sysdiagnose Instructions (macOS)

To capture a sysdiagnose, please follow the instructions below to gather logging.

sysdiagnose Instructions

- 1. Reproduce the issue. Important: Note the date and time issue occurred and add this information to your report.
- 2. Trigger a sysdiagnose (See below).

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.
- 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"