

Create Report Problem/Diagnostic data from Cisco Security Connector (Clarity)

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Introduction

This document describes the steps to create a Problem Report of Cisco Security Connector from Apple device (phone/tablet).

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Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Secure Endpoint and Cisco Security Connector.

Components Used

The information used in the document is based on this software:

- Cisco Security Connector Version 1.5
- Apple iOS version 14.3 and later

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

If you experience an issue with Cisco Security Connector, you can contact the Cisco Technical

Assistance Center (TAC). Users can send problem reports from the app and Cisco Technical Support Engineer can work on the Report Problem. The email address to send reports to is specified on the MDM Integration page.

Note: If integrated with Umbrella, the email address for problem reports is specified in the Umbrella portal.

Once the Cisco Security Connector app is installed on a device you can verify that Clarity runs.



Troubleshoot

Generate Report Problem

Step 1. Tap the Cisco Security Connector icon.

Step 2. Navigate to the Home page and select the " i " sign, as shown in the image.

