Working with Support Diagnostics

https://campus.barracuda.com/doc/84967483/

Working with Support Diagnostics

Managed Workplace includes a diagnostics tool that you can run to collect information on your Service Center, Onsite Manager, and Device Manager installations to help quickly determine the root issue and troubleshoot. Support diagnostics can decrease time to resolution, and help determine whether an issue needs to be escalated.

You can run diagnostics on up to five items in one VAR at a time. These items can be the VAR itself, Onsite Managers, or Device Managers.

For Onsite Managers and Device Managers, all logs are collected. For VARs, the logs collected are:

- SCMonitorLog
- SCWorker
- SCMessagingLog
- SCWebLog
- PatchMetaDataSyncManagerLog
- MWModelVarLog

To Create a Downloadable Diagnostics Query

1. In the Hosted Console website, click **Configuration** > **Support Diagnostics**.
2. Click the **chevron icon** in the **Available VARs** section to expand it, then click the **Select VAR** icon next to to the name of a VAR to select it.
3. Click the **chevron icon** in the Add **VAR to Diagnostics Query** section to expand it, then click the **Add to Diagnostic Query** icon next to to the name of the VAR you want to add.
4. Click the **chevron icon** in the Add **OMs to Diagnostics Query** section to expand it, then click the **Add to Diagnostic Query** icon next to to the name of the OMs you want to add.
5. Click the c**hevron icon** in the Add **DMs to Diagnostics Query** section to expand it, then click the **Add to Diagnostic Query** icon next to to the name of the DMs you want to add.
6. Click **Run Diagnostics**.
7. When the diagnostic has finished running, click **Download Diagnostics** and open or save the .zip file.

© Barracuda Networks Inc., 2024 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.