



sysdiagnose

For general Apple TV issues, please follow the instructions below to gather a sysdiagnose.

Notes:

- 3rd generation Apple TVs DO NOT support sysdiagnose logging.
- 4th generation Apple TVs can AirDrop the sysdiagnose log file to a Mac.

Logging (4th generation Apple TV & Mac)

1. Reproduce the issue and generate a sysdiagnose by pressing and holding PLAYPAUSE and VOL- for 6 seconds until you see a dialog confirmation on the TV screen.
2. Follow the instructions on the TV screen to AirDrop the sysdiagnose log file from the Apple TV to your Mac.
3. On the Mac, attach the sysdiagnose log file to your bug report.

Logging (4th generation Apple TV & Windows)

1. To generate a sysdiagnose, press and hold PLAYPAUSE and VOL- for 6 seconds until you see a dialog confirmation on the TV screen.
2. Connect the Apple TV to your Windows computer via a USB-C cable.
3. Open iTunes and allow it to transfer the log files to your computer.
4. Compress and attach the contents of the log file to your bug report (See 'Log Location' below).

Log Location

macOS:

```
~/Library/Logs/CrashReporter/MobileDevice/[Name of Apple TV]/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\[Name of Apple TV]\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.