



Notes (iOS)

For issues with Notes on iOS, please follow the instructions below to gather logging.

Enabling Logging

Note: The profile will expire after 14 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.
3. Reproduce issue and wait 5 to 10 minutes before proceeding.
Important: Please note the time and date the issue occurs and include names of the app, cloud folder, and file(s) involved in your report.
4. Trigger a sysdiagnose on the device by simultaneously pressing and releasing both side volume buttons and side button (or top button on some devices).

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 path below under Log Locations to your report.

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 Profile and enter passcode if asked.
5. Restart device.