Configure KDF Logs for Secure Client on Windows and MacOS

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Windows and MacOS FLAGS

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Related Information

Introduction

This document describes how to collect KDF logs and other important troubleshooting logs on Windows and MacOS.

Windows and MacOS FLAGS

DNS Related (When OpenDNS is involved):	0x20801FF
Web flow (SWG) proxy and DNS Related:	0x70C01FF
ZTA	0x400080152

Collecting KDF Logs, Wireshark and DART Bundle

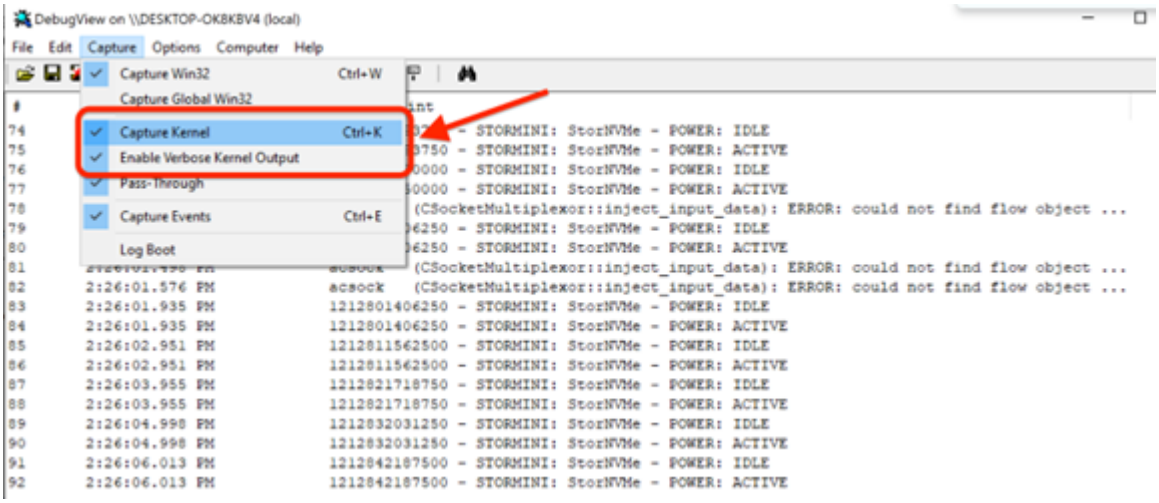
Note: When you submit the results, always let the TAC Team know what settings were used and be open to changing as TAC requires.

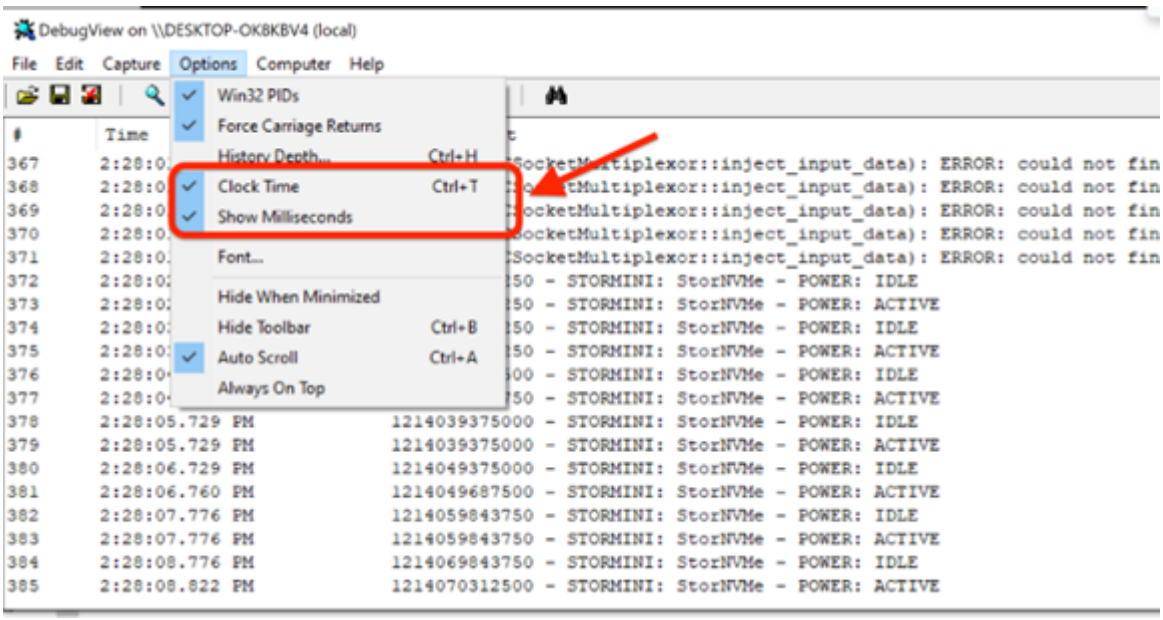
Windows

Open a CMD with admin privileges and run the next command:

```
"%ProgramFiles(x86)%\Cisco\Cisco Secure Client\acsocktool.exe" -sdf [FLAG]
```

- Download DebugView from SysInternal to capture the KDF log.
- Run DebugView as administrator and enable the next menu options.
- Click **Capture**.
  - Checkmark Capture Kernel.
  - Checkmark Enable Verbose Kernel Output.
- Options
  - Checkmark Clock Time.
  - Checkmark Show Milliseconds.

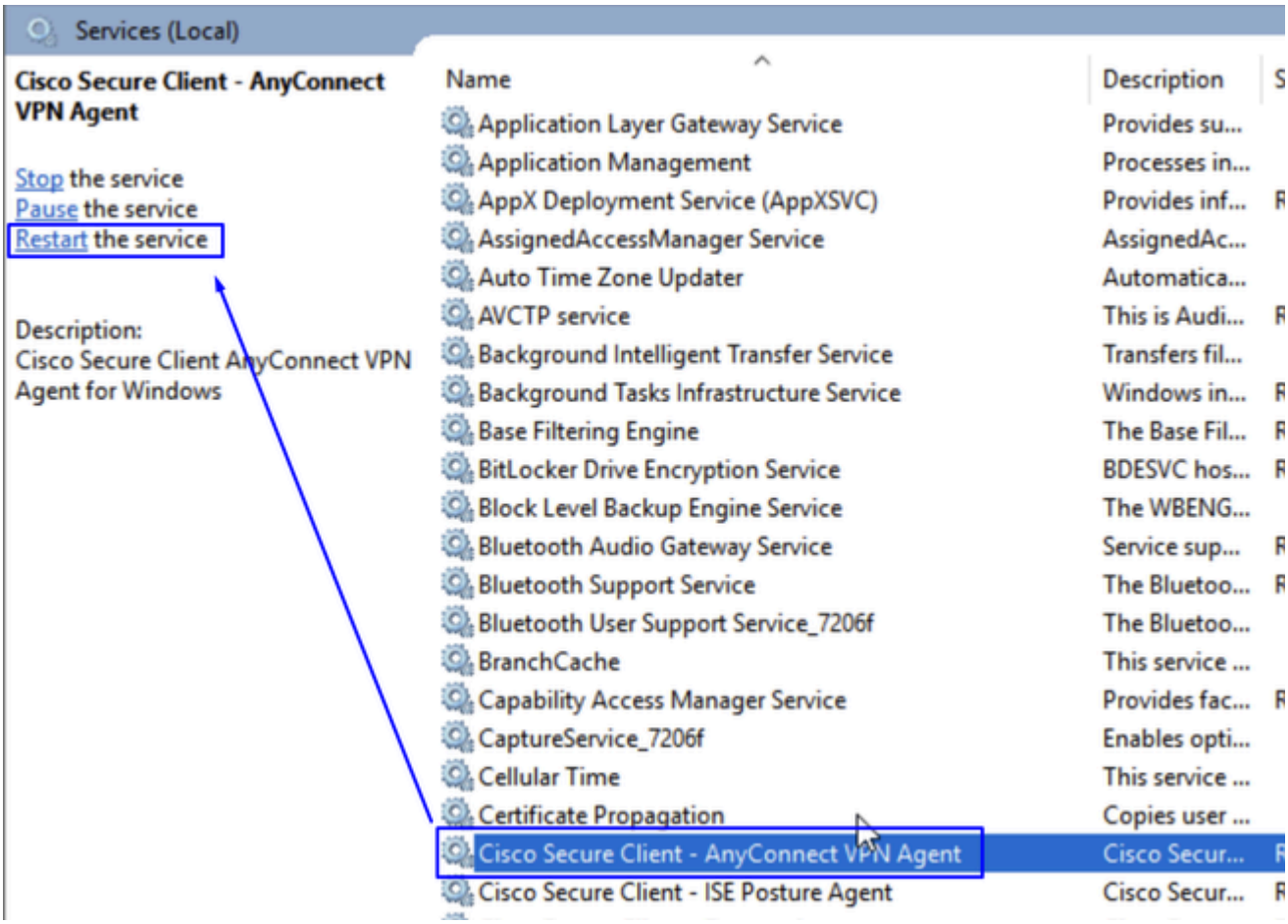




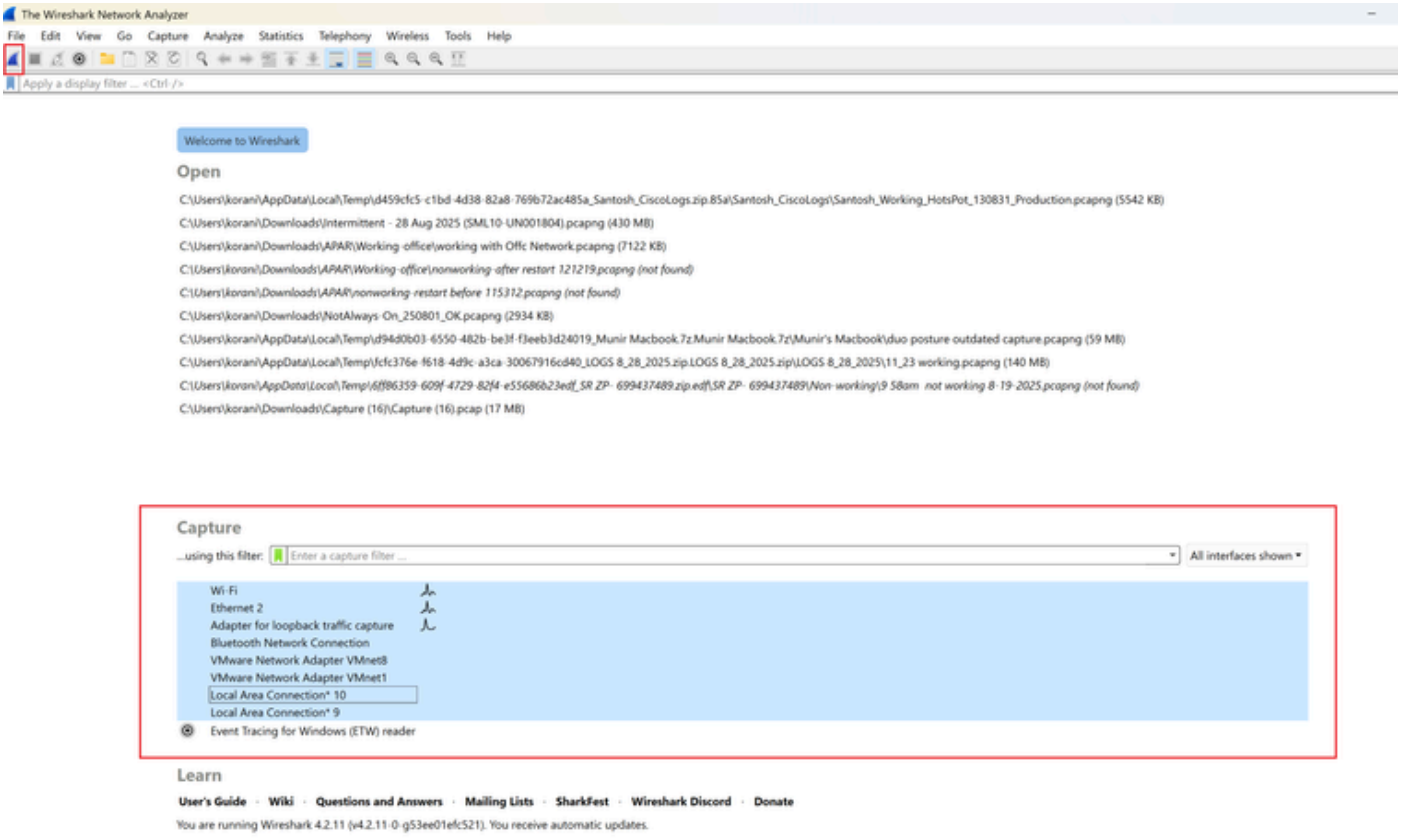
- Restart the **client service** via admin prompt:

```
net stop csc_vpnagent && net start csc_vpnagent
```

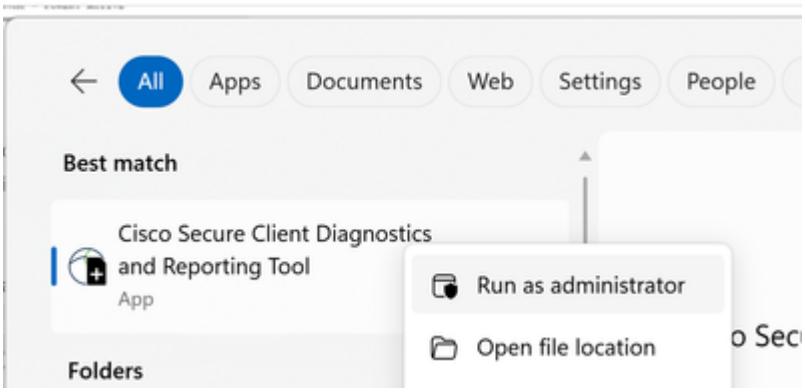
- If net stop csc_vpnagent && net start csc_vpnagent does not work, restart Cisco Secure Client service from services.msc.



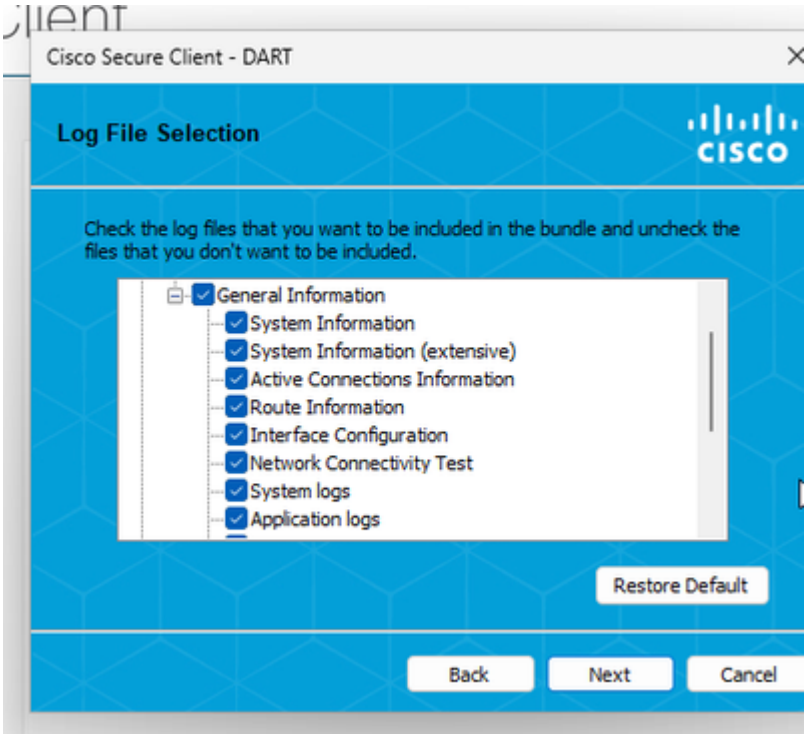
- Start Wireshark Capture.
- Select all the **interfaces**, and start the **packet capture**.



- Reproduce the issue, and save KDF Logs and Wireshark Capture, then follow the steps to capture DART Bundle.
- Open the Cisco Secure Client Diagnostics & Reporting Tool (DART) with administrator privileges.



- Click Custom.
  - Include System Information Extensive and Network Connectivity Test.



Note: Collect all the logs: KDF Logs, Wireshark Capture and DART Bundle to the TAC Case.

- To stop the KDF from logging on Windows use the next command:

```
"%ProgramFiles(x86)%\Cisco\Cisco Secure Client\acsocktool.exe" -cdf
```

MacOS

Open **terminal** and follow the next command chain to enable KDF Logging on MacOS:

- Stop Service.

```
sudo "/opt/cisco/secureclient/bin/Cisco Secure Client - AnyConnect VPN Service.app/Contents/MacOS/Cisco
```

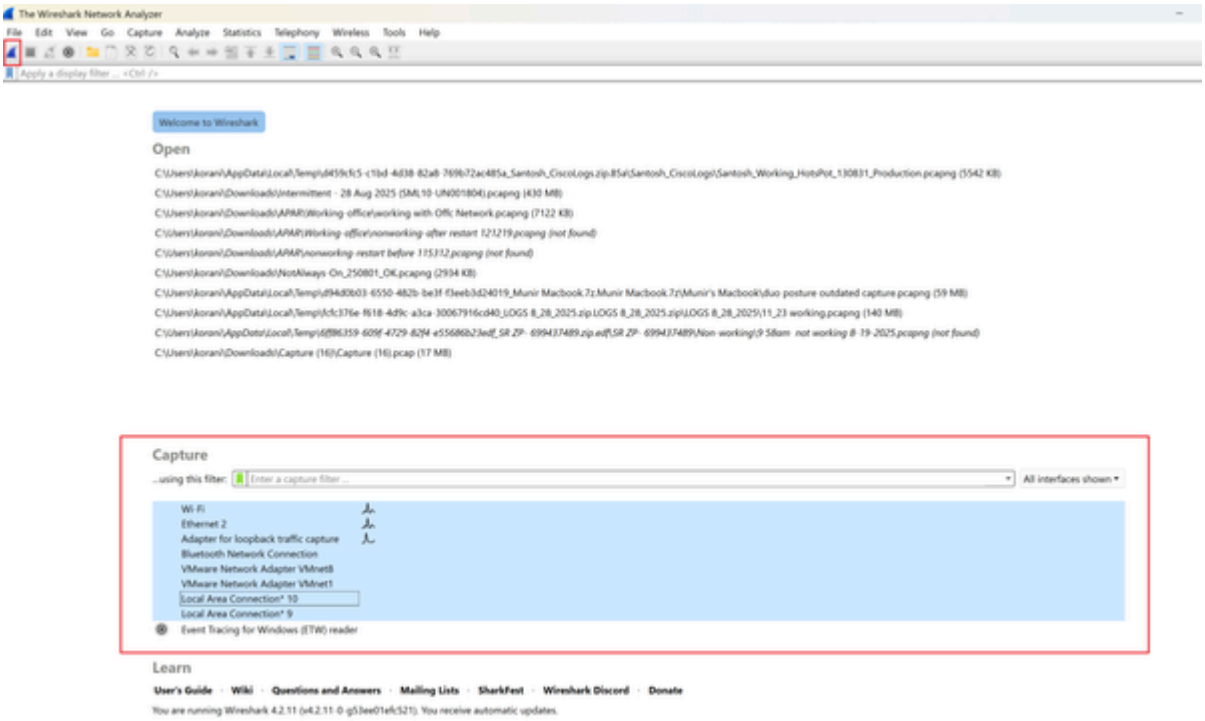
- Enable Flag.

```
echo debug=[Flag Value] | sudo tee /opt/cisco/secureclient/kdf/acsock.cfg
```

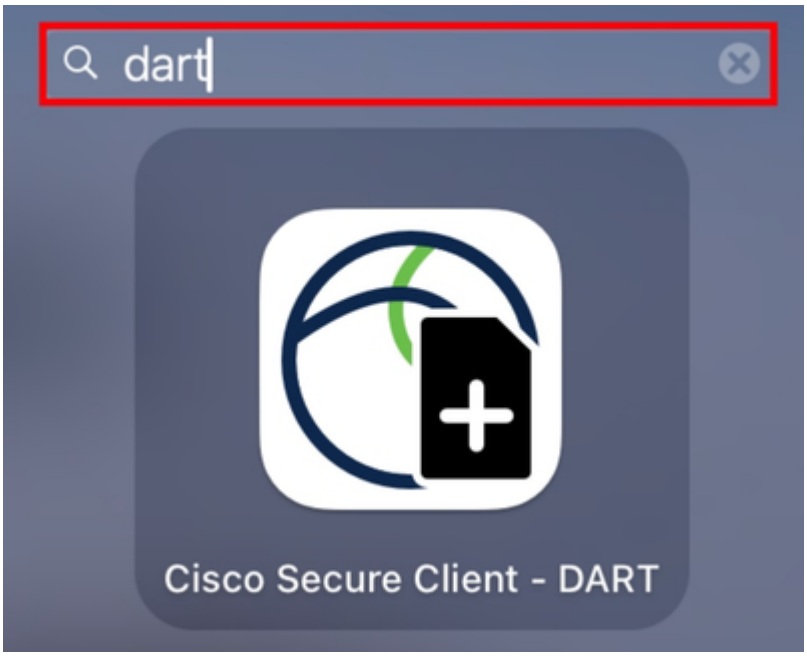
- Start Service.

```
open -a "/opt/cisco/secureclient/bin/Cisco Secure Client - AnyConnect VPN Service.app"
```

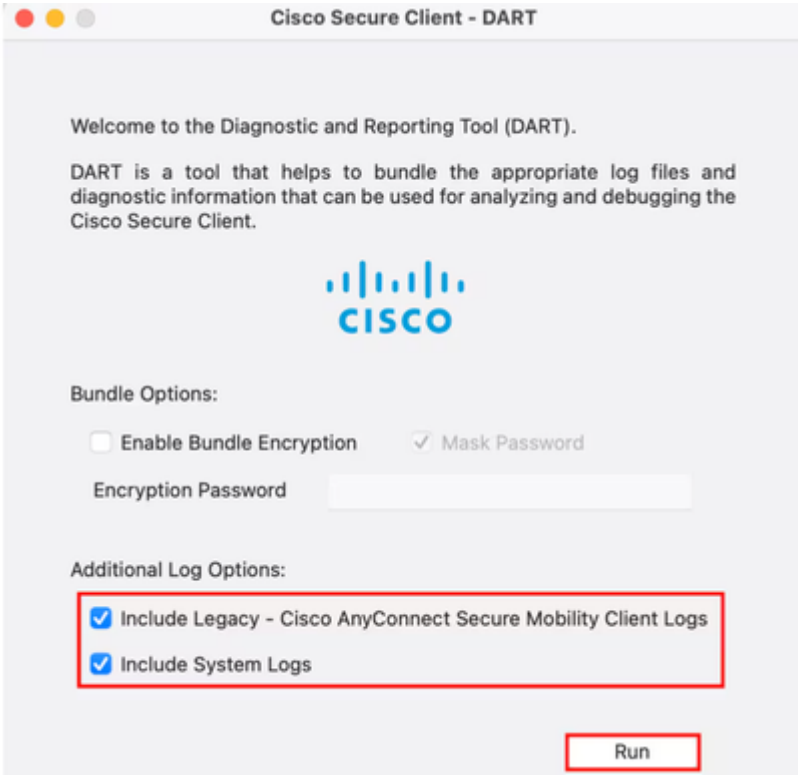
- Start Wireshark Capture.
- Select all the **interfaces**, and start the **packet capture**.



- Reproduce the issue, and save KDF Logs and Wireshark Capture, then follow the steps to capture DART Bundle.
- Open the Cisco Secure Client - DART.



- Checkmark the next options:
  - Include Legacy - Cisco AnyConnect Secure Mobility Client Logs.
  - Include System Logs.
- Click Run.



Note: Collect all the logs: KDF Logs, Wireshark Capture and DART Bundle to the TAC Case.

Related Information

- Cisco Technical Support & Downloads
- Cisco Secure Access Help Center
- Cisco SASE Design Guide