Troubleshooting mode for inSync Client on devices

inSync allows administrators to enable troubleshooting mode for inSync Client. If Druva Support or administrators require detailed logs for investigating an issue, you can enable troubleshooting mode on user devices to let the inSync Client collect logs. Administrators and Druva Support can access these logs and use them to troubleshoot issues. 

Note:

- Troubleshooting mode is available only for inSync Client 5.9.5 and later.
- Troubleshooting mode is not available for inSync Mobile App and SaaS Apps.

When you enable troubleshooting mode for affected user devices, inSync Client automatically collects logs on the user device and forwards it to Druva Support team. Based on the issue that the inSync Client user is experiencing, Druva Support may provide you a script that you must enter when you enable troubleshooting mode for the affected device.

| Warning: | Enable inSync Client log collection for affected user devices only if Druva Support requests it. |

Enable troubleshooting for your devices

1. Login to inSync Management Console, and from the top menu bar, click Data Sources > Devices.
2. Click on the device name for which you want to enable troubleshooting. You are navigated to the device for which you want to enable troubleshooting.
3. At the bottom of the device details page, click More > Enable Troubleshooting.
4. In the Enable Troubleshooting dialog, click Enable. (Optional) If you have a Druva Support provided integer for the Logs to be collected field, enter it in the field and then click Enable. The input to the Logs to be collected field is usually an integer such as 0, 1 or 2. If you enable troubleshooting without the integer, inSync Client collects and sends the default set of logs it can collect based on the device OS. If you provide an integer such as 1, in addition to the default set of logs, inSync Client collects and sends few more logs based on your device OS.

When you enable troubleshooting for a device, inSync Client automatically collects logs and sends them to Druva every two hours after you enable troubleshooting.
Disable troubleshooting for your devices

1. Login to inSync Management Console, and from the top menu bar, click **Data Sources > Devices**.
2. Click on the device name for which you want to disable troubleshooting. You are navigated to the device for which you want to disable troubleshooting.
3. At the bottom of the device details page, click **More > Disable Troubleshooting**.
4. In the confirmation dialog, click **Yes**.

Remember:

- Troubleshooting is automatically disabled after 7 days of enabling it.
- Enabling and disabling troubleshooting mode for inSync Client is recorded in the Admin Audit Trail tab of the Audit Trails page.
- If troubleshooting is automatically disabled after 7 days, it is not recorded in the Admin Audit Trail tab of the Audit Trails page.
- Logs are retained on client machine and server until troubleshooting is enabled.
- If the user device is disabled, log collection stops.
- If the user device is replaced, log collection stops.