Sysdiagnose (iOS)

For general iOS issues, please gather a sysdiagnose.

Enabling Logging

Note: You can also use AssistiveTouch to trigger an iOS sysdiagnose. Instructions here.

1. Reproduce the issue. **Important:** Note the date and time issue occurred and add this information to your report.

2. Trigger a sysdiagnose by simultaneously pressing and releasing both volume buttons + the Side (or Top) button for 1 to 1.5 seconds.
   Notes:
   - A screenshot will also be taken when the buttons are pressed and released.
   - The sysdiagnose is triggered upon button release.
   - On an iPhone you will feel a short vibration when a sysdiagnose is successfully triggered. (The vibration will not occur on an iPad).

3. Wait 10 minutes for the diagnostic gathering to complete.

4. Sync device with your host computer or AirDrop the file to your Mac computer.

5. Attach the file listed at the path below under Log Locations to your report.

   Notes:
   - It's **very important** to note the date and time you reproduced the issue in your report. This information will help the engineering team pinpoint the issue in the log file.
   - If applicable, please provide the name(s) of the affected app(s) in the report.
   - Trigger the sysdiagnose as soon as possible after the problem occurs, even if the logs can't be synced until later.

Log Locations

iOS:

Go to: Settings.app > Privacy > Analytics > Analytics Data >
Locate the sysdiagnose file and AirDrop it to your Mac. Scroll down, if necessary, to the point where you see the sysdiagnose with today's date, tap on that file and then tap the box with an arrow in it at the top right. Then choose the Mac device to send it to from the list of devices that appear in the AirDrop area. Once the transfer is complete (this may take several minutes), the file will be located in the /Users/[Your Username]/Downloads folder. The name will be similar to this: "sysdiagnose_YYYY.MM.DD_HH-MM-SS-XX..."

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 10:

```
C:\Users\USERID\AppData\Local\Packages\AppleInc.iTunes_devicename\LocalCache\Roaming\Apple
Computer\Logs\CrashReporter\MobileDevice
```

Windows 8, 7, Vista:

```
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.

Logging Instructions and Profiles