



# Apple Pay: iOS

For issues with Apple Pay on your iOS device, please follow the instructions below to gather logging.

## Enabling Logging

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.  
**Note:** The logging profile auto-expires in 3 days.
2. Restart the device if prompted.
3. Reproduce the issue. **Important:** Note the date and time issue occurred and add this information to your report.
4. 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.
5. Wait 10 minutes for the diagnostic gathering to complete.
6. AirDrop the file to your Mac computer or sync the device with your host computer to transfer the file.
7. Attach the file listed at the paths below under Log Locations, based on which platform and version you're using.

### Notes:

Please provide the name(s) of the affected app(s) in your report.

Trigger the sysdiagnose process as soon as possible after the problem occurs, even if the logs can't be synced until later.

## 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\USERID\AppData\Local\Packages\AppleInc.iTunes_devicename\LocalCache\Roaming\Apple Computer\Logs\CrashReporter\MobileDevice\[Your_Device_Name]\DiagnosticLogs\
```

**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.