

Activate and Submit a Sysdiagnose for an iOS Device to Umbrella

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Introduction

This document describes how to activate and submit a sysdiagnose for an iOS device to Cisco Umbrella Support.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco Umbrella.

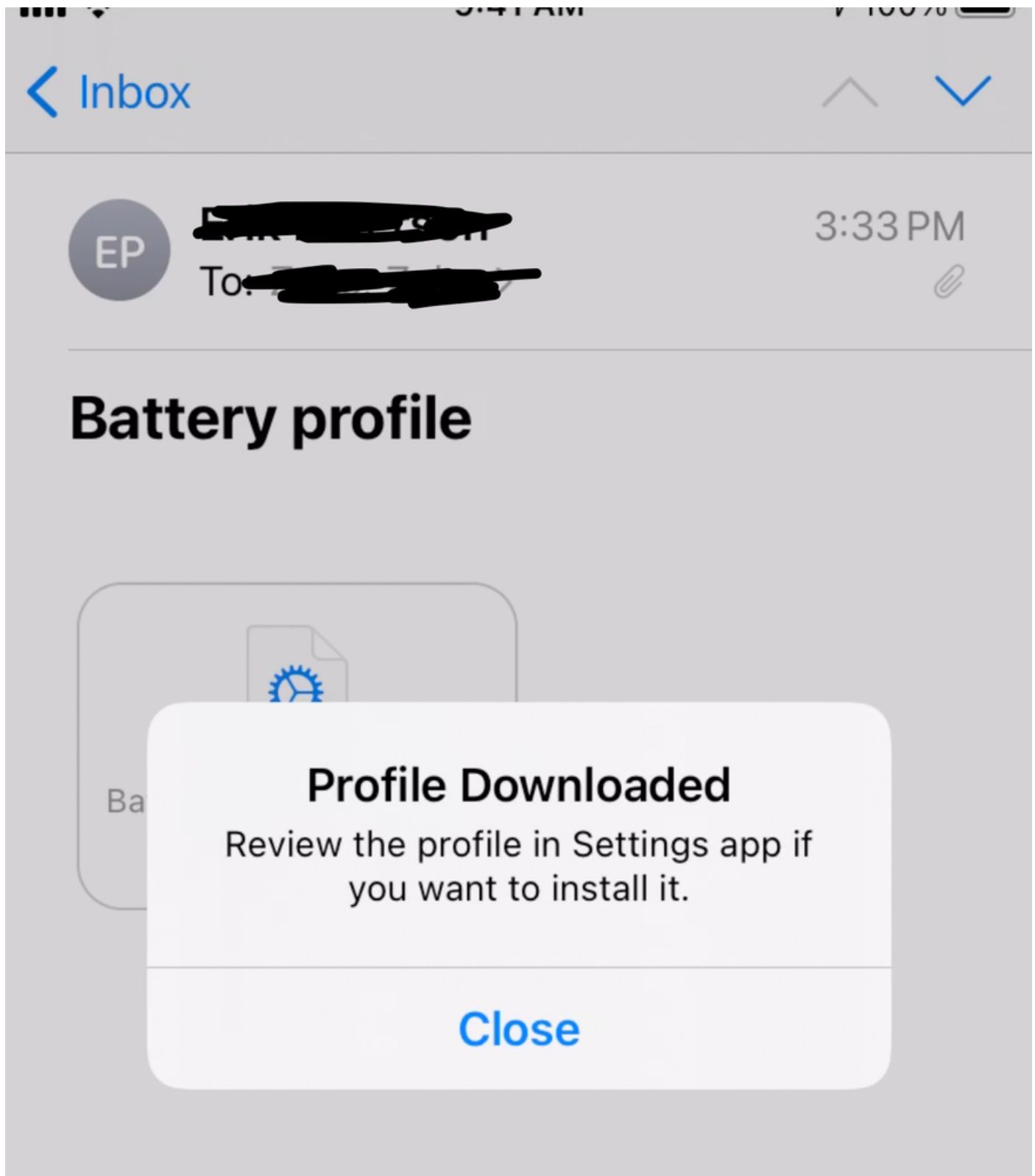
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Overview

If you are experiencing battery drain issues on an iOS device, Cisco Umbrella Support can request a sysdiagnose. This article offers a detailed guide on how to execute this diagnostic correctly.

Active and Submit a Sysdiagnose for an iOS Device

1. After you receive a .mobileconfig file from Cisco Umbrella Support via email on your iOS device, select the file to initiate installation. This action triggers the "Profile Downloaded" dialog to appear:



4402032364308

2. Navigate to **Settings > Profile & Device Management**.



9:41 AM

100%

[< Settings](#)

General

Date & Time >

Keyboard >

Fonts >

Language & Region >

Dictionary >

VPN Not Connected >

Profiles & Device Management 3 >



Legal & Regulatory >

Reset >

[Shut Down](#)

. It then gives you prompts for your consent and passcode or password. Once complete, you can return to your home screen.



9:41 AM

100%

[Cancel](#)

Install Profile

[Install](#)



System Debug Profile

Apple Inc.

Signed by AppleCare Profile Signing Certificate

Verified ✓

Description Sets defaults required to enable system debug logging

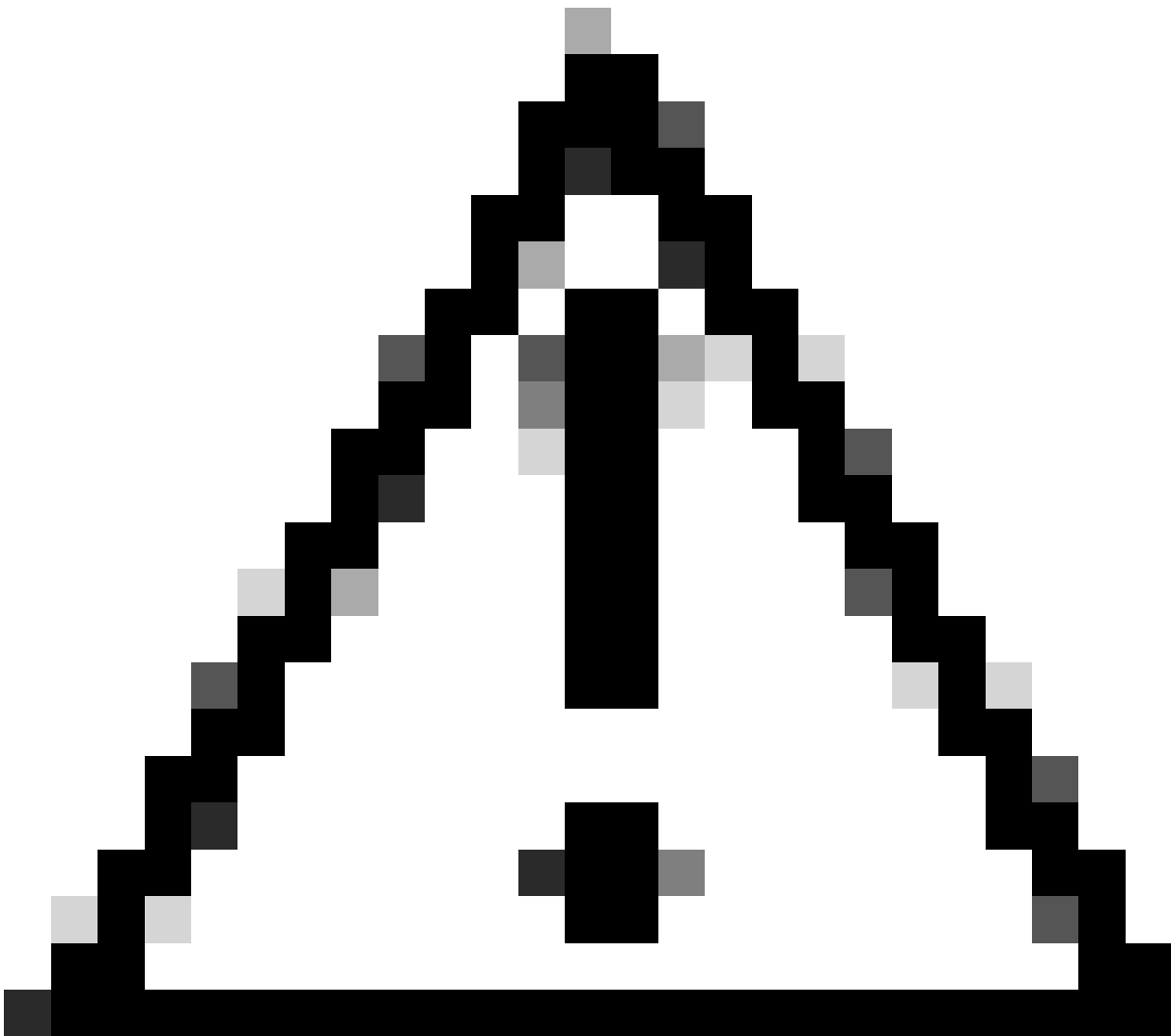
Contains Internal Settings
Logging Settings

More Details

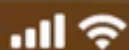


Remove Downloaded Profile

button at the same time for about .25 seconds. When the sysdiagnose has been started, you feel a small vibration (except on iPads).



Caution: On some iOS devices, continuing to hold this combination for much longer can start a countdown to activate the SOS emergency service call feature. If the SOS icon is replaced with a countdown timer, simply release the buttons. You have already held them long enough to activate the sysdiagnose.



9:41 AM

100% 



slide to power off

SOS

Emergency SOS



Cancel

: The file is usually very large and therefore can be too large for email. Airdrop is the most convenient and can handle the large files well.

11. Once the file is on your computer, upload it to the link that Cisco Umbrella Support has provided.