

Collecting logs for Barracuda RMM Support

<https://campus.barracuda.com/doc/98217291/>

When attempting to diagnose issues with Barracuda RMM, there are several locations for various logs that might be asked for by the support team. Below you will find the most common logs that might be requested.

Barracuda RMM Support Note

If, for whatever reason, you cannot run the Diagnostic in the Service Center or the MWDiagnosticCollector fails, you can ZIP up the logs folders and send those in as well. You can find a list of the [Locations and descriptions of Barracuda RMM Log Files](#) here.

Submitting Logs to Barracuda RMM Support

- Before sending any logs, **ZIP all logs into one package with a unique name**
- Contact the Barracuda RMM Support team so that we know to expect the logs
 - Please only submit logs after we acknowledge your request
- In any browser, go to <https://mw-s3-partners.s3.amazonaws.com/upload.html>
- **Choose** the ZIP to upload and submit it
- **Email Support** with the unique file name you gave the logs
 - You can also password-protect the ZIP for added security and submit the password through the [Sharing Sensitive Information with the Barracuda RMM Support Team](#) article.

Collecting logs from your Service Center UI

- Log into your **Service Center**
- Click on **Configuration**
- Select **System Settings**
- Then on the far right, choose **Support Diagnostics**
- Click the dropdown beside **Add to Diagnostic Query**
- Beside the OM or DM you want logs from will be a **green circle with a white arrow** under Add to Diagnostic Query column; select that
 - *If you are an On-Premise or Self-Hosted partner, you can collect your Service Center diagnostic logs this way as well*
- Select **Run Diagnostics** at the bottom and then **Download Diagnostics**
 - *If this fails, proceed with the manual log collection as below*

Collecting logs locally

Onsite Manager or a Device Manager on Windows

- Open **File Explorer**
- Navigate to **C:\Program Files (x86)\Level Platforms\Onsite Manager\MWDiagnosticCollector**
 - For Device Managers, if you cannot locate the log collector, please browse to C:\Program Files (x86)\Barracuda RMM\Device Manager\MWDiagnosticCollector
- **Run the MWDiagnosticCollector.exe** and wait for the console window to close.
- Collect the **MWDiagnosticCollectorResult_XXXX_XX_XX_XX_XX_XX.zip** created in the folder

Device Manager on macOS

- Open the **Finder**
- Navigate to **/var/tmp/avg/** for install logs
- Navigate to **/Applications/Managed Workplace/Onsite Manager/logs/** for the operations logs
- ZIP all the logs together

Service Center on Windows

- Open **File Explorer**
- Navigate to **C:\Program Files (x86)\Barracuda RMM\Service Center\MWDiagnosticCollector**
 - Partners who upgraded from Barracuda RMM 12 SP4 (or older) will navigate to C:\Program Files (x86)\Level Platforms\Service Center\MWDiagnosticCollector
- **Run the MWDiagnosticCollector.exe** and wait for the console window to close.
- Collect the **MWDiagnosticCollectorResult_XXXX_XX_XX_XX_XX_XX.zip** created in the folder

Avast Business from the end device

- **Download the Avast Support Tool** from
Avast: <http://utils.support.tools.avast.com/tools/support/utils/avastsupport.exe>
- Select **Next**
- Fill in an email address (as it is required)

- Select **Options on the bottom left**
- **Uncheck Automatically send to AVAST**
- Click **OK** and **Generate**
- Collect the logs (a link is supplied after running the tool to the log location)

Obtaining other less common requests

- Advanced Software Management (ASM) logs: *C:\ProgramData\Barracuda MSP\Managed Workplace\PatchTools\Logs*
- Premium Remote Control (PRC) end device logs: *C:\Program Files (x86)\Avast\Premium Remote Agent\sessions*
- Windows Update Log
 - [Windows 10 Kernel](#)
 - [Pre-Windows 10 Kernel](#)

© 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.