Enable Debug on Endpoint from AMP for Endpoint Console

Contents

Introduction

This document describes how to Enable Debug on the Endpoint from Cisco Secure Endpoint Console.

Prerequisites

Requirements

Before you begin, ensure you have:

- Administrative access to the Cisco Secure Endpoint for Endpoints console.
- The endpoint you wish to take debug is already registered in Cisco Secure Endpoint

Components Used

The information used in the document is based on these software versions:

- Cisco Secure Endpoint Console version 5.4.20240718
- Cisco Secure Endpoint Connector 6.3.7 and later
- Microsoft Windows Operative System

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.

Background Information

The generated diagnostic data can be provided to the Cisco Technical Assistance Center (TAC) for further analysis.

The diagnostic data includes information such as:

- Resource utilization (disk, CPU, and memory)
- Connector-specific logs
- Connector configuration information

Problem

Enable Debug on Endpoint from Cisco Secure Endpoint Console is required during one of the these scenarios.

Scenario 1: If you reboot the device, enable Debug mode from the IP Tray interface or it does not survive reboot. In case bootup debug logs are required, you can enable Debug mode from the policy configuration in the Secure Endpoint console.

Scenario 2: If you experience performance issues with the Cisco Secure Endpoint Connector on a device, enabling Debug mode can help gather detailed logs for analysis.

Scenario 3: When troubleshooting specific issues with the Secure Endpoint Connector, detailed logs can provide insights into the root cause of the problem.

Configure

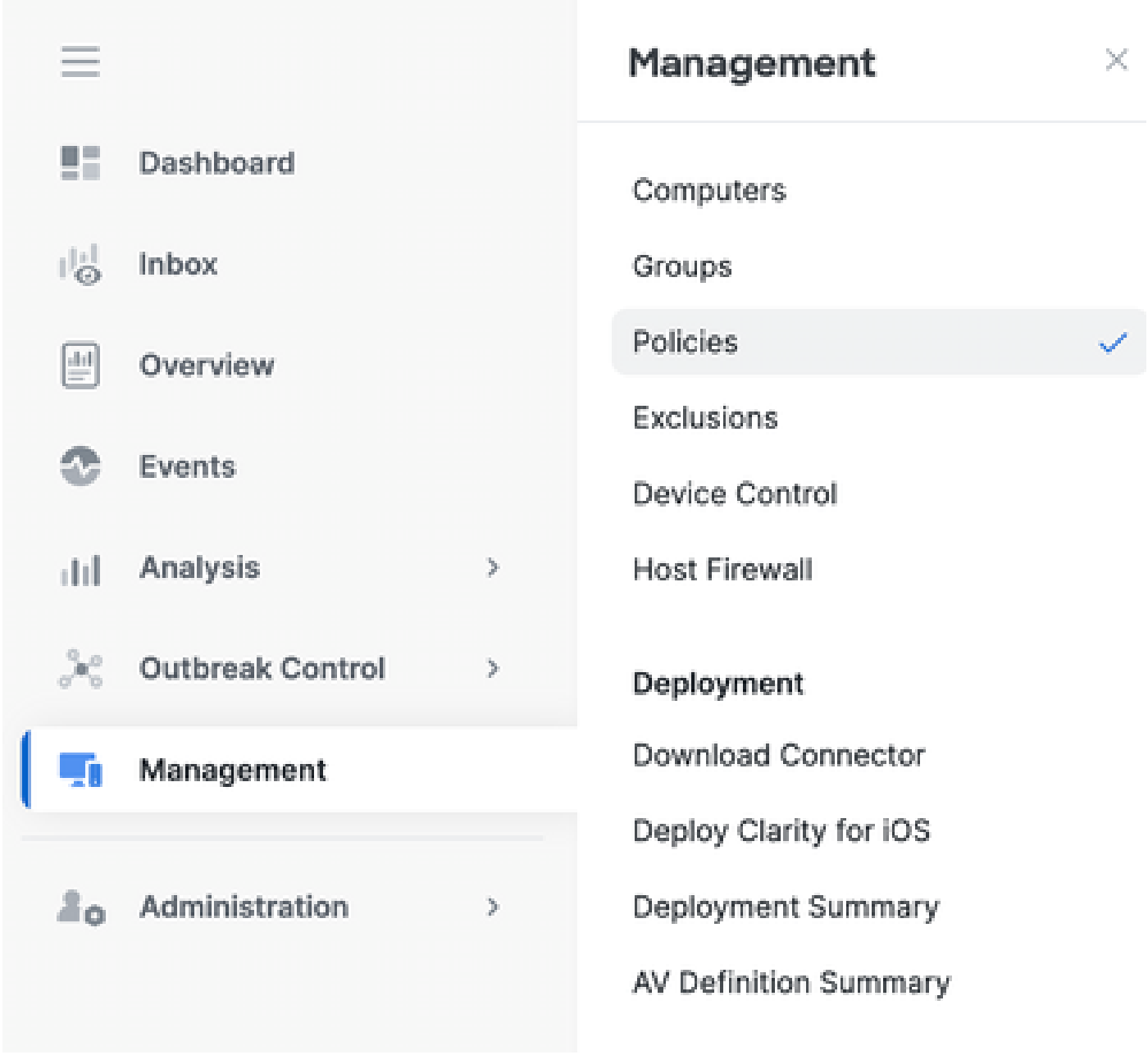
Complete these steps to successfully enabled debug mode on the specified endpoint through the Secure Endpoint Console.

Step 1: Identify the Endpoint to be Moved to Debug

1. Log in to Cisco Secure Endpoint console. From the main dashboard, navigate to the **Management section**.
2. Navigate to **Management > Computers.**
3. **Identify** and **note** the endpoint that requires debug mode.

Step 2: Duplicate the Existing Policy

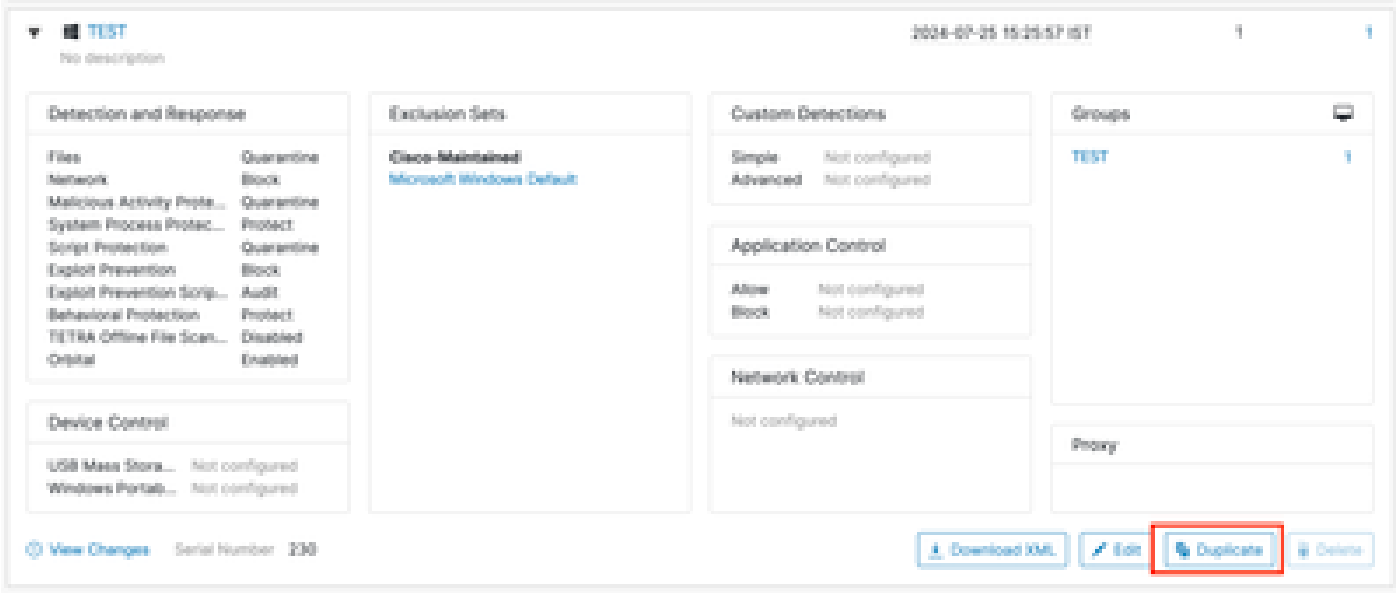
1. Navigate to **Management > Policies.**



2. Locate the policy currently applied to the identified endpoint.

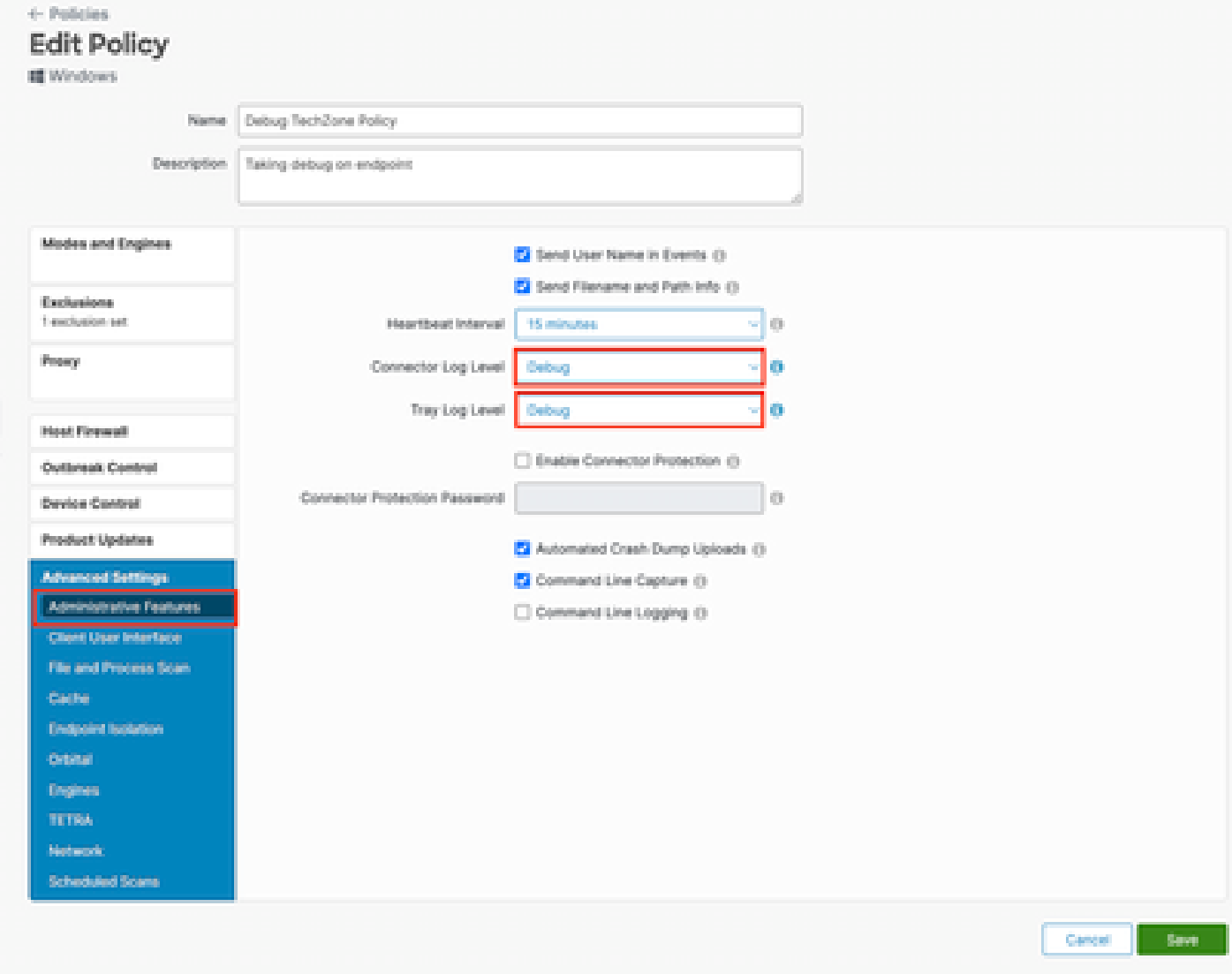
3. Click the **policy** to expand the policy window.

4. Click **Duplicate** to create a copy of the existing policy.



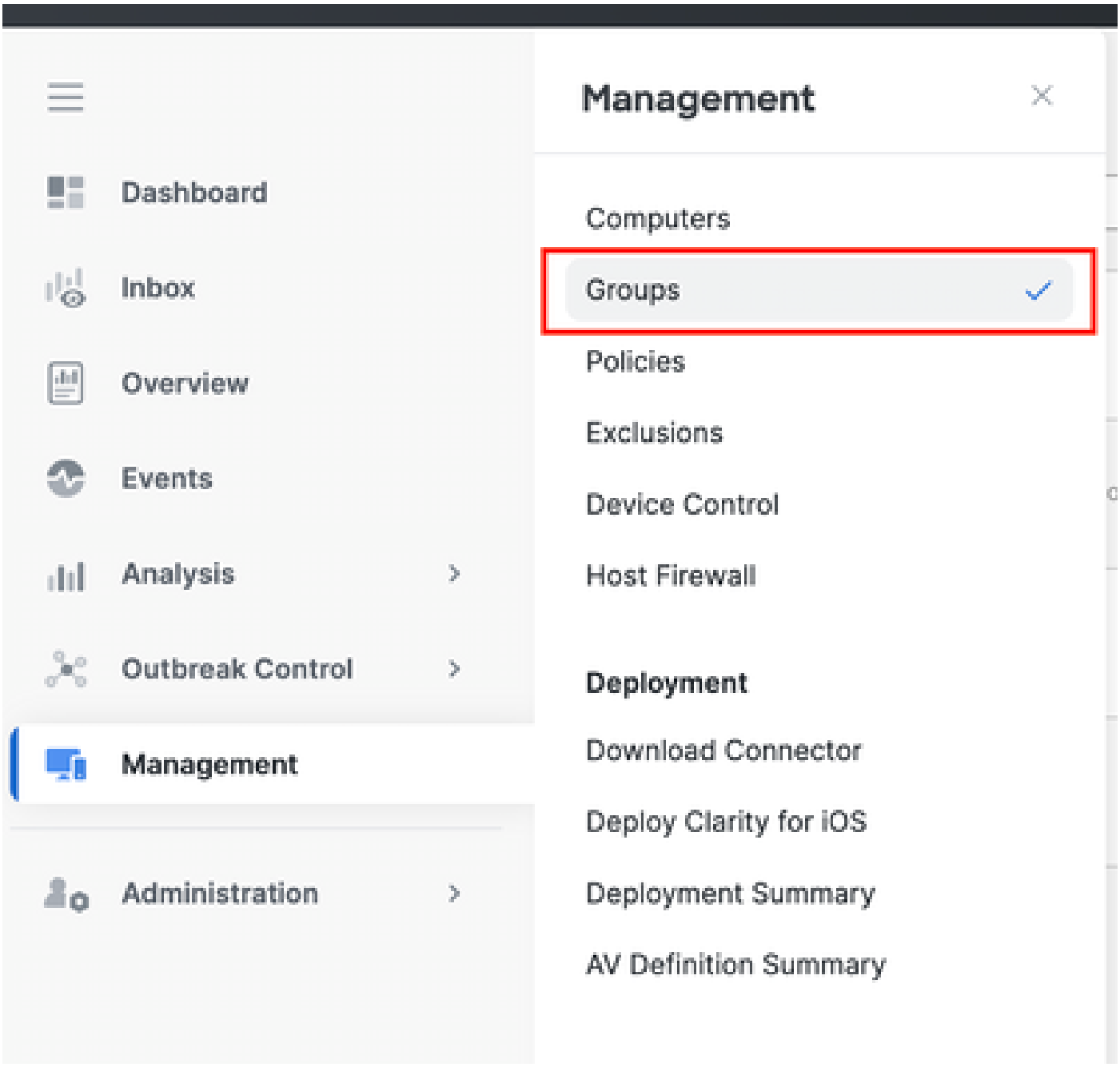
Step 3: Configure the Log Level to Debug this Policy

1. Select and expand the **duplicated policy** window.
2. Click **Edit** and rename the policy (For example, Debug TechZone Policy).
3. Click **Advanced Settings.**
4. Select **Administrative Features** from the sidebar.
5. Set both the **Connector Log Level** and **Tray Log Level** to Debug.
6. Click **Save** to save the changes.



Step 4: Create New Group and Link that New Policy

1. Navigate to **Management > Groups.**

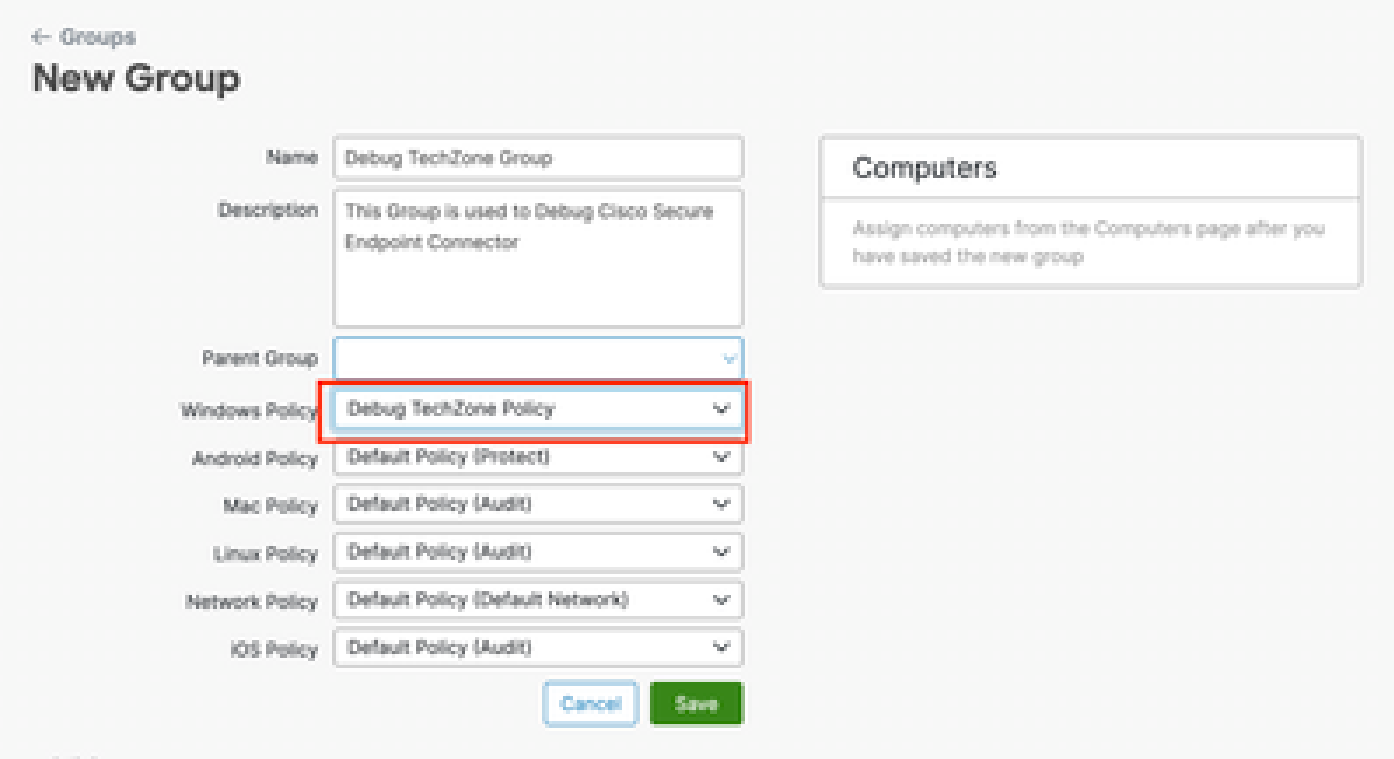


2. Click **Create Group** near the top-right side of your screen.

3. Enter a name for the **group** (For example, Debug TechZone Group.)

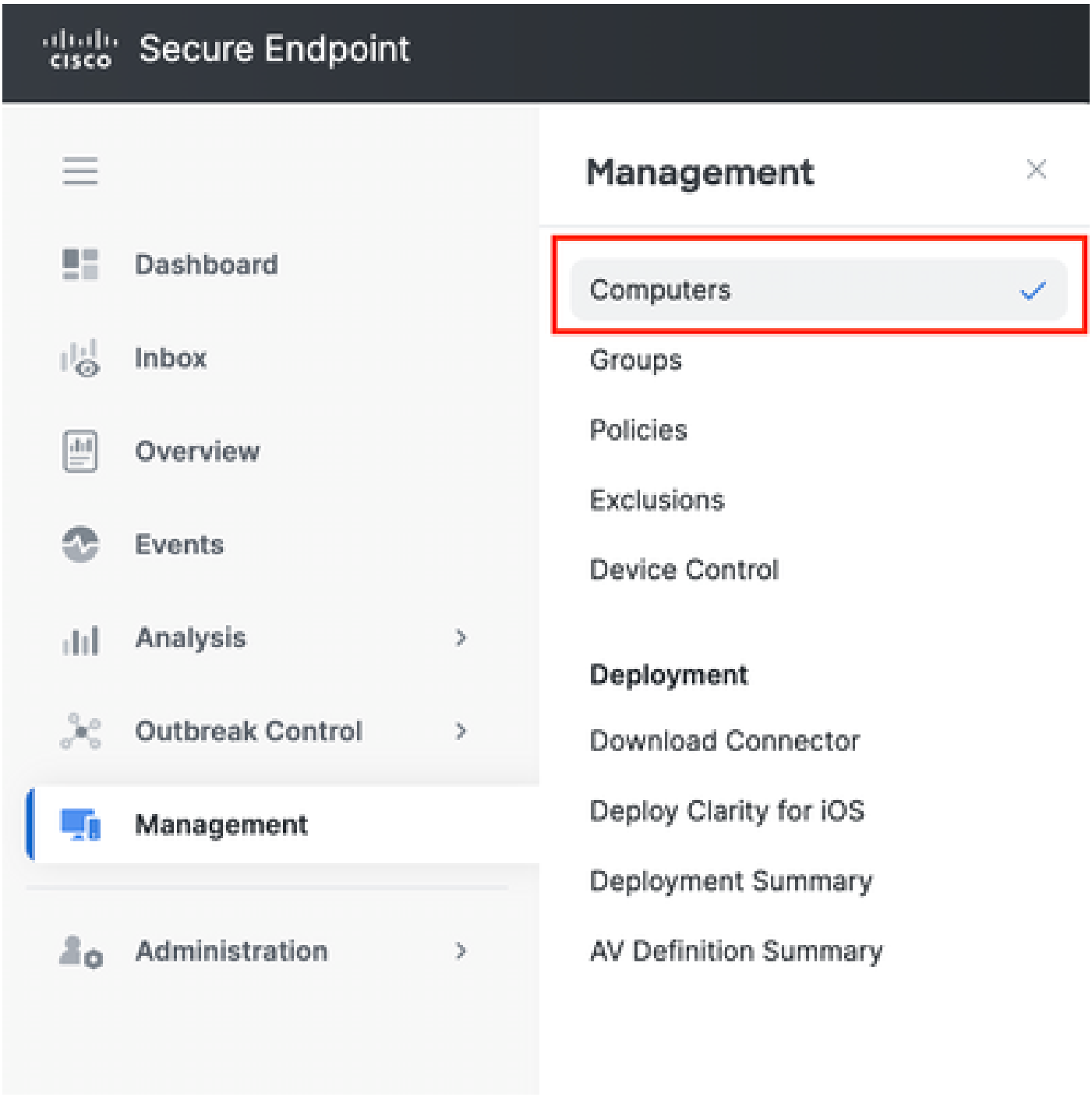
4. Change the **Policy** from the default to the newly created debug policy.

5. Click **Save**.



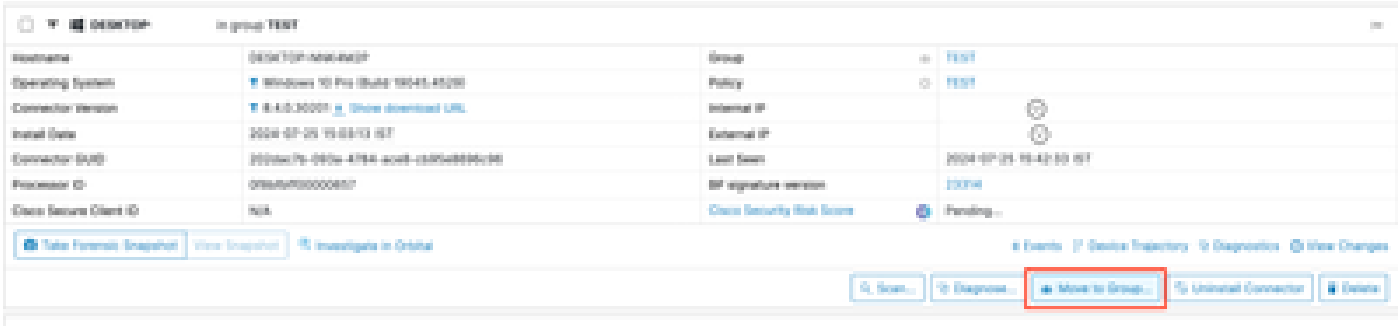
Step 5: Move the Identified Endpoint to this New Group

1. Navigate back to **Management > Computers.**



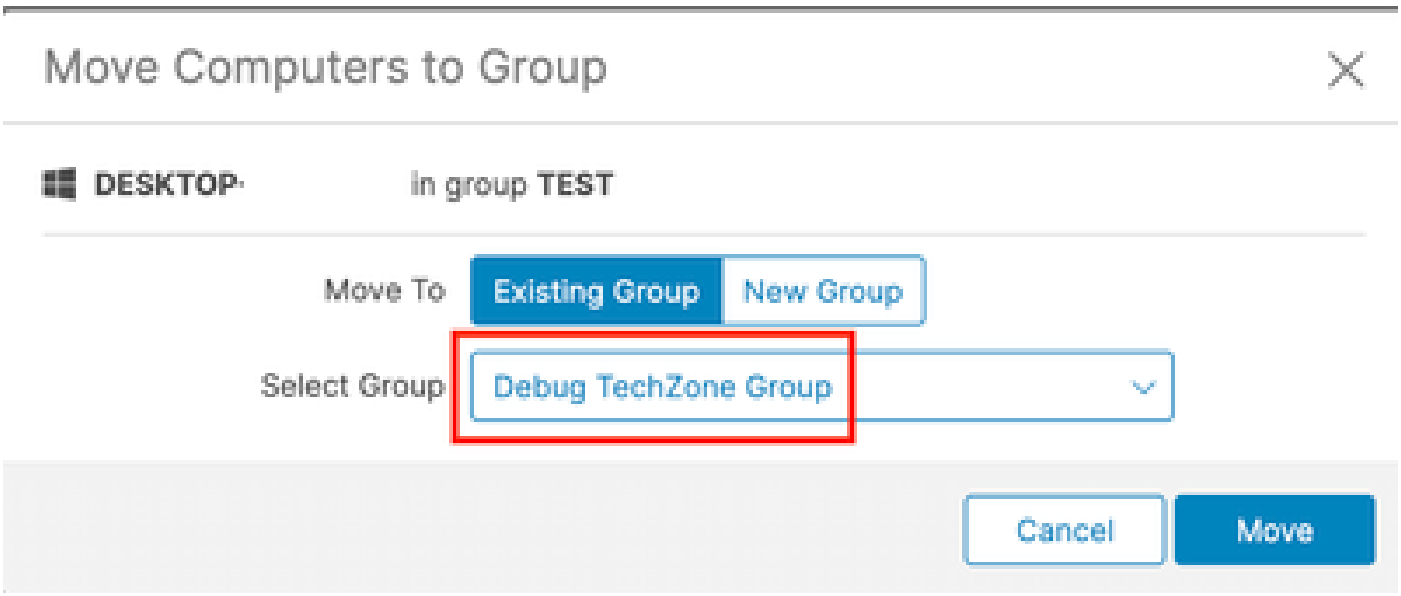
2. Select the **identified endpoint** from the list.

3. Click **Move to Group**.



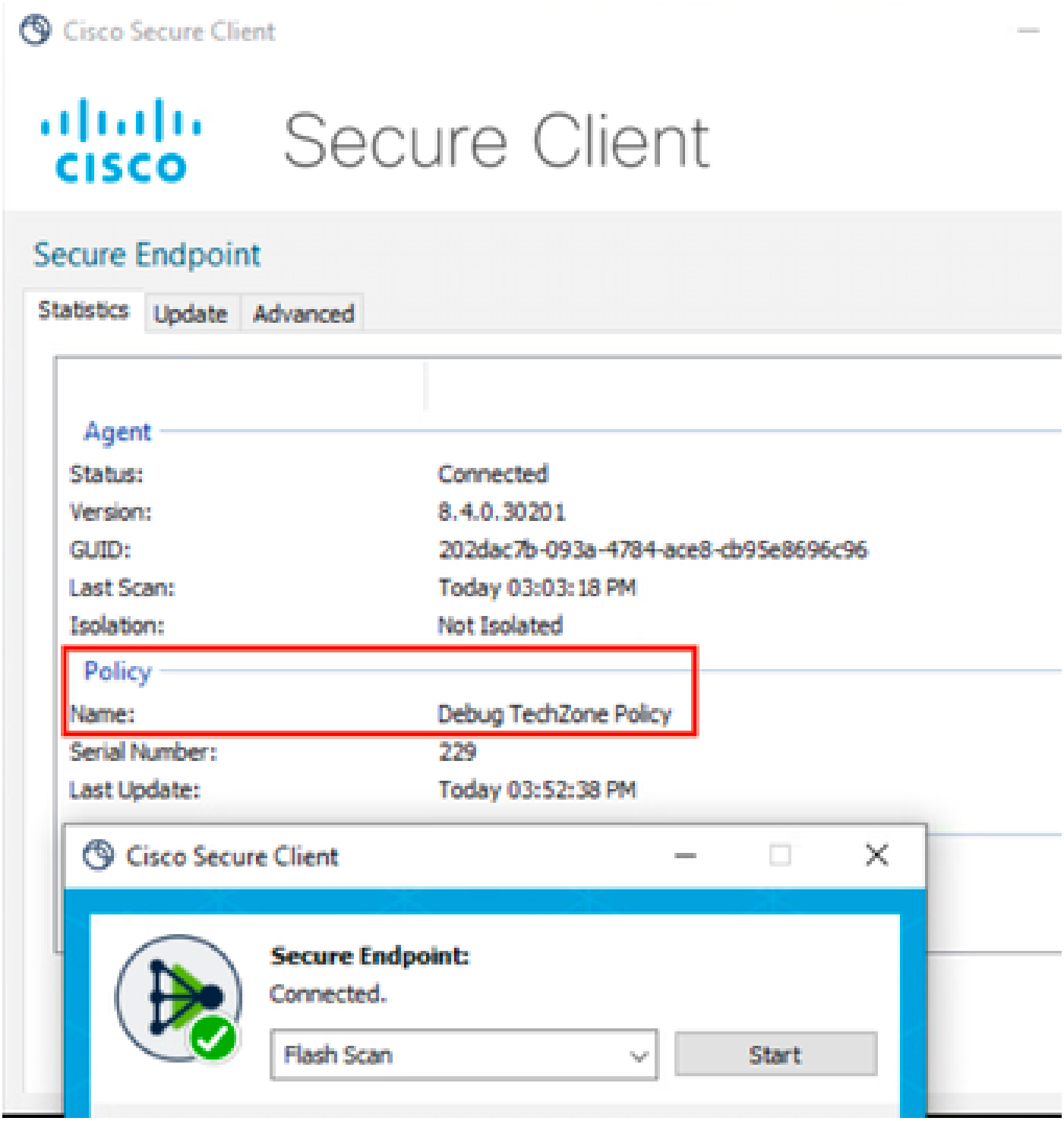
4. Select the **newly created group** from the **Select Group** drop-down menu.

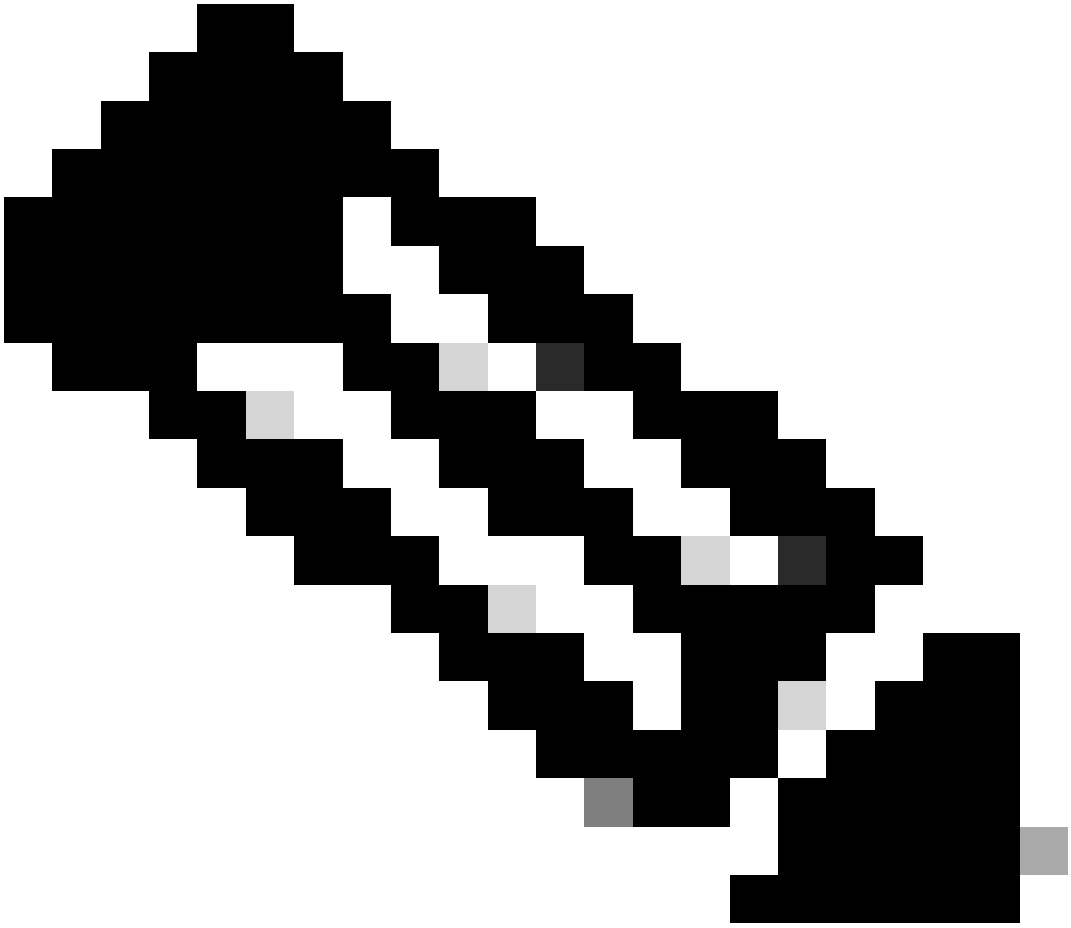
5. Click **Move** to move the selected endpoint into the new group.



Step 6: Verify the Endpoint in Computer's Page and in Connector UI

1. Ensure the endpoint is listed under the new group in the **Computers** page.
2. On the endpoint, open the **Secure Endpoint connector UI**.
3. Verify that the new debug policy is applied by checking the **Secure Endpoint** icon in the **menu** bar.


Cisco Secure Client
Secure Client
Secure Endpoint
Statistics
Update
Advanced
Agent
Status: Connected
Version: 8.4.0.30201
GUID: 202dac7b-093a-4784-ace8-cb95e8696c96
Last Scan: Today 03:03:18 PM
Isolation: Not Isolated
Policy
Name: Debug TechZone Policy
Serial Number: 229
Last Update: Today 03:52:38 PM
Cisco Secure Client
Secure Endpoint:
Connected.
Flash Scan
Start



Note: Debug mode can only be enabled if a Cisco Technical Support Engineer requests this data. Keeping debug mode enabled for an extended period can fill up disk space quickly and can prevent the connector Log and Tray Log data from being gathered in the Support Diagnostic file due to excessive file size.

Contact Cisco support for further assistance.

[Cisco Worldwide Support Contacts]