wireshar ▲</li> <li>Mireshar ▲</li> <li>Mireshar ▲</li> </ul>	Show Statistics Window	ЖS				Disconnect
✓ Show Status Menu   Hide Cisco Secure Client  % H    Hide Others % % H    Show All   Quit Cisco Secure Client  % Q    Hions Wireshar ▲ dm-laun ▲	Show Notifications			03:47:3	0 (6 Days 20 Hours Remaining)	IPv4
Hide Cisco Secure Client ℜ H Hide Others ℃ℜ H Show All Quit Cisco Secure Client ℜ Q Wireshar ▲ dm-laun ▲	✓ Show Status Menu			$\bigcirc$	ISE Posture:	
Hide Others €% H Show All Quit Cisco Secure Client % Q wireshar ▲ dm-laun ▲	Hide Cisco Secure Client	жH		$((\land))$	Compliant.	
Quit Cisco Secure Client ℜQ tions Wireshar ▲ dm-laun ▲	Hide Others Show All	7€ ₩ H			Network access allowed.	Scan Again
tions Wireshar ▲ dm-laun ▲	Quit Cisco Secure Client	жQ				
ations Wireshar ▲ dm-laun ▲					Umbrella:	
Wireshar ▲ dm-laun ▲	ations				Umbrella is active.	
dm-laun 🔺	Wireshar ≜					
	dm-laun 🚖					
	01 0-					

Cliente seguro de Cisco

Paso 2. Seleccione las opciones de registro adicionales para incluir los registros heredados y del sistema según los requisitos y haga clic en Run .



Welcome to the Diagnostic and Reporting Tool (DART).

DART is a tool that helps to bundle the appropriate log files and diagnostic information that can be used for analyzing and debugging the Cisco Secure Client.



**Bundle Options:** 

Enable Bundle Encryption 
✓ Mask Password

**Encryption Password** 

Additional Log Options:

Include Legacy - Cisco AnyConnect Secure Mobility Client Logs

✓ Include System Logs

Run

Opciones de registro adicionales

Paso 3. MacOS comienza a procesar y recopilar registros.



Processing Application logs...

ılıılı cısco

Cancel

Procesando

registrosPaso 4. Después del procesamiento, el paquete DART se guarda en el escritorio de forma predeterminada.



The bundle was created successfully on your Desktop.

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Finish

Paquete DART creado

Linux

Paso 1. Desplácese hasta /opt/cisco/secureclient/dart/ y ejecute Interfaz de usuario dartui. gráfica para DART que se abre en la pantalla y haga clic en Next.

### [root@localhost dart]# [root@localhost dart]# [root@localhost dart]# ./dartui



lanzamiento de DART

Paso 2. Seleccione Typical la opción de paquete para recopilar registros e información de diagnóstico y haga clic Next como se muestra en la imagen.

## [root@localhost dart]# [root@localhost dart]# ./dartui



Opción de paquete

Paso 3. Haga clic en Finish y el paquete DART se guardará en el escritorio de forma predeterminada, como se muestra en la imagen.



En esta sección se brinda información que puede utilizar para resolver problemas en su configuración.

Consulte esta <u>guía</u> para correlacionar e identificar eficazmente los registros de DART para resolver los problemas relacionados con Secure Client.

### Acerca de esta traducción

Cisco ha traducido este documento combinando la traducción automática y los recursos humanos a fin de ofrecer a nuestros usuarios en todo el mundo contenido en su propio idioma.

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