

Gather Information for Basic Troubleshooting on Cisco AnyConnect Secure Mobility Client Errors

Objective

The objective of this document is to show you what information to gather before performing basic troubleshooting for some common installation errors and the steps on how to gather them.

When installing the Cisco AnyConnect Secure Mobility Client, errors may occur and troubleshooting may be needed for a successful setup.

- To know more about basic troubleshooting on common installation errors, [click here](#)
- For additional information on AnyConnect licensing on the RV340 series routers, [see this article](#)
- If you're looking for guidelines for using AnyConnect, [click to see the guidelines section of the release notes](#)

Software Version

- 4.4 ([Release notes](#))

Note: Always be sure to use the latest version, [click here to go to the AnyConnect downloads page](#).

Gather Information for Basic Troubleshooting

View Statistical Details

An administrator or end user can view statistical information for a current AnyConnect session. Follow the steps below:

Step 1. On Windows, navigate to **Advanced Window > Statistics > VPN drawer**. On Linux, click the **Details** button on the user GUI.

Step 2. Choose from the following options depending upon the packages that are loaded on the client computer.

- Export Stats— Saves the connection statistics to a text file for later analysis and debugging.
- Reset— Resets the connection information to zero. AnyConnect immediately begins collecting new data.
- Diagnostics— Launches the AnyConnect Diagnostics and Reporting Tool (DART) wizard which bundles specified log files and diagnostic information for analyzing and debugging the client connection.

Run Diagnostics and Reporting Tool (DART)

DART is the AnyConnect Diagnostics and Reporting Tool that you can use to collect data for troubleshooting AnyConnect installation and connection problems. DART assembles the logs, status, and diagnostic information for Cisco Technical Assistance Center (TAC) analysis.

The DART wizard runs on the device that runs AnyConnect. DART does not require administrator privileges. You can launch DART from AnyConnect, or by itself without AnyConnect.

The following operating systems are supported:

- Windows
- Mac OS X
- Linux

Step 1. Launch DART.

- For a Windows computer, launch the Cisco AnyConnect Secure Mobility Client.
- For a Linux computer, choose **Applications > Internet > Cisco DART** or `/opt/cisco/anyconnect/dart/dartui`.
- For a Mac computer, choose **Applications > Cisco > Cisco DART**.

Step 2. Click the **Statistics** tab and then click **Details**.

Step 3. Choose **Default** or **Custom** bundle creation.

- **Default** — Includes the typical log files and diagnostic information, such as the AnyConnect log files, general information about the computer, and a summary of what DART did and did not do. The default name for the bundle is DARTBundle.zip, and it is saved to the local desktop.

Note: This is the only option for Mac OS X. You cannot customize which files to include in the bundle.

- **Custom** — This option allows you to specify what files you want to include in the bundle (or the default files) and to select a different storage location for the file other than the desktop.

Step 4. (Optional) If DART seems to be taking a long time to gather the default list of files, click **Cancel**, re-run DART, and choose **Custom** to select fewer files.

Step 5. (Optional) If you chose **Default**, DART starts creating the bundle. If you chose **Custom**, continue following the wizard prompts to specify logs, preference files, diagnostic information, and any other customizations.

Get Computer System Information

For Windows type `msinfo32 /nfo c:\msinfo.nfo`.

Get Systeminfo File Dump

For Windows type `c:\sysinfo.txt` at the `sysinfo` command prompt.