Recast

Diagnostics

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Under the User Portal's Diagnostics, you'll find information about the Application Workspace Server, your device, you as a user, and configured variables. This is also where you can reset your workspace applications and settings back to their defaults, and where you can submit a diagnostic report to your system administrator.

Workspace

Allows you to reset your workspace applications and settings to default.

Server

Displays general information about the Application Workspace Server.

Device

Device – Displays Agent and device information, and the device collection of which your device is member.

Network – Displays network information and HTTP headers.

Content Access – Displays the URIs from where the Agent retrieves content.

Sessions – Displays all sessions currently using the Application Workspace Agent.

Modules– Displays all modules currently loaded within Application Workspace Agent.



The **Device** > **Platform language** represents the system locale of the device.

User

User – Displays user information like address, job title, department etc.

Memberships – Displays your membership of groups and identity sources.

Local Session – Displays info about your local session.

Context – Displays your membership of contexts.



The User > **Local Session** > **Language** represents the display language set by the user for the device.

Variables

Displays all variables configured by your system administrator which are valid within your current Application Workspace.

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Tasks

Displays a log with all Application Workspace tasks that run silently in the background. The tasks log is emptied after a device reboot.

> Information like membership, local session, context, modules, variables and tasks are useful for your system administrator and support team when there's a need to troubleshoot issues.

Submit diagnosis

Opens the **Submit a diagnostic report** window where you can add a description of an issue you encountered with Application Workspace. The system will automatically attach relevant diagnostic information to the report and after you click **Confirm** it will send it to your system administrator.

> This option is only enabled if the Agent is running locally.