Submit Active Directory Connector Logs to Umbrella Support

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Introduction

This document describes how to collect and submit Active Directory Connector logs for troubleshooting and support requests.

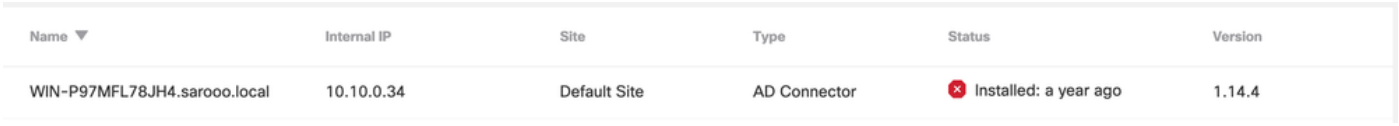
When to Submit AD Connector Logs

Submit logs from your Active Directory Connector in these situations:

- The AD connector or AD server is in an Error or Warning state and the Common Messages for Active Directory Components and Virtual Appliances article does not resolve the issue.
- Support has requested the AD Connector logs specifically.

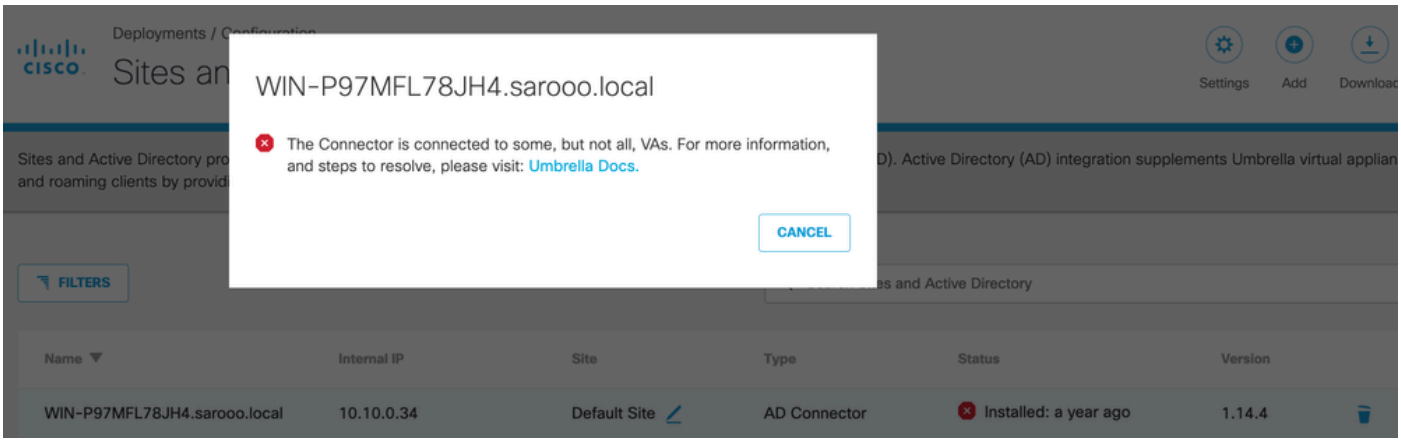
Dashboard Status Indicators

A functional AD Connector displays a green status. Grey, yellow, and red statuses indicate a problem.

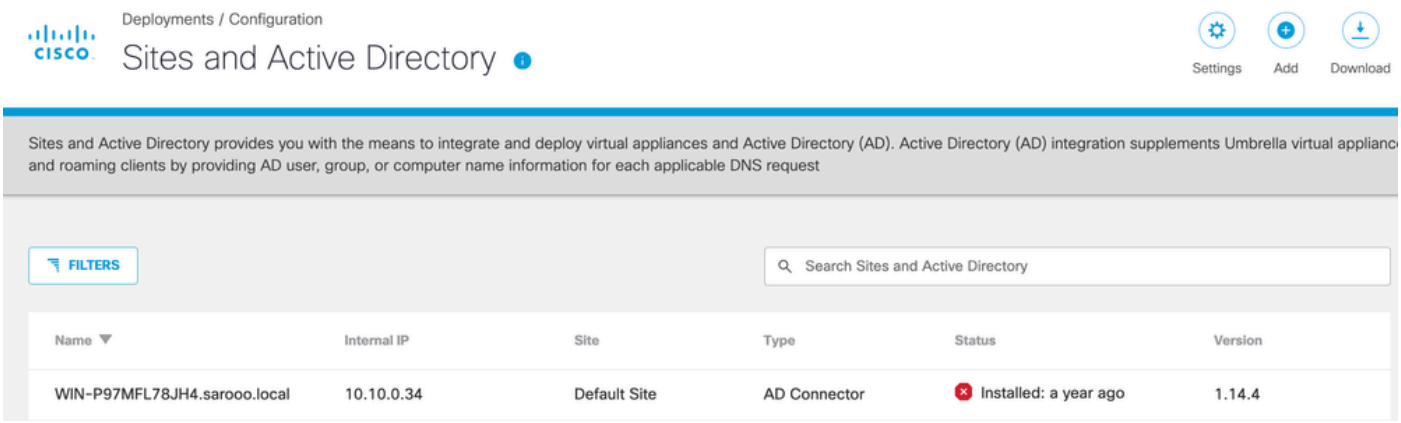


Name	Internal IP	Site	Type	Status	Version
WIN-P97MFL78JH4.sarooo.local	10.10.0.34	Default Site	AD Connector	Installed: a year ago	1.14.4

30921941341716



30921930596756



30921930598804

For each AD Connector that cannot connect to a Domain Controller or displays an error or warning in the Dashboard, provide the **AD Connector log** so Umbrella support can examine the findings.

Collecting Logs Manually

1. Attach the file located at **C:\Program Files (x86) > Cisco > CiscoADConnector > v1.x.x > CiscoAuditClient.log**.
2. Attach the latest two or three .zip log files from **C:\Program Files (x86) > Cisco > CiscoADConnector > v1.x.x** to the support ticket. Do not send more than three .zip files.
3. If any files exceed 20MB, split them into two responses or contact support for upload instructions.

For Fresh Configurations or New Log Requests

If you are working with a configuration that has never worked or support requests new logs, perform these steps:

1. Stop the **OpenDNS AD Connector** service.
2. Delete the **file** located at **C:\Program Files (x86) > Cisco > CiscoADConnector > v1.x.x > CiscoAuditClient.log**.
3. Start the **service** again.
4. Wait 5 minutes.
5. Attach the new **CiscoAuditClient.log** file to the support ticket.
   This process ensures the log file only contains the most recent startup attempt.

Log Locations for Version 1.14.3

For version 1.14.3 or lower, the logs are located at **C:\Program Files (x86) > OpenDNS > OpenDNS Connector > v1.x.x > CiscoAuditClient.log**.

Also attach the latest two or three .zip log files from **C:\Program Files (x86) > OpenDNS > OpenDNS Connector > v1.x.x**.