

Overview

When troubleshooting issues, Pearson may request a copy of your log files from Pearson System of Courses (PSC). The following information instructs administrators and users on how to locate and collect the log files for the PSC app on the iOS / Apple platform

For the K-1 and 2-12 iOS apps

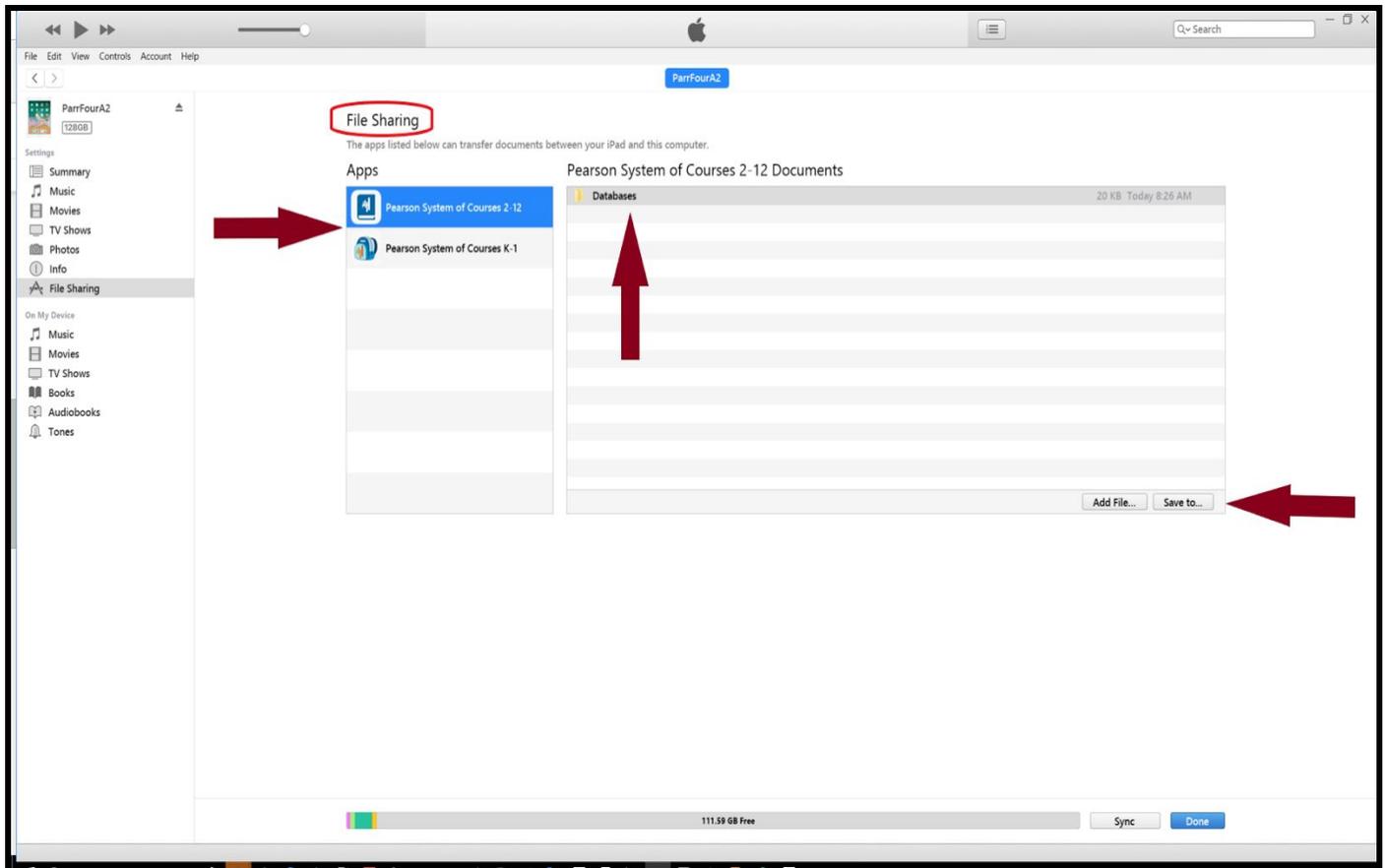
Using the **current iTunes version** (12.7 and higher) with **File Sharing**

Note: iTunes versions 12.7 and later use the File Sharing feature in order to provide access to app files. Instructions for previous iTunes versions are also provided later in this document.

1. When needed, the PSC log will need to be saved from the iPad device in order to be shared with Pearson.
2. Connect the iPad device via a USB cable to a computer (Mac or Windows) with iTunes installed.
3. Launch iTunes.
4. Select the iPad icon at the top of the screen as indicated below by the red arrow



5. Select **File Sharing** from the left menu.
6. Under **Apps** on the right select the **Pearson System of Courses App** (see image below).
7. On the right select **Databases** (see image below).
8. Tap the **Save to...** button at the bottom of the screen (see image below).
9. Select a folder on the computer to hold the log file and press the **Select Folder** button to save the file. **Note:** If there is already a file in the selected location a Replace/Don't Replace dialog will appear. To resolve this select another location or remove/rename the current file.
10. Navigate to the folder on the computer and locate the file saved from step 9. This file should be present in the following example location
[Folder]\Databases\log.database.sqlite.
11. Send the file (log.database.sqlite) to your Pearson Support contact.





Using **previous iTunes versions** (prior to 12.7) with **App management**

Note: iTunes prior to version 12.7 uses the App management feature in order to provide access to app files. Previous iTunes versions can be located [here](#).

1. When needed, the PSC log will need to be saved from the iPad device in order to be shared with Pearson.
2. Connect the iPad device via a USB cable to a computer (Mac or Windows) with iTunes installed.
3. Launch iTunes.
4. Select the iPad icon at the top of the screen as indicated below by the red arrow



5. Select **Apps** from the left menu.
6. Scroll down the window on the right and locate the **File Sharing** area at the bottom of the screen (see image below).
7. Under **Apps** on the right select the **Pearson System of Courses App** (see image below).
8. On the right select **Databases** (see image below).
9. Tap the **Save to...** button at the bottom of the screen (see image below).
10. Select a folder on the computer to hold the log file and press the **Select Folder** button to save the file. **Note:** If there is already a file in the selected location a Replace/Don't Replace dialog will appear. To resolve this select another location or remove/rename the current file.
11. Navigate to the folder on the computer and locate the file saved from step 10. This file should be present in the following example location
[Folder]\Databases\log.database.sqlite.
12. Send the file (log.database.sqlite) to your Pearson Support contact.

