

Guide to Jamf Log Grabber

1. Results.txt: A quick reference guide to what was found and may be problematic. If you're looking for things to investigate, start here as it contains simplified messaging to highlight some of the most problematic issues it typically finds
2. MDMCheck.txt: Checks for the following items
 - a. Active MDM Communication
 - b. MDM Profile installation
 - c. MDM Daemon status
 - d. APNS Status
 - e. APNS Topic
3. JSS: Contains all files related to Jamf Enrolled endpoints, primarily those relating to the Jamf Binary. Contains the following files:
 - a. Jamf.log: Another great place to look for diagnostics in how the Endpoint and Jamf Binary are handling policies, check-in, and other pertinent information.
 - i. Very handy for determining issues with enrollments failing partially or wholly
 - b. Install.log: Complete historical record of any install actions taken on the device
 - c. AgentsAndDaemons.txt: If any Launch Agents or Daemons are found with the word Jamf they are contained in this file. This lists all Agents and Daemons if none are found outside of the designated safelist from the Log Grabber Script
 - d. Profiles.xml: All currently installed computer and user level profiles. Helpful with diagnosing why a device may not be taking the settings you have set. Use it to:
 - i. Look for duplicate settings that may overlap and cause undefined behavior
 - ii. Compare the plists in the Managed Preferences Folder to see what settings are set in the profile vs actually set in the Managed Preferences
 - e. System.log:
 - f. Restricted_software.json: Tells you the current settings it has from Jamf for Restricted software
4. Managed Preferences: Contains all plist files related to managing preferences on the device. You can correlate records in here to the profiles.xml file in the JSS folder.

Examples of common files below:

 - a. Com.apple.dnsSettings.managed.plist: DNS Settings
 - b. Com.apple.loginwindow.plist: Login window settings
 - c. Com.apple.TCC.configuration-profile-policy.plist: TCC settings that handle microphone, screensharing, accessibility, file access, and many other PPC profile payloads.
5. Recon: Shows files in the /tmp directory that should not be there. If the Jamf Log Grabber Script is ran via policy, it will show a blank #####.tmp file and an executable file for Jamf Log Grabber. That can be ignored. If other files are observed in this folder, further investigation is warranted and may be causing issues due to stuck policies or Extension Attributes, especially if not ran via policy.
6. JRA: Jamf Remote Assist log files.

- a. Info.txt: Quick reference guide to the most recent Jamf Remote Assist session and whether any file transfers took place
 - b. Remote_Assist_Logs folder: contains all log files copied from /Users/Shared/jamfdata file that JRA uses for log storage
- 7. Device Compliance: base set of logs for Jamf Conditional Access/ Device Compliance
 - a. JamfConditionalAccess.log: Log show command for recent history from Device Compliance
- 8. Jamf Security: Contains any files related to Jamf Security products that are installed on the machine (Jamf Trust, Protect, Compliance Reporter)
 - a. Jamfprotextinfo.log: runs a "protectctl info" command and outputs to this file
 - b. Com.jamf.protect.plist: Settings for Jamf Protect
 - c. Com.jamf.trust.plist: Settings for Jamf Trust
- 9. Connect: Standard logs collected from Jamf Connect using the "jamfconnect logs" command, however these are converted to plist form rather than binary for easier viewing.
- 10. App Installers: plists containing information on completed, in progress, and Volume Purchase Program apps
 - a. _Completed: Shows successful and failed installation attempts for an application. Look at the plists to determine the installation status. Error code is given in plist if installation is failed. You can correlate the ItemIdentifier number to the customer database to determine which application failed
 - b. _In Progress: All Applications that are currently in progress for installation
- 11. Self Service: Contains standard and debug logging for Self Service.