

How to collect log files and system information from the Management Console

Created date	Updated date	Affects version	Fix version
15 Mar 2021	15 Mar 2021	Management Console 3.3.x (or newer)	N/A

Description

This process will collect logs and system information from the system that the Management Console is installed on. The process will involve self-diagnostics that collects information about the system and packages it all into one zip file.

There are multiple ways to generate this zip file which may help depending on the current status of your management console.

Step by step instructions

If you are able to login to the Management Console

1. Login to the Management Console using the administrator account
2. Click on the "Administration" tab
3. On the table to the left hand side click on "Troubleshooting"
4. Once on "Troubleshooting" click on the "Collect Information" button
5. Once the Self-diagnostics report window is open, a diagnostics report will be displayed after the necessary logs are collected. In the bottom right corner, click on "Download collected files"
6. Depending on the web browser you are using and it's saving settings this will either save the zip file directly into your downloads folder on your local system or allow you to choose where to save the zip file
7. Provide the saved zip-file to Blancco Support

If you are unable to login to the Management Console

1. Navigate to your Blancco Management Console installation folder (by default C:\Program Files\Blancco\Blancco Management Console on Windows)
2. Open the "diagnostics" folder
3. Run the "diagnostics.jar" file
4. Ensure the correct Management Console installation directory has been selected. With the diagnostics.jar file already being located inside the Management Console installation folder, the correct installation path should be automatically detected. If not, use the "browse" button to select the correct directory
5. Click the "Collect Data" button. A diagnostics report will be displayed after the necessary logs are collected
6. Click the "Save" button to save the zip-file that contains the log files
7. Provide the saved zip-file to Blancco Support

Collecting the logs through the command line

1. Run command prompt/terminal with administrator privileges
2. Navigate to the Management Console installation directory
3. Navigate to the "diagnostics" directory
4. Run the diagnostics tool by issuing below command

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java -jar ./diagnostics.jar --cli
```

5. Once finished, the output states the directory where the log files were saved
6. Provide the saved zip-file to Blancco Support