



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"`