



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 > 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. \geq .
5. Click the Remove button.