

# How to retrieve crash logs in OS X

When a Mac application crashes, it generates a log file that can tell us a lot of information about the problem. In the course of troubleshooting crashing problems, we may request that you provide us with a crash log.

Below we provide steps to locate copies of your crash logs. When you provide crash logs to us for review, please be sure to include all files in the folder with filenames that start with the name of the application that is crashing. For example, if Paperless is the application that is crashing, please be sure to provide all crash logs with names that contain `Paperless`.

## Locating crash logs under OS X 10.7 and later.

Under OS X 10.7 ("Lion"), and later, crash logs are stored in the folder `~/Library/Logs/DiagnosticReports/`.

You can reach this folder by following these steps:

1. In Finder, click on the Go menu and choose **Go to Folder...** After selecting this command, a text field should appear in Finder.
2. Paste the path `~/Library/Logs/DiagnosticReports/` into the text field.
3. Click the **Go** button.