



# 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.
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_2017.08.17_07-30-12-0700_10169.tar.gz"`