



# CoreDevice Framework: macOS

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

## Enabling Logging

**Note:** The profile will expire after 7 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_2024.07.30_09-59-51+1000_macOS_MacBookAir10-1_23F79_36068156.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_2024.07.30_09-59-51+1000_macOS_MacBookAir10-1_23F79_36068156.tar.gz"`

## Disabling Logging

1. Click on **Apple > 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.