

Welcome, Joshua Moody ( [Settings](#) | [Log out](#) )

## Developer Forums

iOS Development

Archive

iOS 4

Connected Technologies



Posts : 179 (7)

Currently Being Moderated

### Profile to enable diagnostic logging of push notifications

Apr 20, 2010 12:22 AM

End users and developers that experience connectivity problems or dropped messages when using the Apple Push Notification service or UIKit Local Notifications can enable diagnostic logging for AppleCare or DTS. Download the profile from this post and email it to customers along with the following instructions. (If the profile does not download as a file, Control-click the link and choose **Download Linked File**.)

1. Use your device to read this email, and tap on the attachment (APNsUILNDiag.mobileconfig).
2. Tap "Install" to install the profile, and enter your passcode if prompted.
3. A warning message will appear because the profile is not signed and cannot be trusted. Tap "Install Now".
4. A second alert will appear prompting you to reboot. Tap "Reboot." APNS and Local Notification logging is now enabled.
5. Reproduce the Apple Push Notification service or Local Notifications issue you reported. **Make a note of the time** that you experienced the issue and the detailed nature of the issue.
6. To retrieve the log file, connect your device to iTunes on your computer. iTunes should open automatically and copy the log file to your computer. If iTunes does not copy the log file, select your device in iTunes and click "Sync".
7. The log file may be found in one of the following locations:
  1. **Mac OS X:** /Users/[username]/Library/Logs/CrashReporter/MobileDevice/<device-name>/PersistentConnection/
  1. **Windows Vista or Windows 7:** C:\Users\[Your User Name]\AppData\Roaming\Apple Computer\Logs\CrashReporter\MobileDevice\<device-name>\PersistentConnection\
 

**Note:** The "AppData" folder is hidden by default. Choose **Folder and Search Options** from the **Organize** menu in the file browser window, then click the View tab and change the "Hidden files and folders" option to "Show hidden files and folders".
  2. **Windows XP:** C:\Documents and Settings\[Your User Name]\Application Data\Apple Computer\Logs\CrashReporter\MobileDevice\<device-name>\PersistentConnection\
 

**Note:** The "Application Data" folder is hidden by default. Choose **Tools > Folder Options** in the file browser window, then click the View tab and change the "Hidden files and folders" option to "Show hidden files and folders".

If you are near a Mac with the iPhone SDK installed when the connectivity issue occurs, Console logs provide invaluable diagnostic information about the systemwide state of the iPhone or iPod when the problem happened:

1. Open Xcode and click Window... Organizer and choose the Console Tab. Click 'Save Log As...' and give the log a suitable name.
8. Compress the log files into a ZIP file and email as an attachment to Apple, or attach them to a bug report at <http://bugreport.apple.com/http://bugreport.apple.com>.

**Note:** Detailed device logs may include personally identifiable information, including, without limitation, your 3rd party applications and the notifications that are received from the providers ("Device Logs"). Providing these Device Logs is voluntary, but if you do provide them, you acknowledge that Apple may use them internally for diagnostic purposes.

#### Attachments:

[APNsUILNDiag.mobileconfig](#) (1.7 K)

#### App Store Resource Center

Get all the details on distributing and managing your app on the App Store.



#### News and Announcements for Apple Developers

Receive guidance, helpful advice, and tips — from development to distribution.





Visit the Apple Store online (1-800-MY-APPLE), find a retail location or find a reseller.

[Report a Bug](#) | [Contact Us](#)

Copyright © 2011 Apple Inc. All rights reserved. [Terms of Use](#) | [Privacy Policy](#)