Export System and Application Logs for Troubleshooting on macOS

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Introduction

This document describes how to locate and export system and application log files on macOS for diagnosing issues with the Umbrella Roaming client.

Overview

System and application logs are essential for diagnosing and troubleshooting issues involving the Umbrella Roaming client on macOS. You can locate and export these logs using Finder, Terminal, or the Console app.

Locate Plain-Text Log Files on macOS

Navigate to these file paths using **Finder** or the **Terminal**:

- **System Log Folder:**`/var/log`
- **System Log:**`/var/log/system.log`
- **Mac Analytics Data:**`/var/log/DiagnosticMessages`
- **System Application Logs:**`/Library/Logs`
- **System Reports:**`/Library/Logs/DiagnosticReports`
- **User Application Logs:**`~/Library/Logs`(for example,`/Users/NAME/Library/Logs`)
- **User Reports:**`~/Library/Logs/DiagnosticReports`(for example,`/Users/NAME/Library/Logs/DiagnosticReports`)

Capture Log Files Using the Console App

You can also use the Console app (similar to Windows Event Viewer) to access logs:

1. **Open the Console App:**
    - Option 1: Go to**Finder > Applications > Utilities > Console**.
    - Option 2: Press**Command+Space**to open Spotlight, then type “Console” and press Enter.
2. In the Console app, browse system and application logs to locate relevant entries for troubleshooting.

Export Log Files

1. Click**Edit > Select All**to select all log entries.
2. Click**Edit > Copy**to copy the selected contents.
3. Open the TextEdit app (press**Command+Space**, type “TextEdit,” and press Enter).
4. Paste the copied log data into a new text file.
5. Save the text file.