



Enterprise SSO and Kerberos

For issues with Enterprise SSO and Kerberos please follow the instructions below to gather logging.

Enabling Logging

Notes:

- Please collect a console log as well as a sysdiagnose.
- The profile will expire after 7 days.

1. Download the [profile](#) and install it on the iOS device.
If necessary, email the profile or use AirDrop to transfer the profile to the iOS device.
2. Restart the device if prompted.

Console Logging

1. Launch Xcode.
2. Connect your device to your host computer.
3. Choose Devices from the Window menu.
4. Click on your connected iOS device in the left section of the Devices window.
5. Reproduce the problem.
6. Click the triangle in a box toggle located in the lower-left corner of the right section of the Devices window to expose the console log contents.
7. Click the circle with a downward-pointing arrow at the bottom right to save the console output to a text file.
8. Attach the console text file to your report.

Sysdiagnose

1. Reproduce the issue. **Important:** Note the date and time issue occurred and add this information to your report.
2. Trigger a sysdiagnose by simultaneously pressing and releasing both volume buttons + Side (or Top) button.

Notes:

- The sysdiagnose is triggered upon button release.
- On an iPhone you will feel a short vibration when a sysdiagnose is successfully triggered.

3. Wait 10 minutes for the diagnostic gathering to complete.
4. AirDrop the file to your Mac computer or sync the device with your host computer to transfer the file.
5. Attach the file listed at the paths below under Log Locations, based on which platform and version you're using.

Log Locations

iOS:

Go to: *Settings.app > Privacy > Analytics & Improvements > Analytics Data* > (Locate the sysdiagnose file and AirDrop it to your Mac computer).

macOS:

```
~/Library/Logs/CrashReporter/MobileDevice/[Your_Device_Name]/DiagnosticLogs/sysdiagnose
```

Note: " ~/Library/..." actually translates to: /Users/[Your User Name]/Library/...

The "/Users/[Your User Name]/Library/..." folder is hidden by default in macOS. To expose the folder, hold the option key while clicking the Finder's Go menu and the Library folder will appear in the menu. Any time you see a placeholder like "[Your Device Name]" or, "[Your User Name]" you should replace that part of the path with your actual device's name, or your computer user name.

Windows:

```
C:\Users\[Your_User_Name]\AppData\Roaming\Apple Computer\Logs\CrashReporter\MobileDevice\[Your_Device_Name]\DiagnosticLogs\sysdiagnose
```

Note: The AppData folder in Windows 8 is hidden by default. Click on the View menu item in a Windows navigation window and check the "Hidden items" checkbox and the AppData folder will appear in the list of folders under C:\Users\[Device_Name]. **Important:** Replace "[Your_Device_Name]" or "[Your_User_Name]" in the file paths above with the actual device name for the iOS device, or the actual user name you use on your computer.

Disabling Logging

1. Launch Settings.
2. Tap General > VPN & Device Management.
3. Tap appropriate profile.
4. Tap Remove and enter passcode if asked.
5. Restart device.

Note: The GSS Logging Profile generates files that allow Apple to troubleshoot issues with your device and help Apple to improve its products and services. The generated files may contain some of your personal information, including your email address as well as the server names, hostnames and IP addresses for any Kerberos-enabled websites you visit. It does not collect information from any non-Kerberos-enabled websites you visit.

By enabling this diagnostic tool and sending a copy of the generated files to Apple, you are consenting to Apple's use of the content of such files in accordance with its privacy policy (<http://www.apple.com/legal/privacy>).