



# Music Logging Instructions (macOS)

For macOS music related issues, please capture a sysdiagnose.

## Enabling Logging

### Important:

- Note in your report what music was playing when the issue occurred.
- Note in your report the date and time the issue occurred.

1. Reproduce the issue.
2. Collect a sysdiagnose (See below).
3. Attach file to your report.

### 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 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”