Bluetooth (macOS)

For issues with Bluetooth, please follow the instructions below to gather logging.

Enabling Logging

Note: The profile will expire after 3 days.

1. Download the logging profile and install it.

2. Click Install when prompted.

3. Enter your administrator password, if prompted.

4. Reboot system.

5. Reproduce the issue. **Important:** Note the date and time issue occurred and add this information to the bug report.

6. Trigger a sysdiagnose (See below).

7. Attach file to your report.
   Important: In your report, note the name of the file that's causing the issue.

Triggering a sysdiagnose from the computer keyboard:

1. Briefly press the following keys simultaneously to trigger a sysdiagnose from the Finder:

   Command + Option + Shift+ Control + Period (.)

   Note: The sysdiagnose process can take 10 minutes to complete. Once finished, the folder "/private/var/tmp/" should appear automatically in the Finder and the sysdiagnose file there will look similar to this:

   "sysdiagnose_2017.08.17_07-30-12-0700_10169.tar.gz"

2. Attach the sysdiagnose file that appears in /private/var/tmp/ to your bug report.

Triggering a sysdiagnose from Terminal:

1. Launch Terminal (/Applications/Utilities/Terminal.app).

2. Enter this command, followed by the return key, at the Terminal command prompt:

```
sudo sysdiagnose
```

3. Enter your administrator password when prompted (for sudo access).

4. Press return again (or enter) to proceed with the sysdiagnose capture.

5. Attach the sysdiagnose file that appears in /private/var/tmp/ to your report.
   Note: The sysdiagnose process can take 10 minutes to complete. Once finished, the folder "/private/var/tmp/" should appear automatically in the Finder and the sysdiagnose file there will look similar to this:

   "sysdiagnose_2017.08.17_07-30-12-0700_10169.tar.gz"

Disabling Logging

1. Click on > System Preferences…

2. Click on the Profiles Preference Pane.

3. Click on the applicable logging diagnostics profile item in the left column.

4. Click the minus (-) button.

5. Click the Remove button.

Bug Reporter Logging Instructions and Profiles