Collect DART Bundle for Secure Client

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Troubleshoot

Introduction

This document describes DART, a tool for gathering Cisco Secure Client troubleshooting data for Cisco TAC analysis.

Background Information

The DART wizard runs on a device with Cisco Secure Client installed and can be launched either from within the Secure Client or independently.

Prerequisites

Requirements

Cisco recommends you have knowledge of these topics:

- Cisco Secure Client 5.x

- Adaptive Security Appliance (ASA)
- Firepower Threat Defense (FTD)

Components Used

The information in this document is based on these operating systems:

- Windows
- MacOS
- Linux

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.

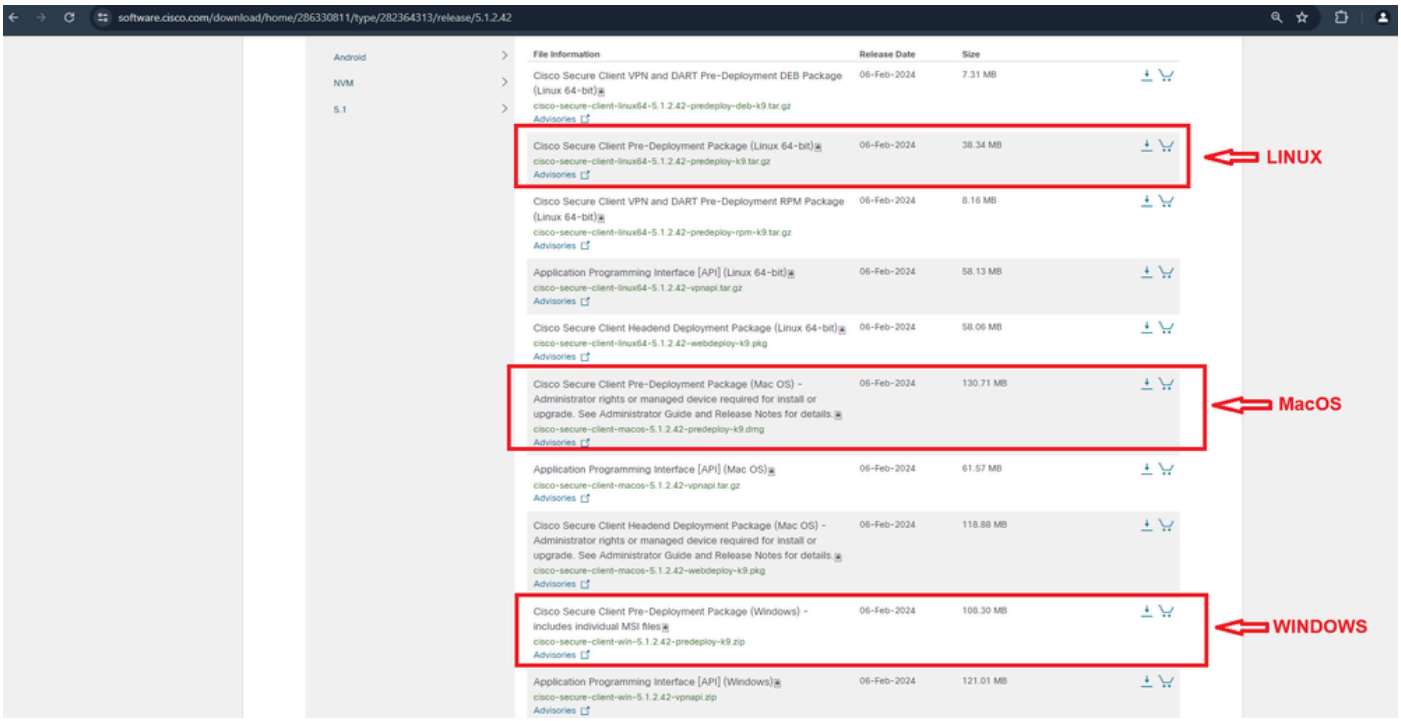
Procedure

Installation

There are two ways to install DART on endpoints. You can install it using predeploy packages manually on the targeted PC or it can be deployed from ASA/FTD by configuring it under assigned "group-policy".

Predeploy Packages

Step 1. Download the Secure Client predeploy package per your operating system from the Cisco Software website.

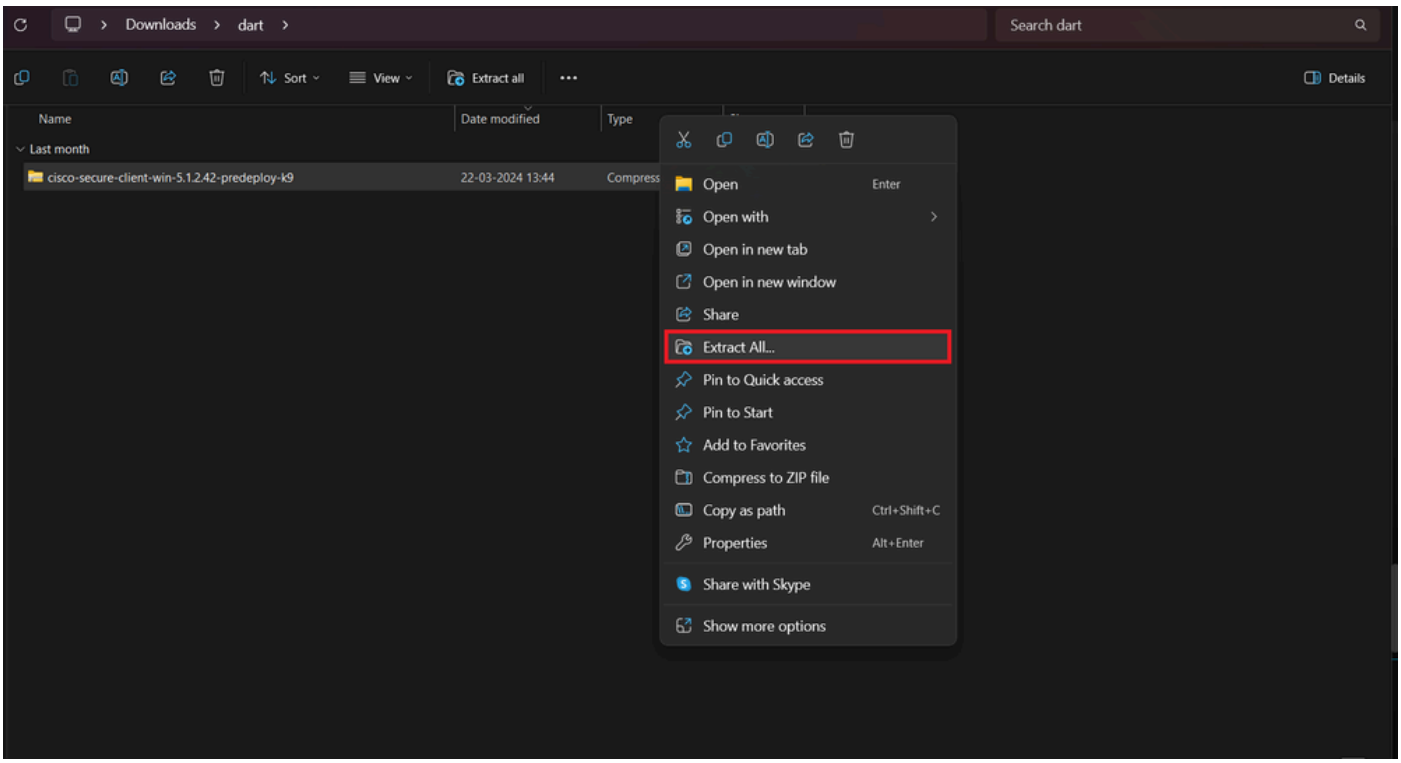


Download Secure Client package

Step 2. Installing it manually on different operating systems.

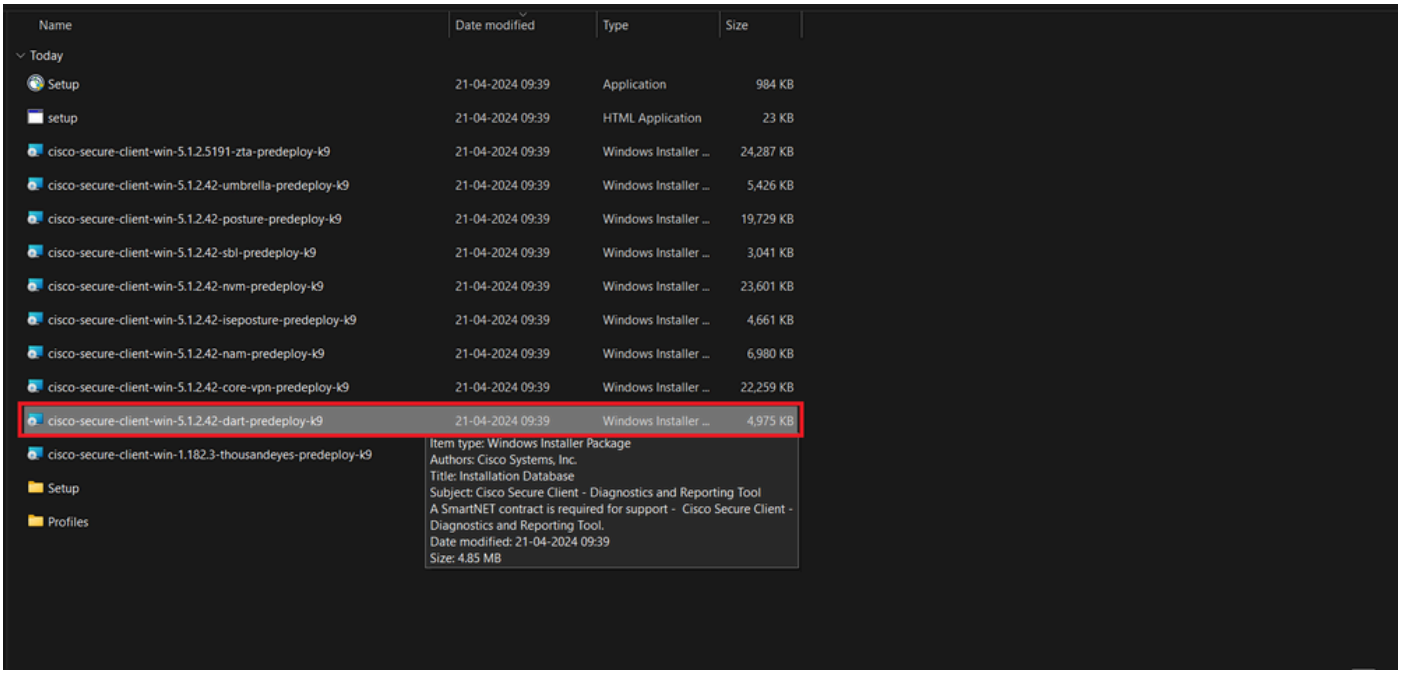
DART for Windows

1. Extract the predeploy package.



Extract pre-deploy pkg

2. Click on the DART MSI installer.

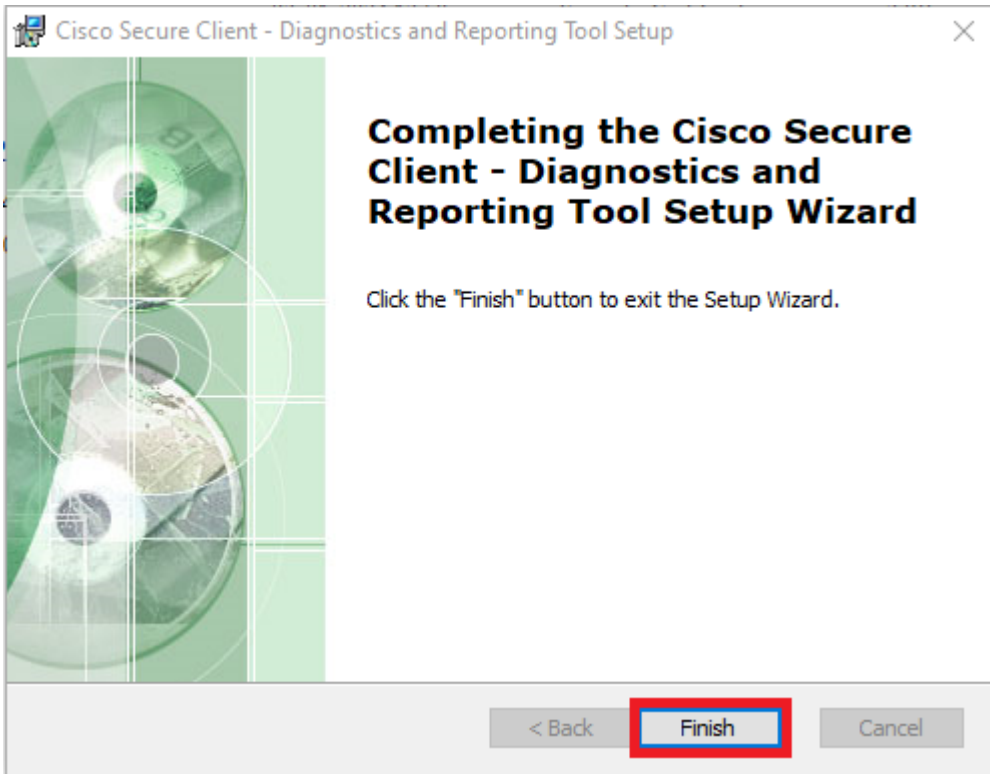


MSI installer

3. Comply with the on-screen instructions for the installation of DART.



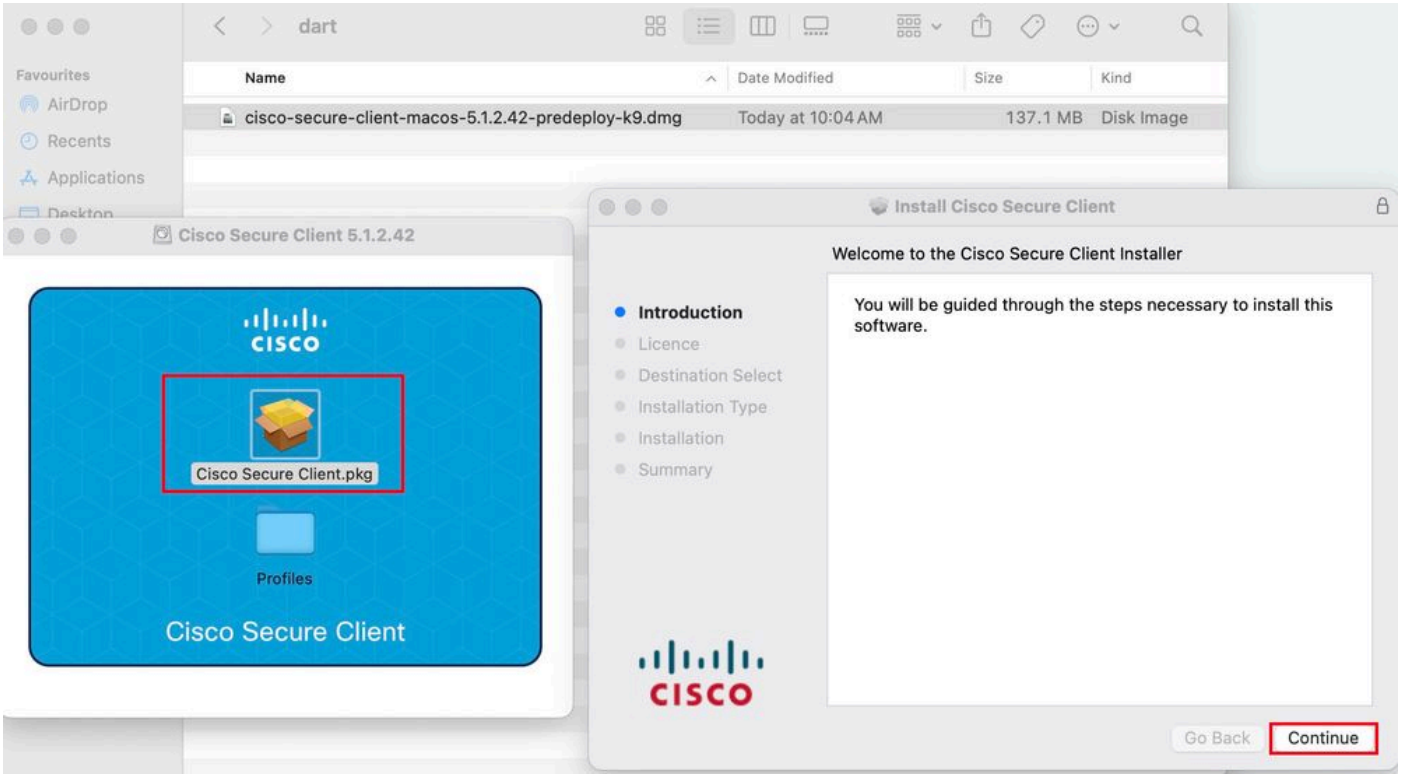
Next to proceed



Installation Completed

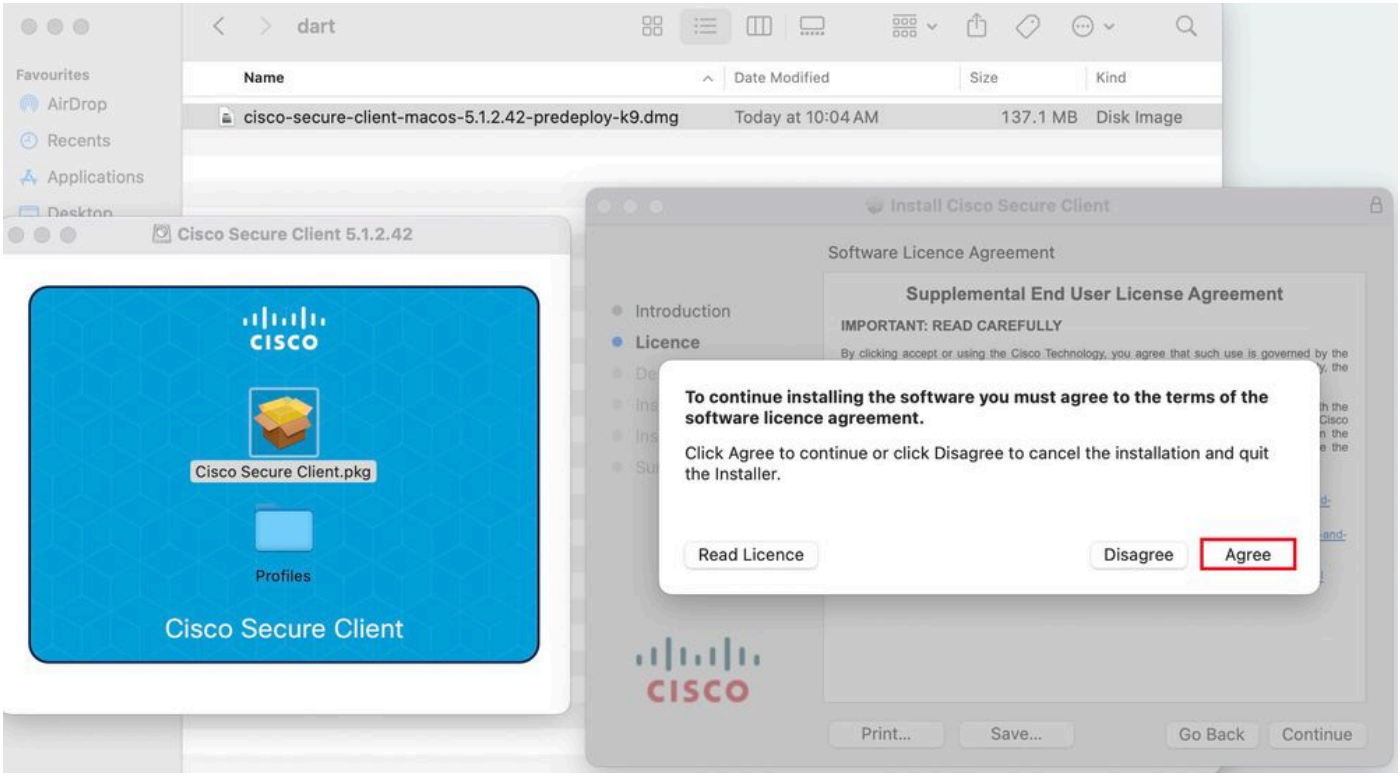
DART for MacOS

1. Double click on DMG installer file and then click on the Cisco Secure Client.pkg.



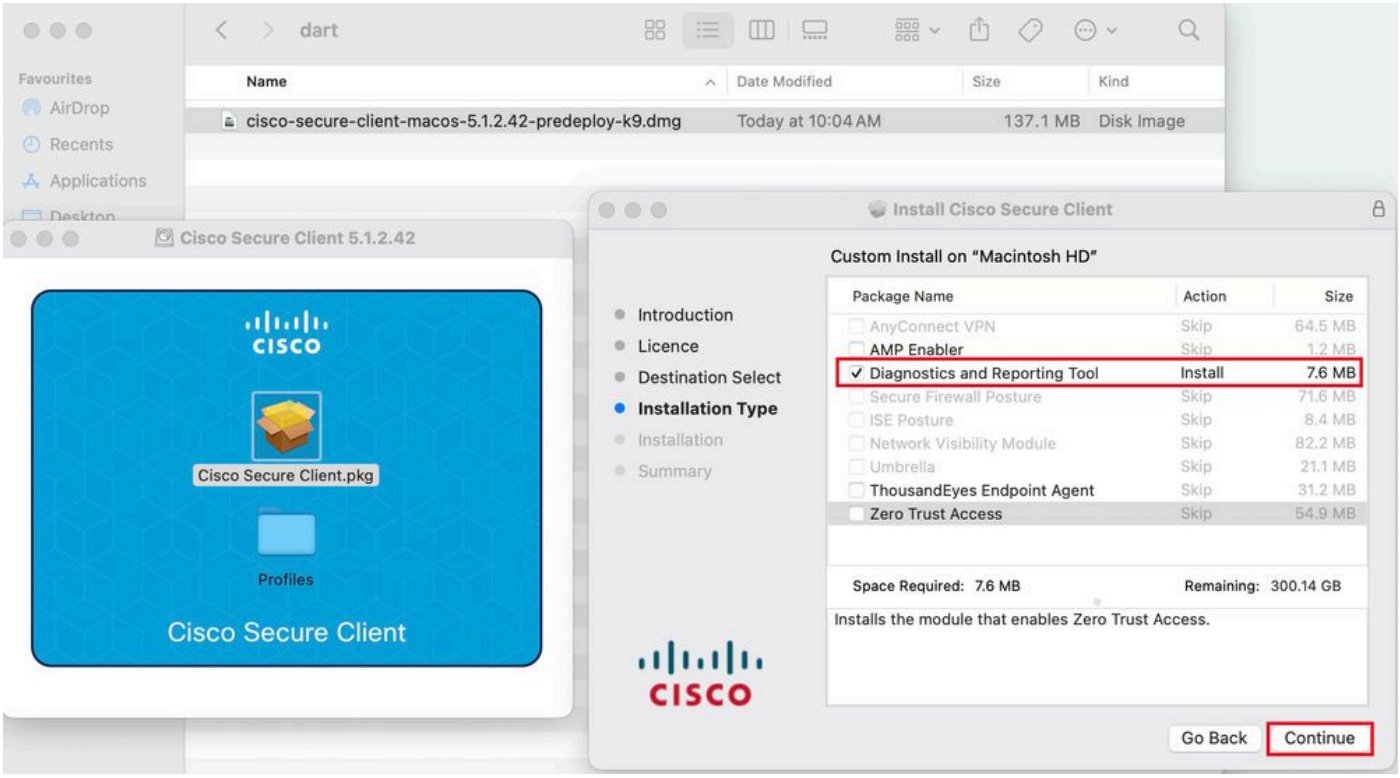
Install Secure Client pkg

2. Read the license and continue accordingly.



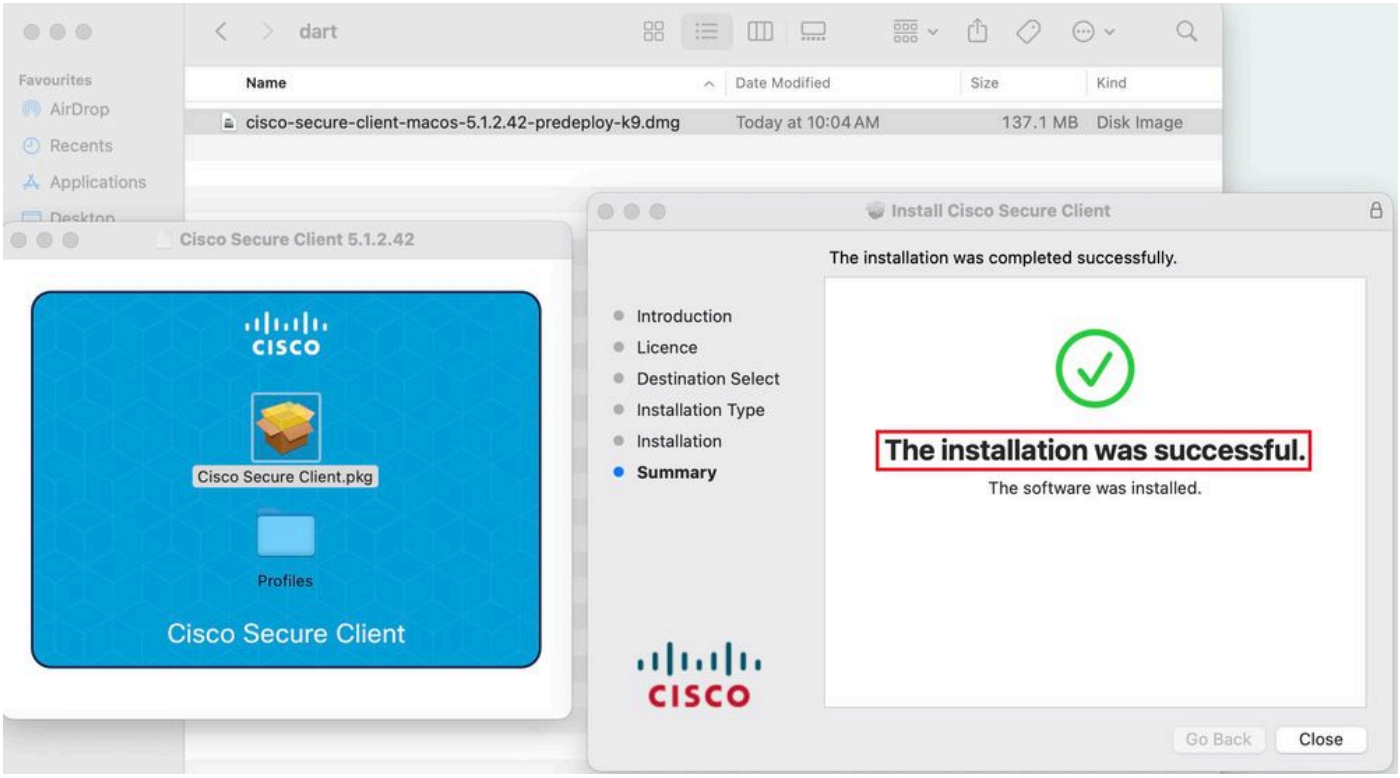
Agree to continue

3. Check the Diagnostic and Reporting Tool and click Continue.



Install DART

4. Comply with the on-screen instructions for the installation of DART.



Installation Completed

DART for Linux

1. Untar the Linux predeploy package using command:

```
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
cisco-secure-client-linux64-5.1.2.42/vpn/cisco_secure_client_uninstall.sh
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/vpn/libvpnapi.so
```

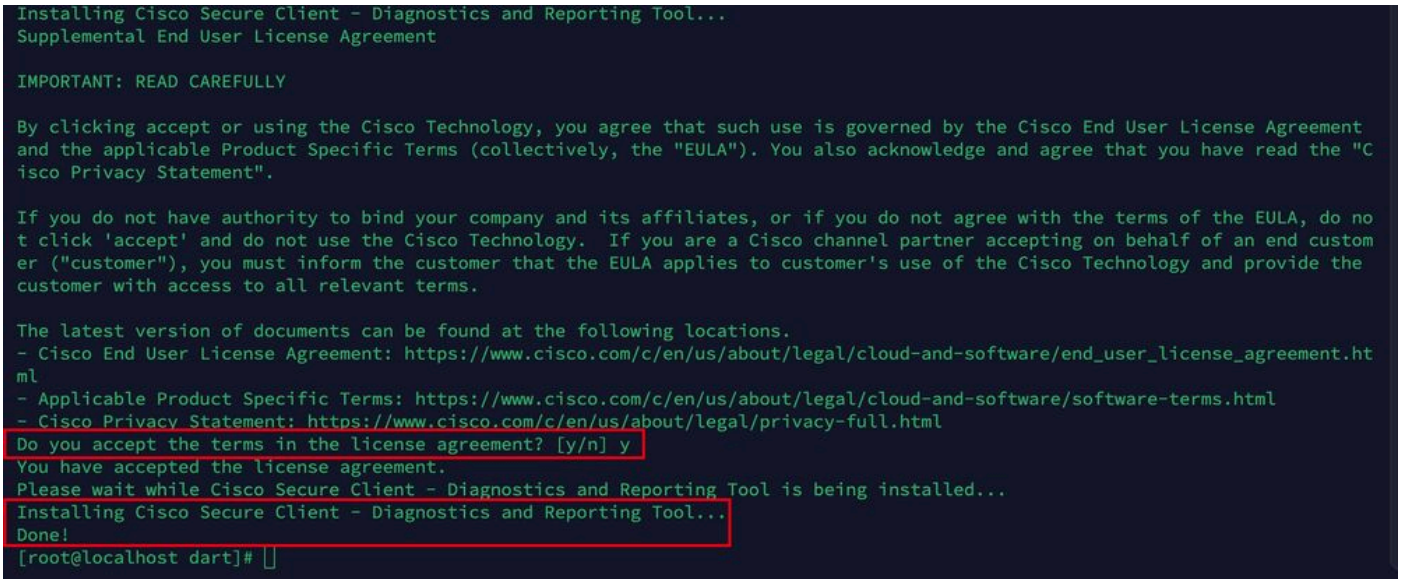
Untar linux pkg

2. Navigate to /cisco-secure-client-linux64-5.x/dart and execute dart_install.sh.

```
[root@localhost dart]# ls
cisco-secure-client-linux64-5.1.2.42  cisco-secure-client-linux64-5.1.2.42-predeploy-k9.tar.gz
[root@localhost dart]#
[root@localhost dart]# cd cisco-secure-client-linux64-5.1.2.42/
[root@localhost cisco-secure-client-linux64-5.1.2.42]#
[root@localhost cisco-secure-client-linux64-5.1.2.42]#
[root@localhost cisco-secure-client-linux64-5.1.2.42]# ls
dart  iseposture  nvm  posture  vpn
[root@localhost cisco-secure-client-linux64-5.1.2.42]# cd dart/
[root@localhost dart]# ls
ACManifestDART.xml                        com.cisco.secureclient.dart.policy  license.txt
AMPEnabler.xml                            ConfigXMLSchema.xsd                 manifesttool_dart
AnyConnectConfig.xml                      dartcli                             NetworkVisibility.xml
BaseConfig.xml                            darthelper                          Posture.xml
cisco-secure-client-dart.directory        dart_install.sh                     RequestXMLSchema.xsd
cisco-secure-client-dart.menu             dartui                              resources
com.cisco.secureclient.dart.conf          dart_uninstall.sh                   SecureClientConfig.xml
com.cisco.secureclient.dart.desktop       DART.xml                            SecureClientUIConfig.xml
com.cisco.secureclient.dart.helper.service ISEPosture.xml                     Umbrella.xml
[root@localhost dart]#
[root@localhost dart]# ./dart_install.sh
Installing Cisco Secure Client - Diagnostics and Reporting Tool...
```

Install DART

3. Accept the terms and license agreement to install DART.



Accept agreement

4. After the installation, DART and the Secure Client can be accessed from:

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

Deploy from ASA/FTD

Headends like ASA and FTD support deploying various AnyConnect modules—including DART, VPNGINA, and AMP Enabler—to endpoints when users connect remotely to access VPN.

FTD

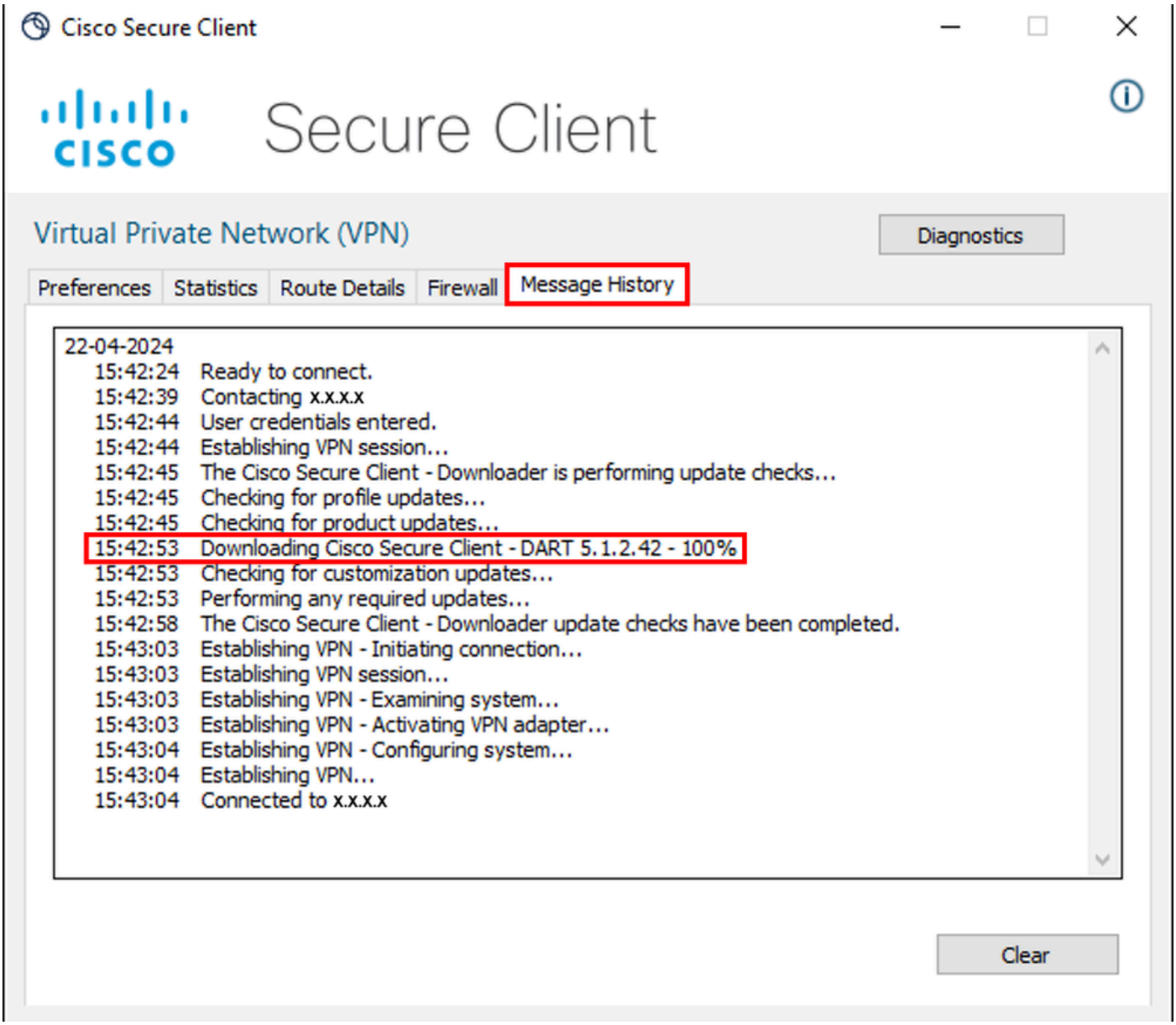
If you're managing FTD from FMC or FDM, review the DART guide for deployment and other module instructions on using the group-policy.

ASA

Configure the dart module AnyConnect values in the targeted webvpn section of the group-policy:

```
group-policy NAME_OF_GROUP_POLICY internal
group-policy NAME_OF_GROUP_POLICY attributes
 dns-server value 8.8.8.8
 vpn-tunnel-protocol ssl-client
 split-tunnel-policy tunnelspecified
 split-tunnel-network-list value split-acl
 webvpn
  anyconnect modules value dart
  anyconnect profiles value Asa type user
```

1. Establish a successful connection to the ASA/FTD.
2. Navigate to Settings > VPN > Message History to view the details on the modules that were downloaded.

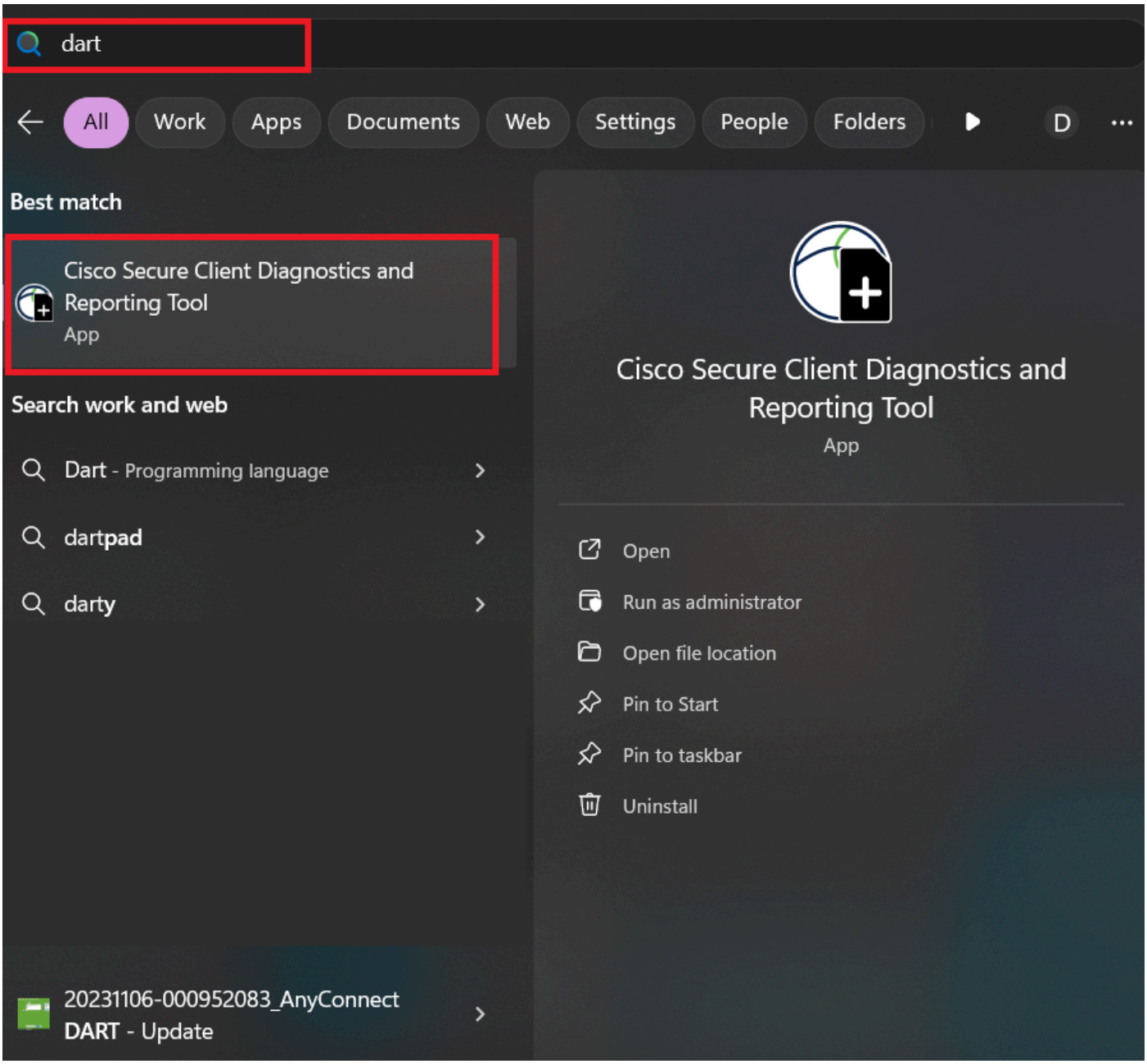


Download module

Collecting DART Bundle

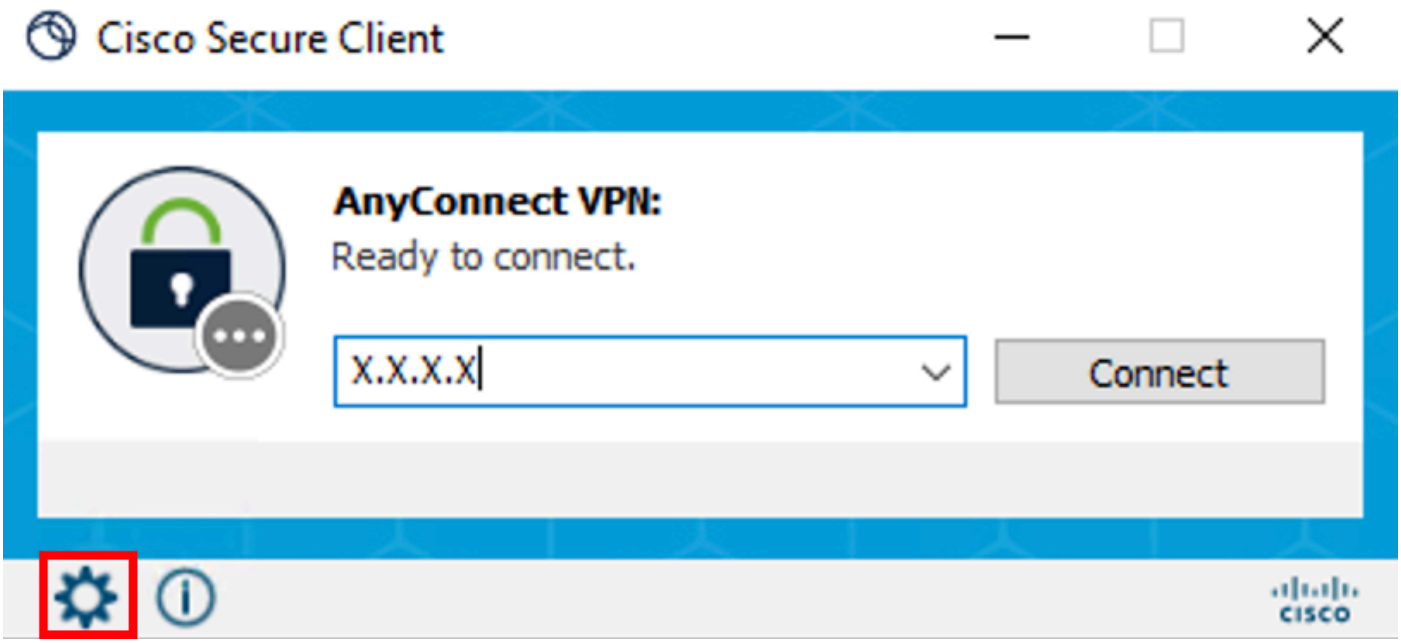
Windows

Step 1. Launch DART from either the **Start Menu** or the **Cisco Secure Client**.



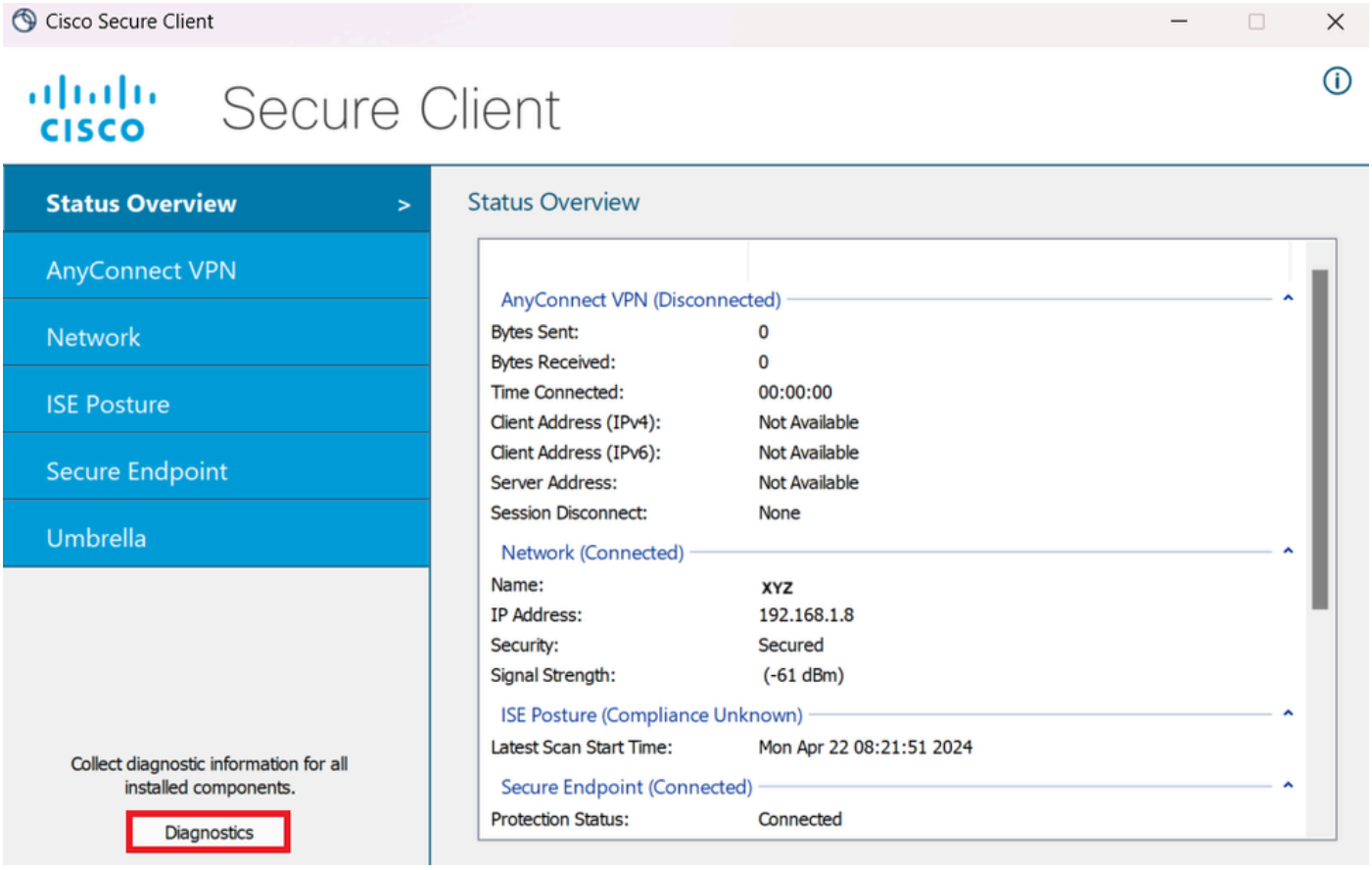
Start menu

Or



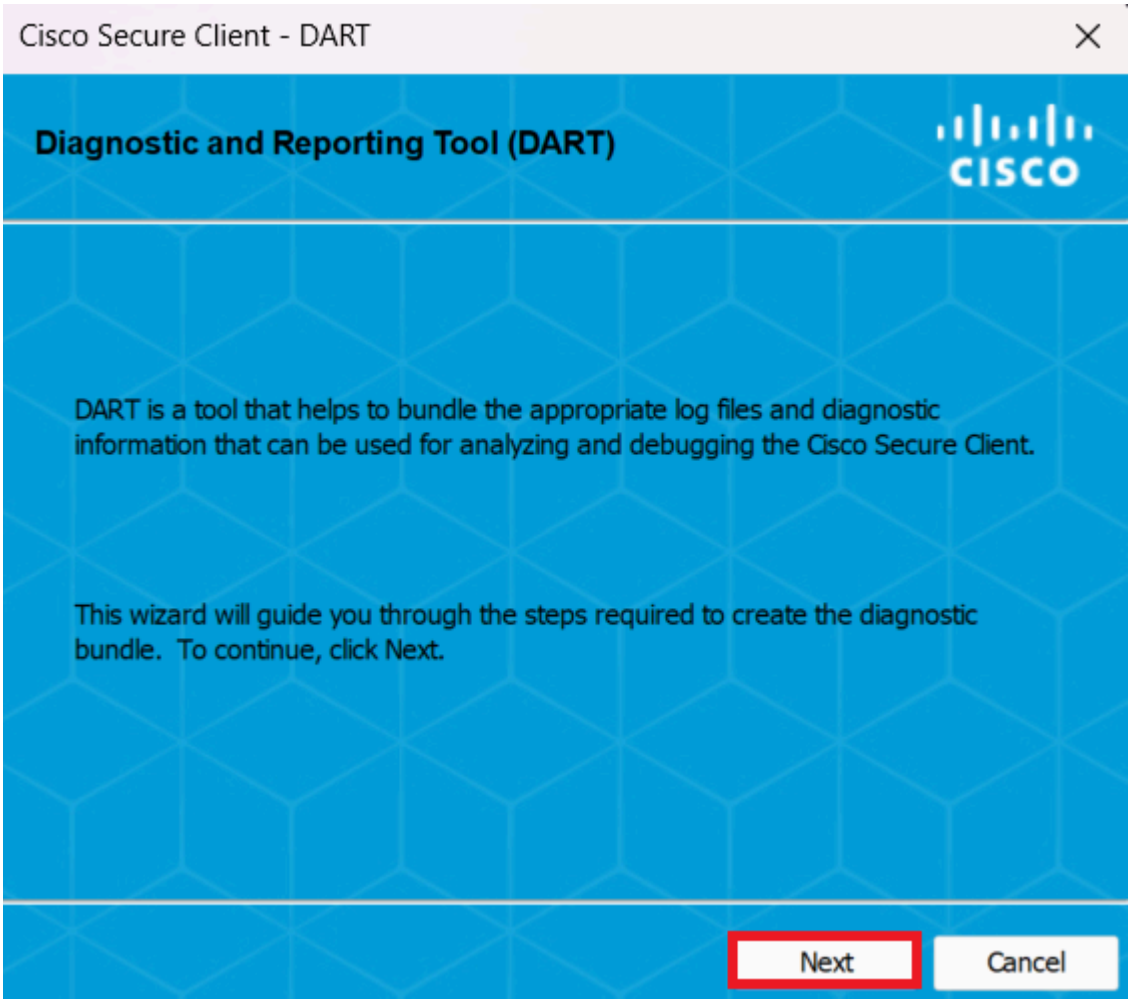
Cisco Secure Client

Step 2. Click on the **Diagnostics** to collect the DART logs.



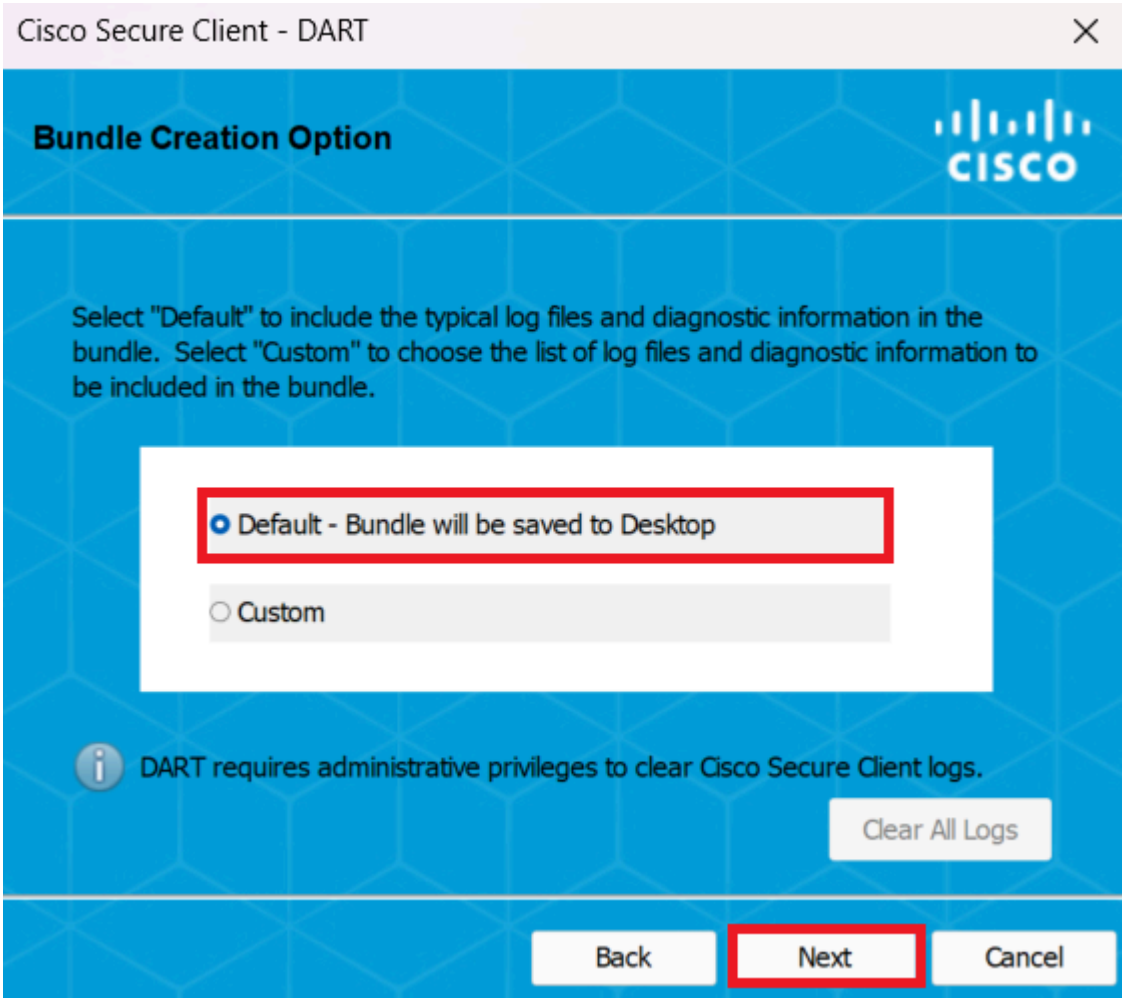
Launch Diagnostics

Step 3. Comply with the on-screen instructions to collect the DART bundle.



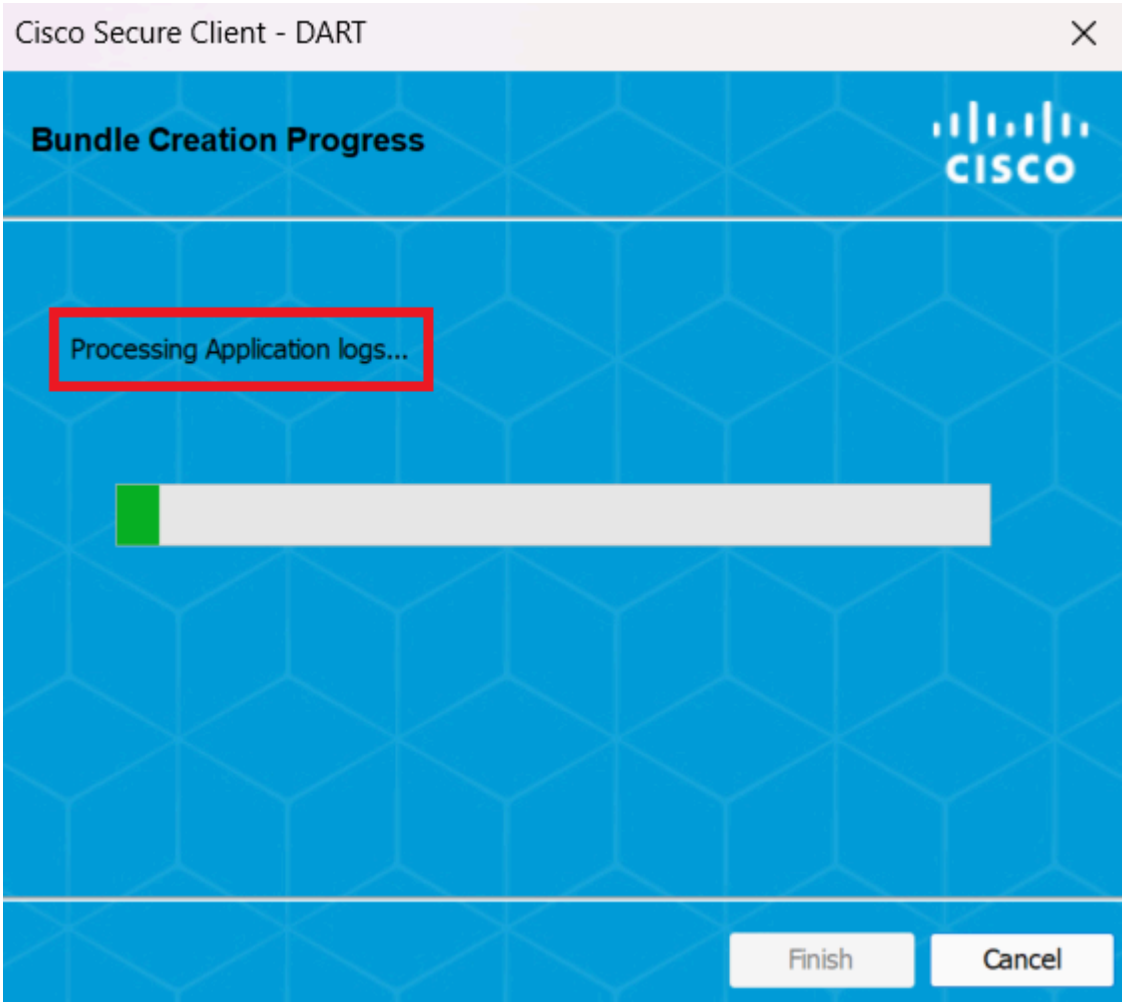
DART - Next

Step 4. Select the **Default** option to save the DART bundle on the Desktop and click Next.



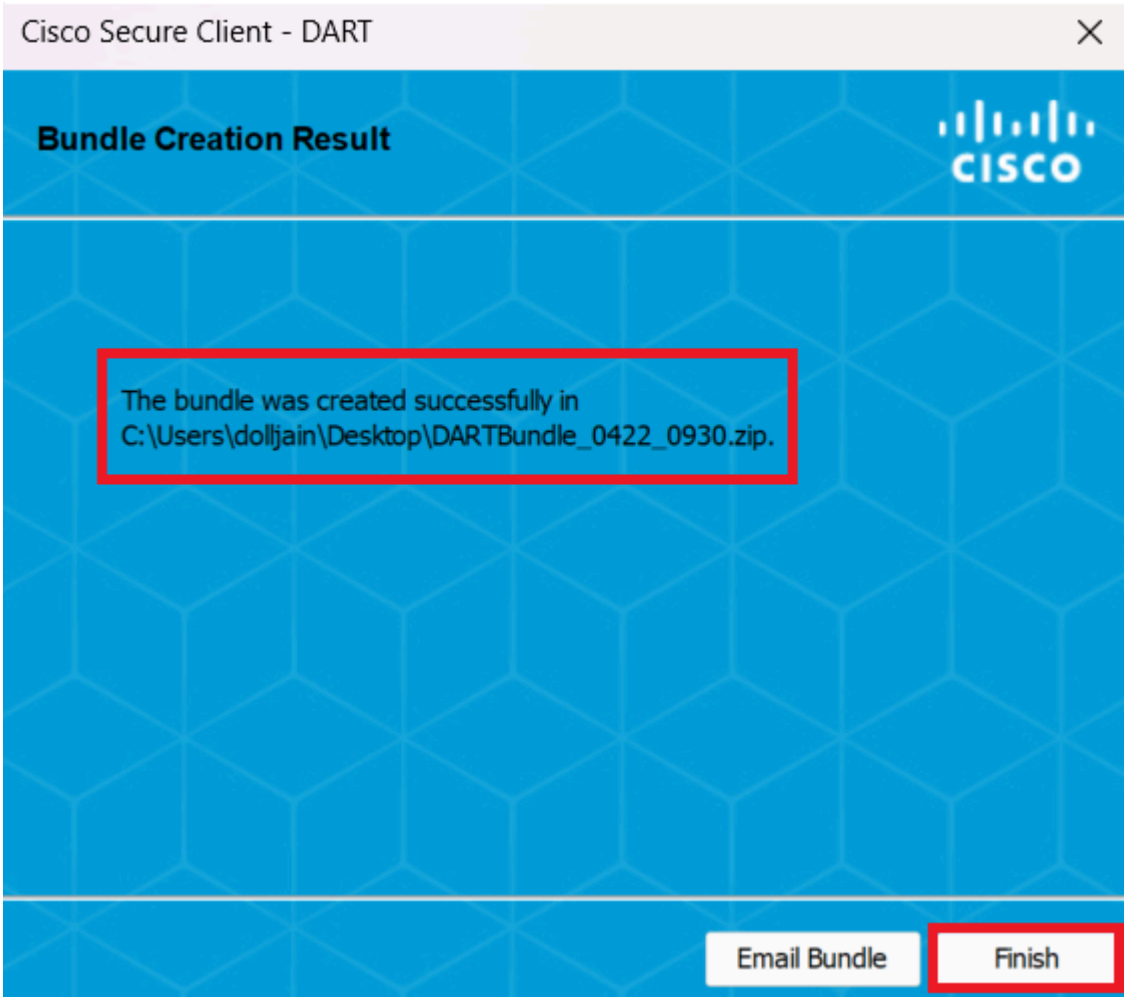
Bundle creation options

Step 5. Windows starts processing and collecting the logs.



Processing logs

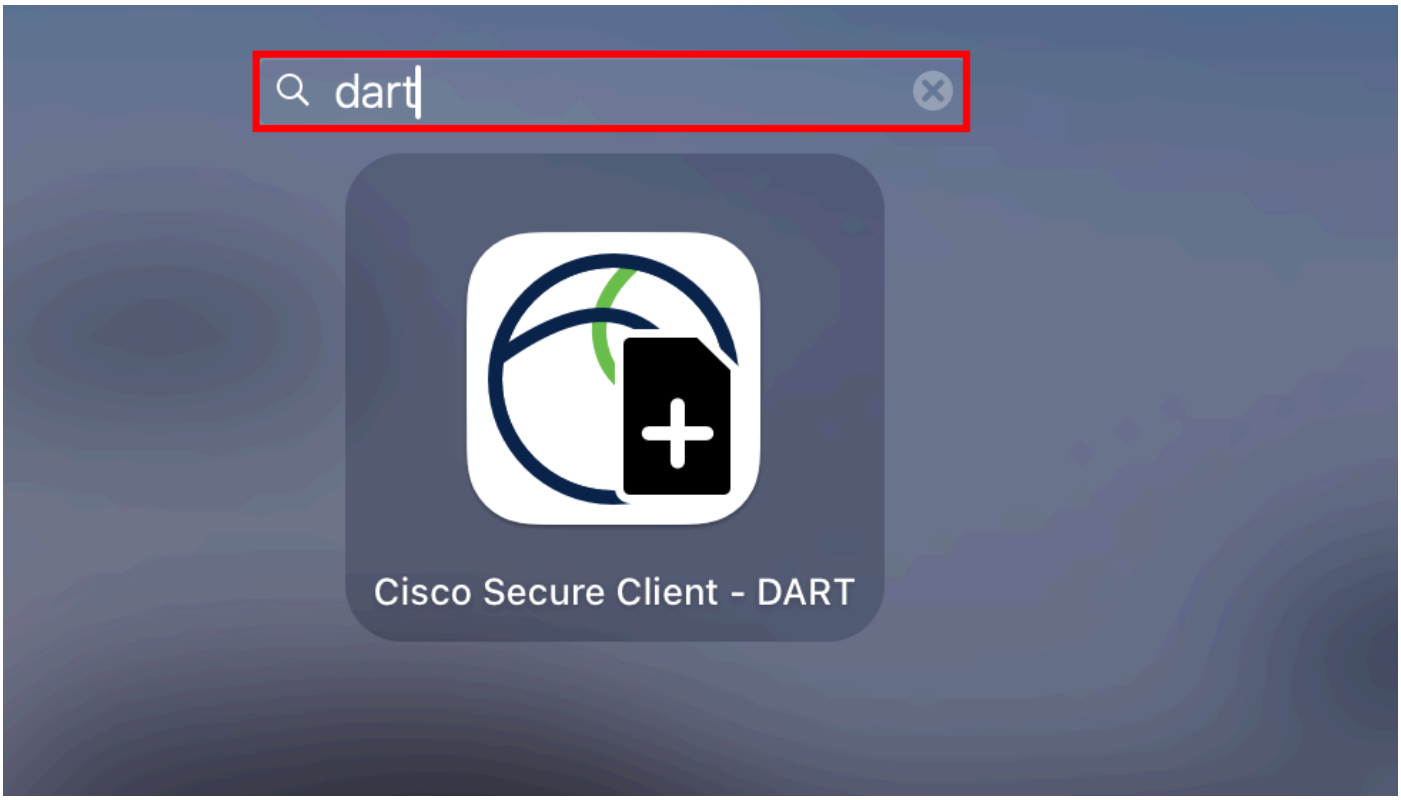
Step 6. After processing, the DART bundle is saved on the Desktop by default.



Dart created

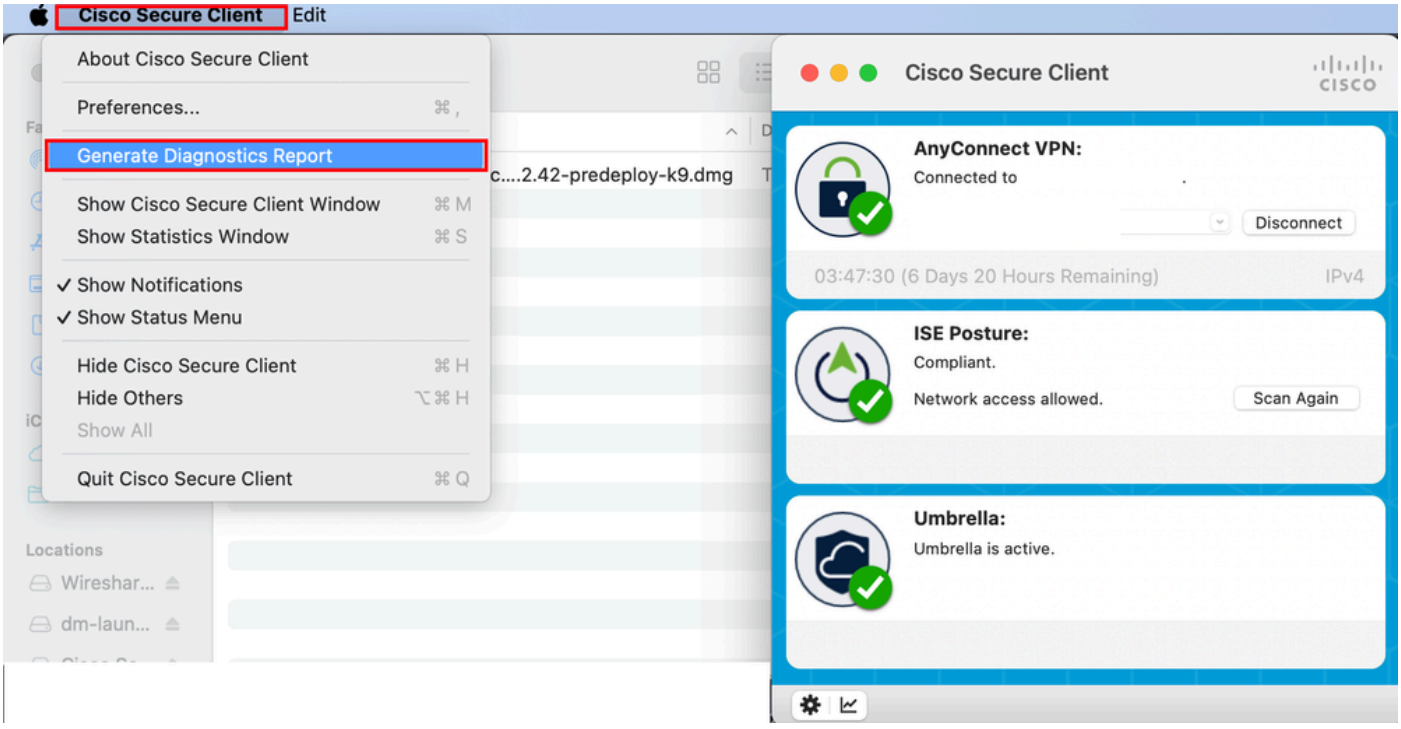
MacOS

Step 1. Launch DART from either the Mac Launchpad or the Cisco Secure Client by clicking on the **Generating Diagnostics Report**.



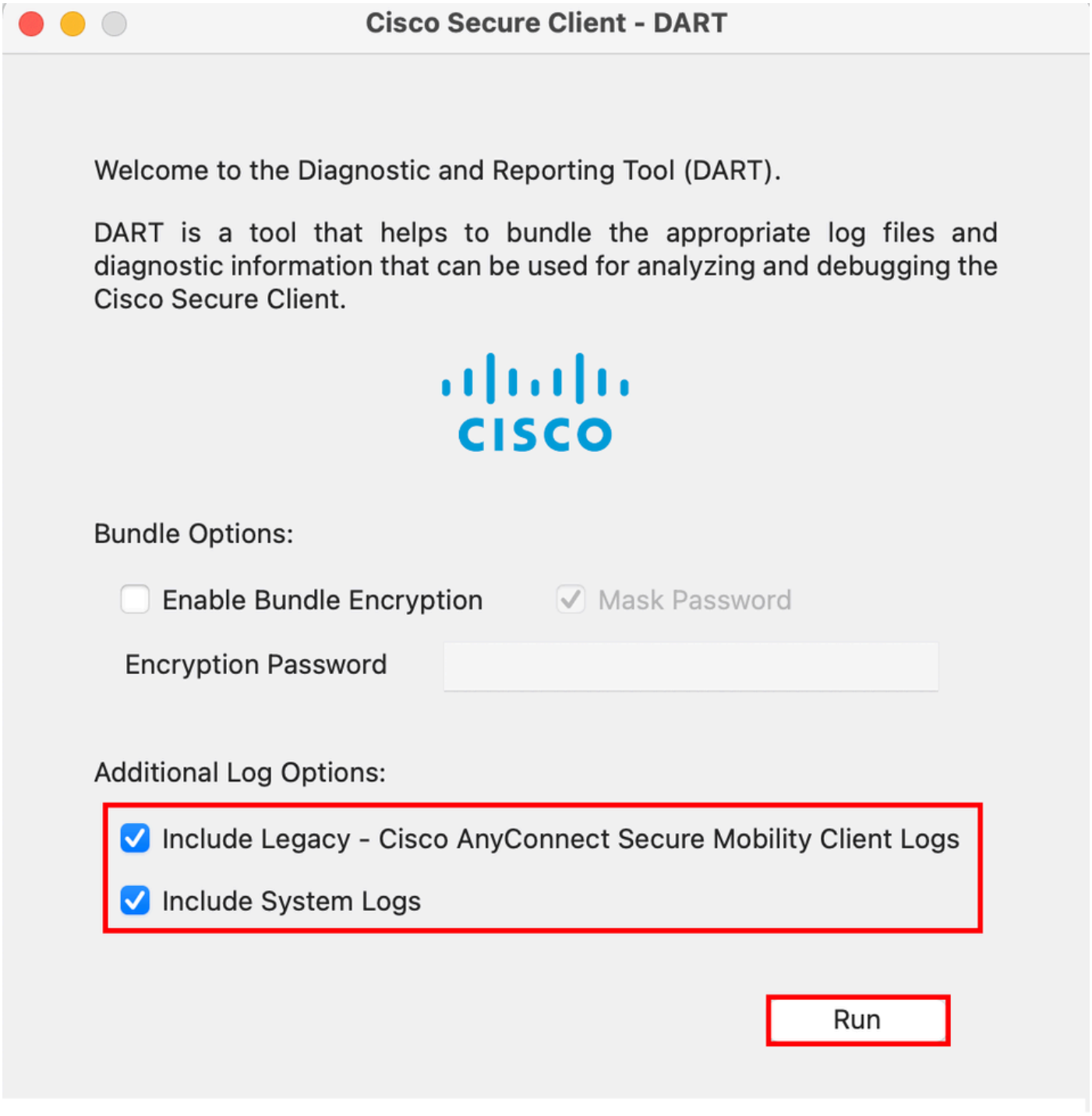
Mac Launchpad

Or



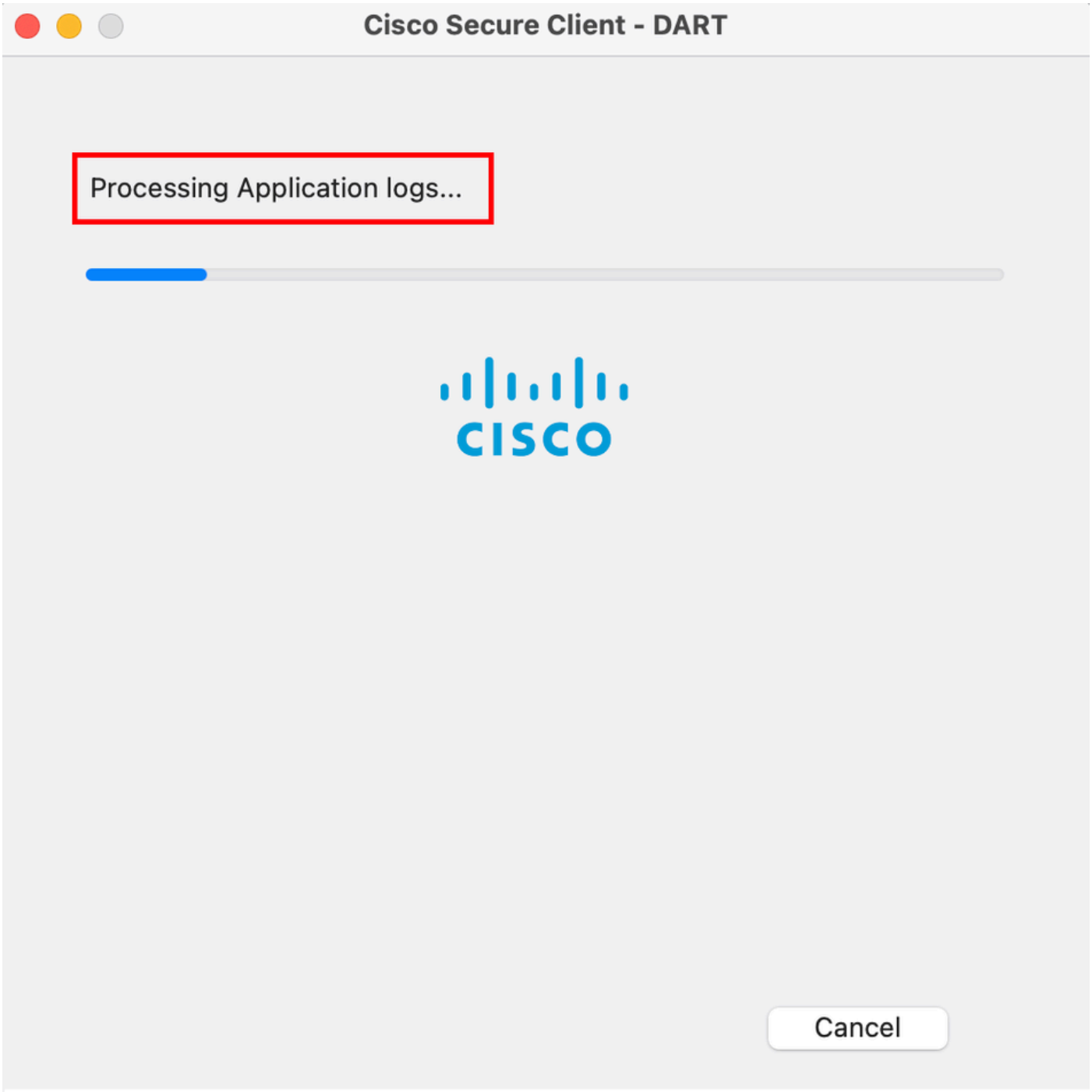
Cisco Secure Client

Step 2. Select the additional log options to include the legacy and system logs per the requirements and click on Run.



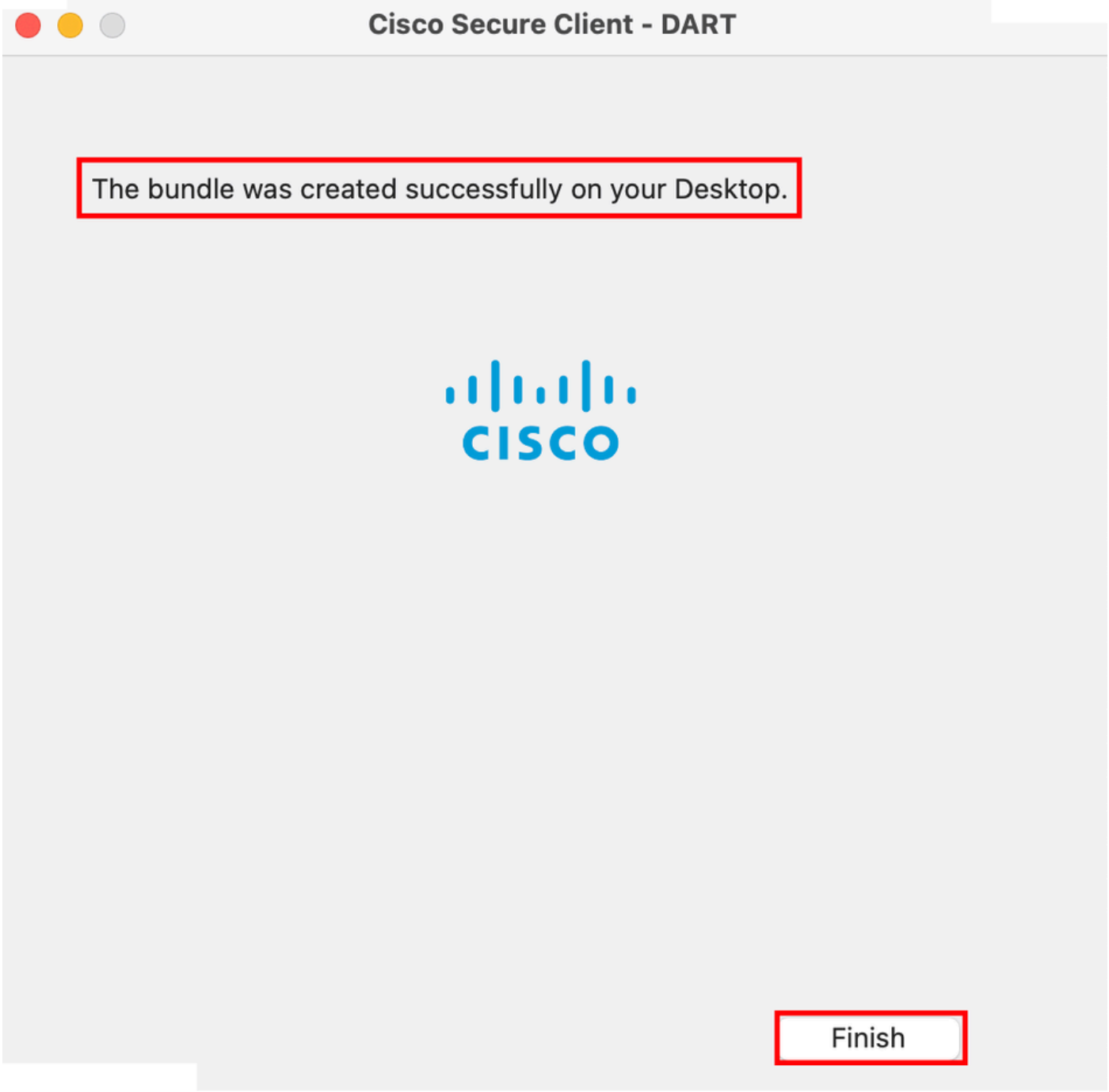
Additional Log Options

Step 3. MacOS starts processing and collecting the logs.



Processing Logs

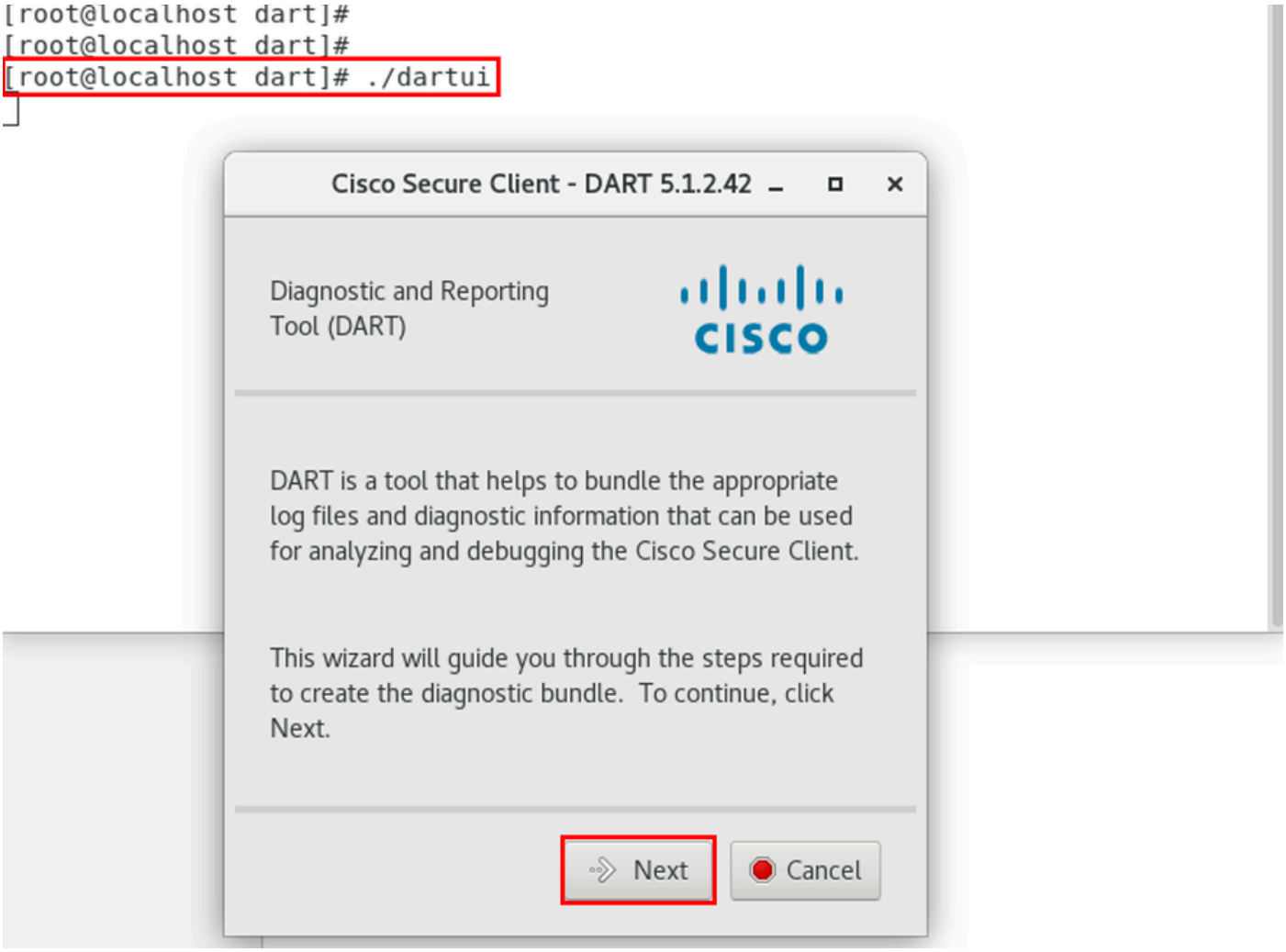
Step 4. After processing, the DART bundle is saved on the Desktop by default.



DART bundle created

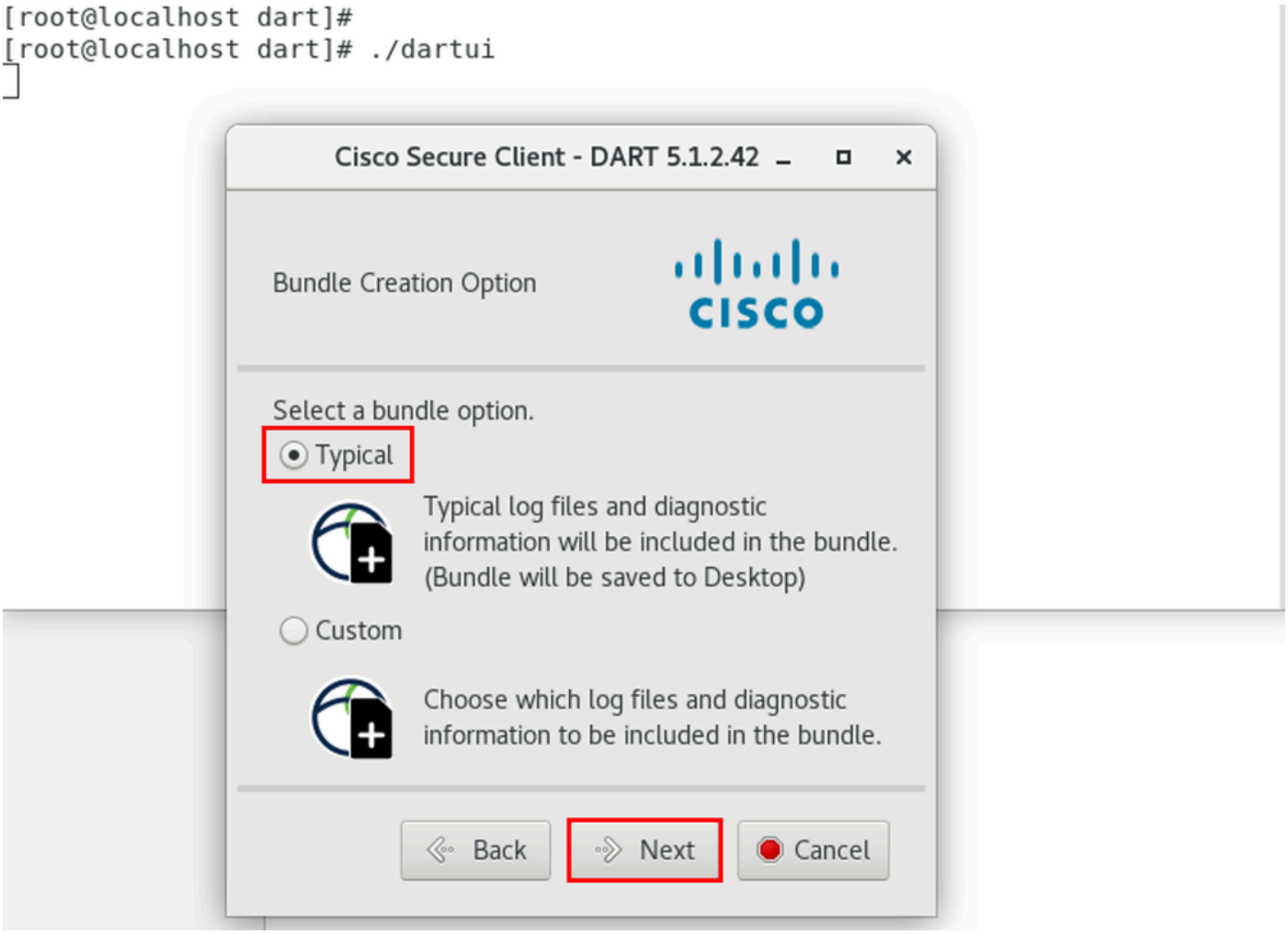
Linux

Step 1. Navigate to /opt/cisco/secureclient/dart/ and execute dartui. The GUI for DART opens on-screen; click Next.



DART launching

Step 2. Select the Typical bundle option for collecting the logs and diagnostic information and click **Next**.



Bundle Option

Step 3. Click Finish and the DART bundle is saved on the Desktop by default.



DART bundle created

Troubleshoot

This section provides information to troubleshoot your configuration.

Use the guide to correlate and identify logs from DART for resolving Secure Client related issues.