Capture and Export Troubleshooting Logs for Secure Client for Chromebook

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Introduction

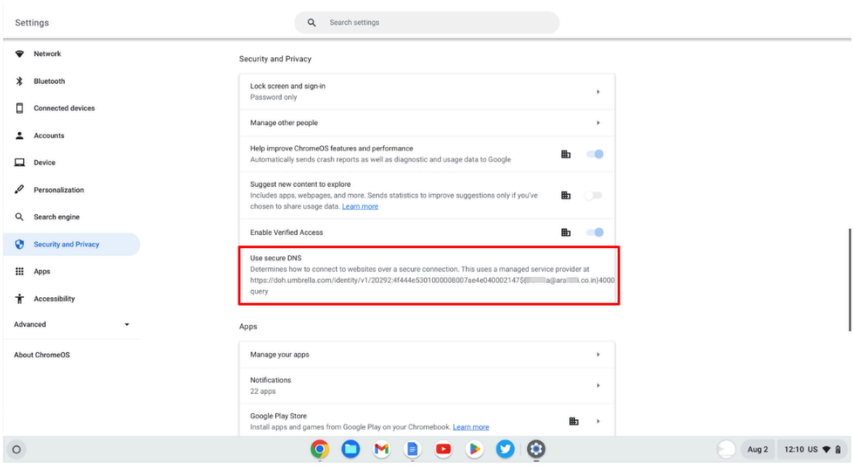
This document describes how to collect information and logs to assist the Cisco support team in troubleshooting Cisco Secure Client for Chromebook.

Background Information

Cisco Secure Client for Chromebook was formerly known as Umbrella Chromebook Client. Before collecting logs, ensure Cisco Secure Client for Chromebook is installed and enabled correctly. Complete preliminary checklist items to enhance troubleshooting efficiency with logs and packet captures for network-related scenarios.

Verify Protection is Enabled

1. To verify the resolved DoH template on the Chromebook, go to **Settings > Security and Privacy**, in the **Use secure DNS** section there is an entry with the email address of the user after

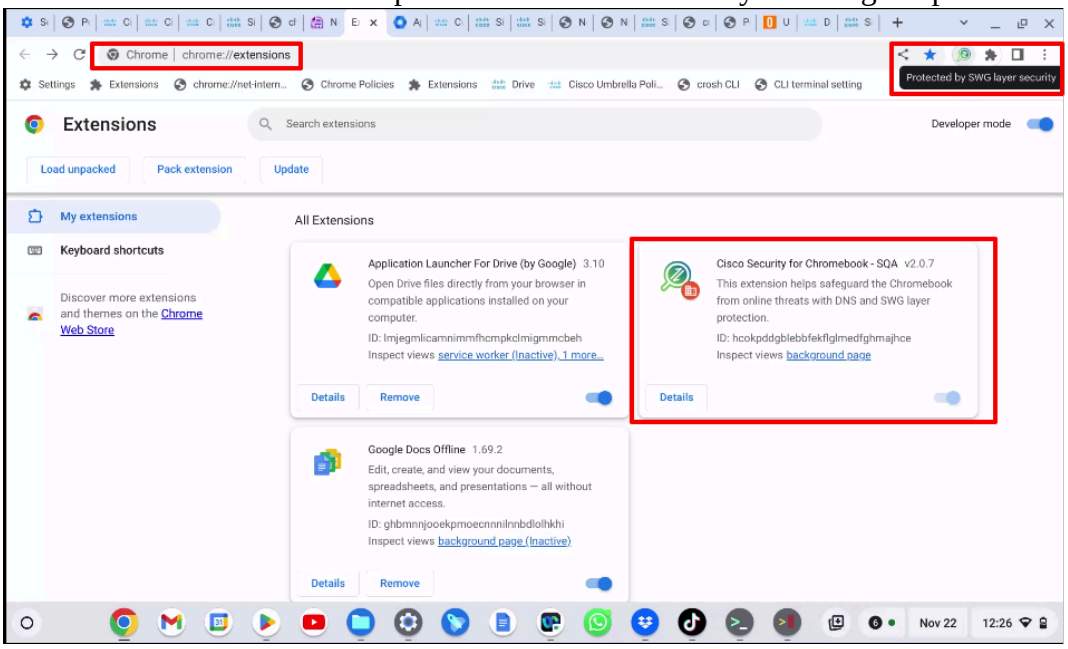


https://doh.umbrella.com/identity.

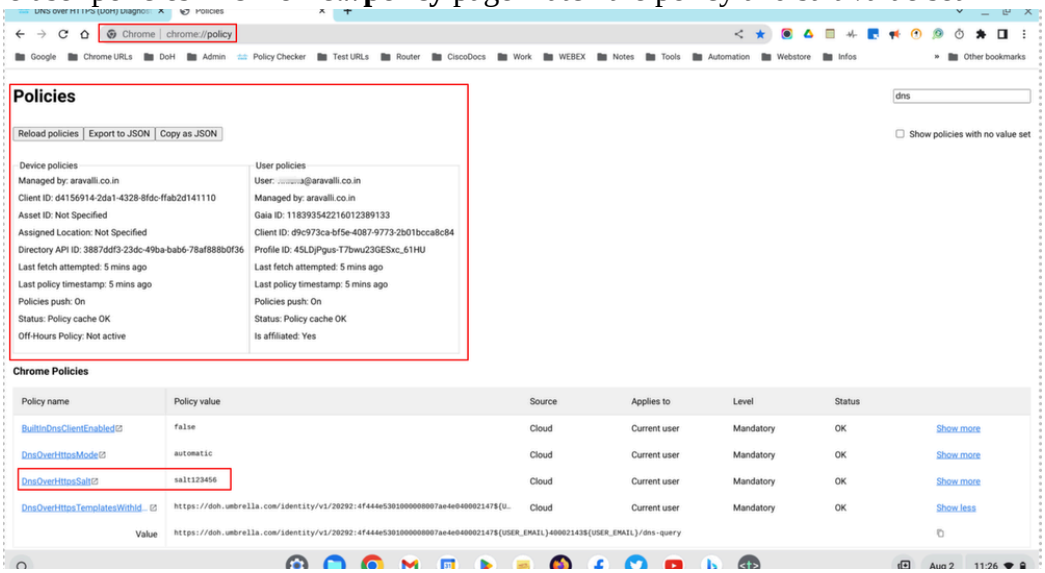
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2. Navigate to https://policy-debug.checkumbrella.com to view the policy details. Please note that Umbrella root certificate needs to be installed for the information to be displayed. 

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3. Check and confirm the Cisco Secure Client for Chromebook is successfully installed. This can be verified from **chrome://extensions**. The status of protection can be viewed by hovering the pointer to the extension icon. 

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4. Check and confirm that the clock on the Chromebook device is correctly synchronized with trusted time source. Unsynchronized clock potentially puts the Chromebook into incorrect protection state, such as Fail Open or Fail Close.
5. Check and verify if the user policies in **chrome://policy** page match the policy and salt value set in Umbrella dashboard. 

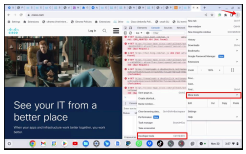
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Collect Logs

Collecting certain types of logs/traces for analysis during troubleshooting.

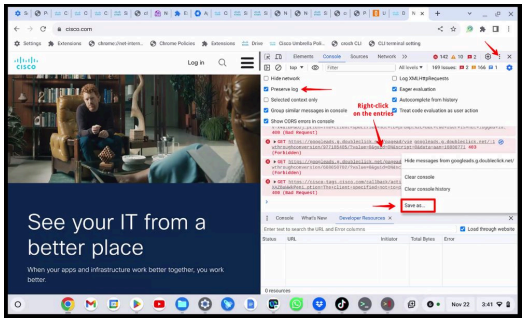
Console Logs

1. Click on the 3-dot option button on the top-right hand side of the browser window to bring up the overflow menu.
2. Select **More tools > Developer tools** to bring up the console, or press **Ctrl-Shift-I**.



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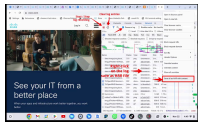
3. Select the Console tab and check the **Preserve log** option.
4. Reproduce the issue by visiting the site and logs appear on console window.
5. Right-click on any logs and an option to save the log appears.



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Network Logs

1. Click on the 3-dot option button on the top-right hand side of the browser window to bring up the overflow menu.
2. Select **More tools > Developer tools** to bring up the console, or press **Ctrl-Shift-I**.
3. Select the Network tab and check the **Preserve log** option.
4. Use the Clear log and Start/Stop log buttons to clear the logs and to start/stop log recording during issue reproduction.
5. Right-click on any of the entries to bring up the option to **Save as HAR with Content**.



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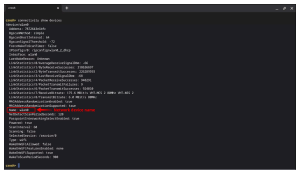
Packet Capture

1. Open **Crosh** from Chromebook by pressing **Ctrl-Alt-T** or search **Crosh** from Launcher.

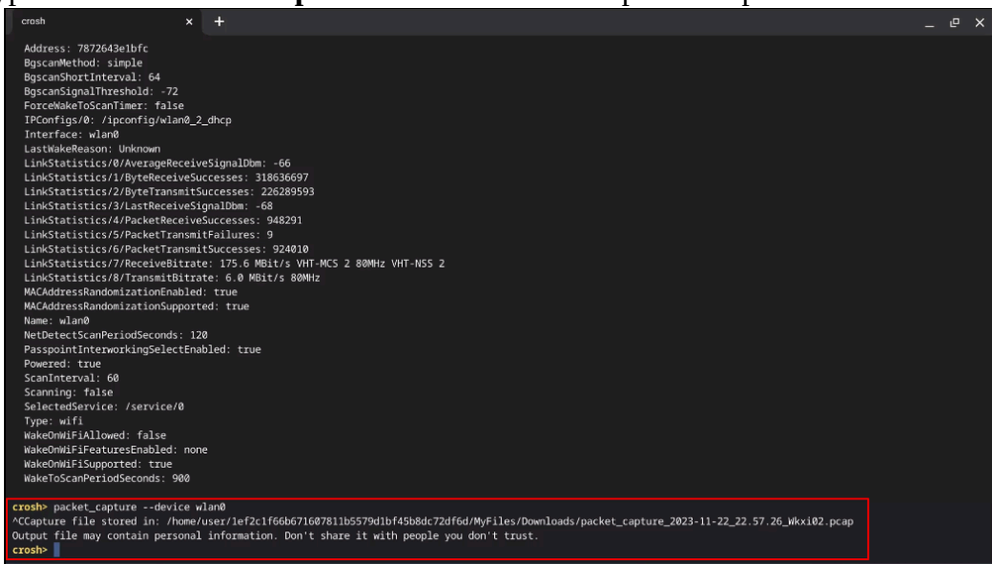


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2. Run **connectivity show devices** to list the network interface to run the packet capture.



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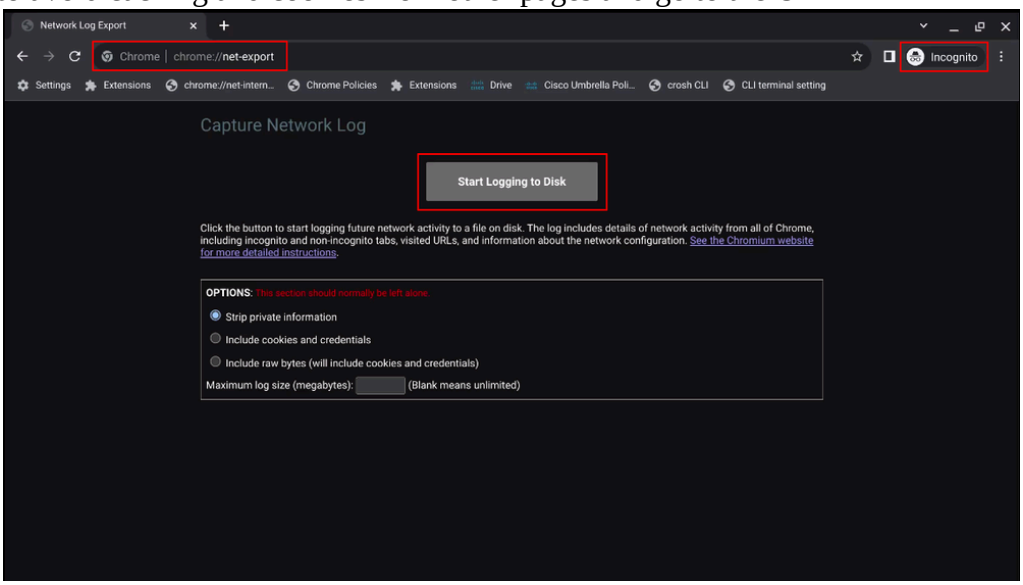
3. Run **packet_capture --device [network device name]** to start packet capture.
4. To stop packet capture, type **Ctrl-C** or click **Stop** in the notification. The packet capture file is saved in the Downloads folder. 

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Chrome OS net-export Log

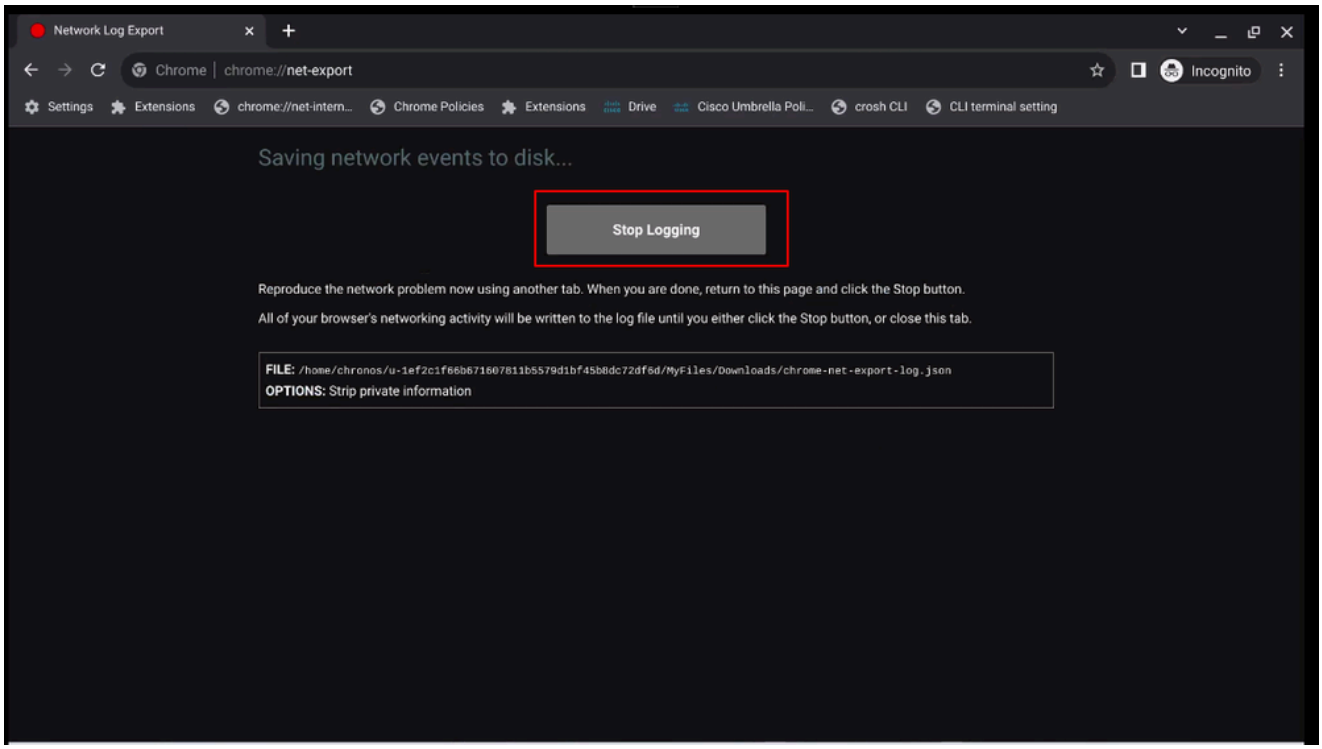
1. Close all Chrome windows and tabs, it is very important there are no additional Chrome windows or tabs open when gathering the export logs for troubleshooting.
2. Clear the DNS Cache, go to **chrome://net-internals/#dns** and click on **Clear host cache** button. 

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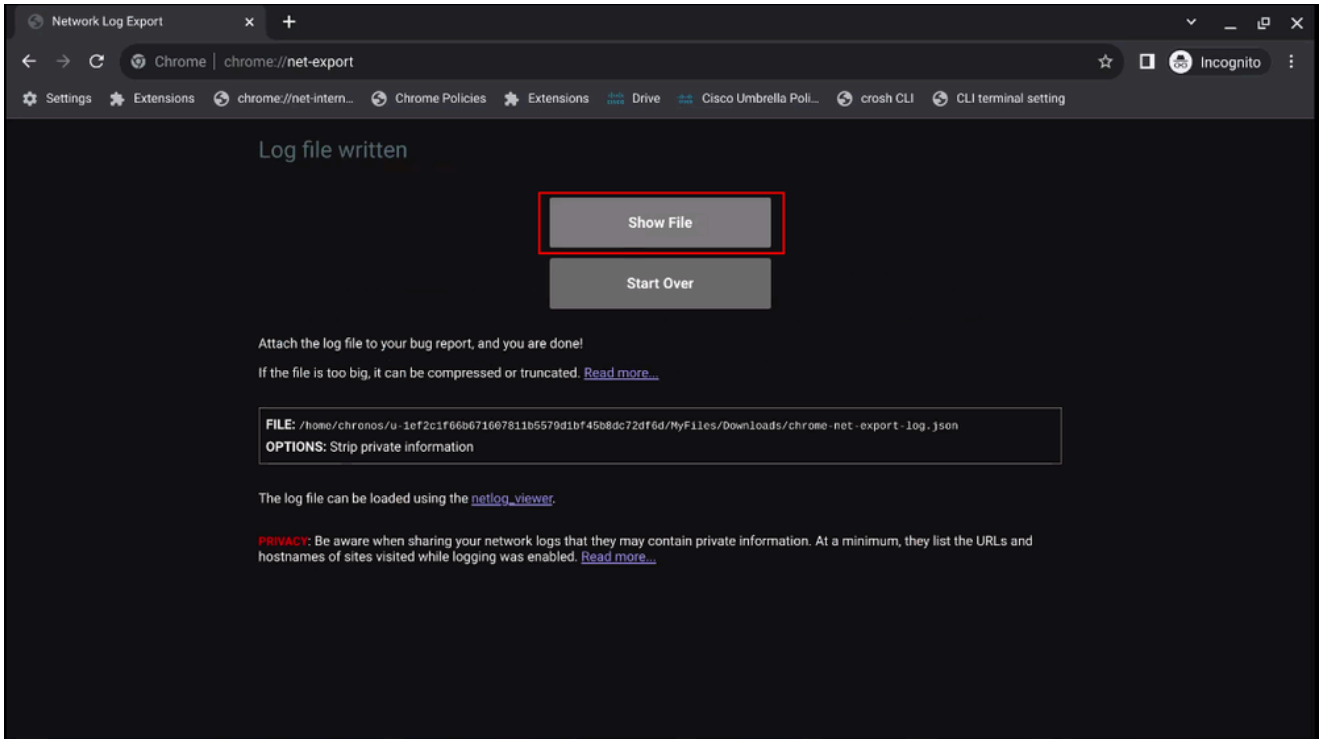
3. Open an incognito tab to avoid caching and cookies from other pages and go to the URL **chrome://net-export/**. 

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4. Click on **Start Logging to the Disk** button in Chrome.
5. Browse to the problematic web page in a new incognito browser tab and reproduce the issue.
6. Click on **Stop Logging** in the **chrome://net-export/** tab after reproducing the issue and click on **Show File** to locate the captured log.



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Related Articles

- Configure UCC to Enable Developer Mode in Chrome Browser
- Obtain Diagnostic Logs from Umbrella Chromebook Client
- Obtain Diagnostic Logs from Umbrella Chromebook (SWG) Client