How to use the BDsysLog scan utility on Mac

This article explains how to use the BDsysLog utility on macOS computers. Developed by Bitdefender Labs, BDsysLog scans critical system areas to enable security experts identify evasive or unknown malware on your device. BDsysLog collects specific system information that may indicate active malware or malware-related activity. The gathered data is sent to Bitdefender Cloud Services for processing. After the analysis is complete, the tool generates a local archive named bdsyslog.zip, which contains the detailed log.

When you contact Bitdefender support claiming suspicious malware-like behavior, a representative may ask you to provide detailed information:

- a **full description** of the symptoms that make you suspect your Mac is infected
- a **screenshot** of the malware signs you see on the screen – How to take a screenshot on Mac
- a **BDsys log** – Use the method described below to generate a BDsys log.

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1. **Download the correct BDsysLog tool**

On the affected Mac that shows signs of infection, click the link that matches your computer type:

To find out if your Mac has an Intel or Apple M-series chip, click the Apple icon (□) > About This Mac, then look for “Chip” (Apple Silicon) or “Processor” (Intel) on the Overview tab. Apple Silicon Macs say “Chip” with an M-series name (like M1, M2, M3), while Intel Macs say “Processor” with an Intel Core name (like i5, i7, i9).

- **For Mac with Apple M chip:** https://download.bitdefender.com/supporttools/bdsyslog/MacOS/arm64/BDSysLog_i
- **For Mac with Intel processor:** https://download.bitdefender.com/supporttools/bdsyslog/MacOS/amd64/BDSysLog_i

After downloading, the file will likely be in your **Downloads** folder.

2. **Allow the tool to run**

macOS requires you to tell it that this tool is safe to run. To do this:

- Open **Terminal** (from Applications → Utilities → Terminal).
- Type the following (Replace “Downloads” with the folder on your Mac where BDSysLog_i was saved.):

1. chmod 755 ~/Downloads/BDSysLog_i
2. Press **Enter** on your keyboard.

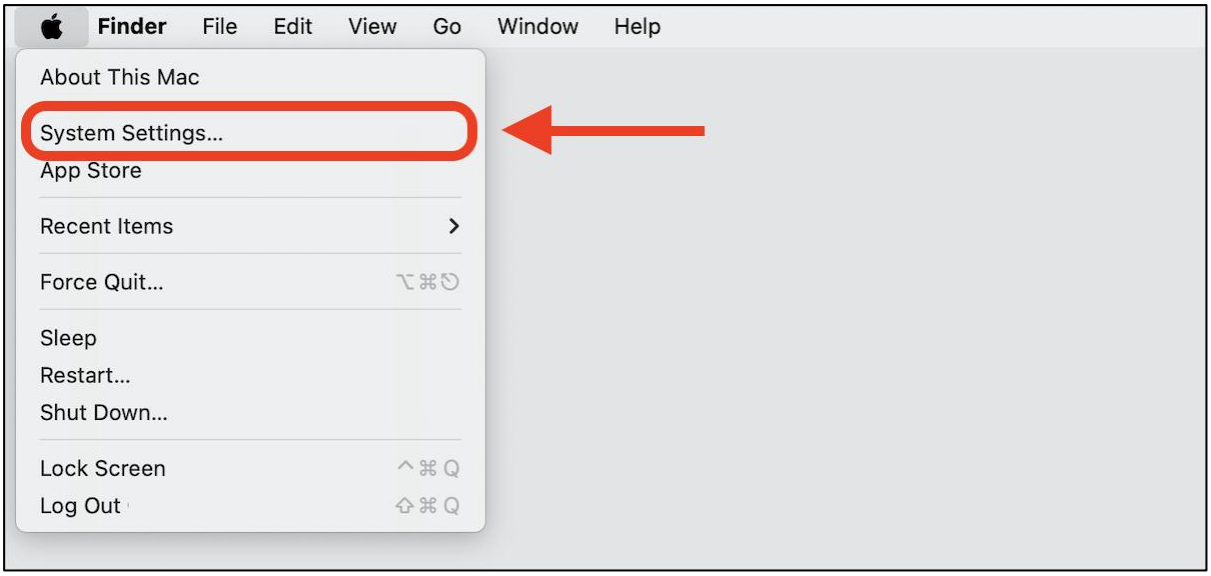
That’s it – this only tells macOS the file is allowed to run.

3. Grant Full Disk Access

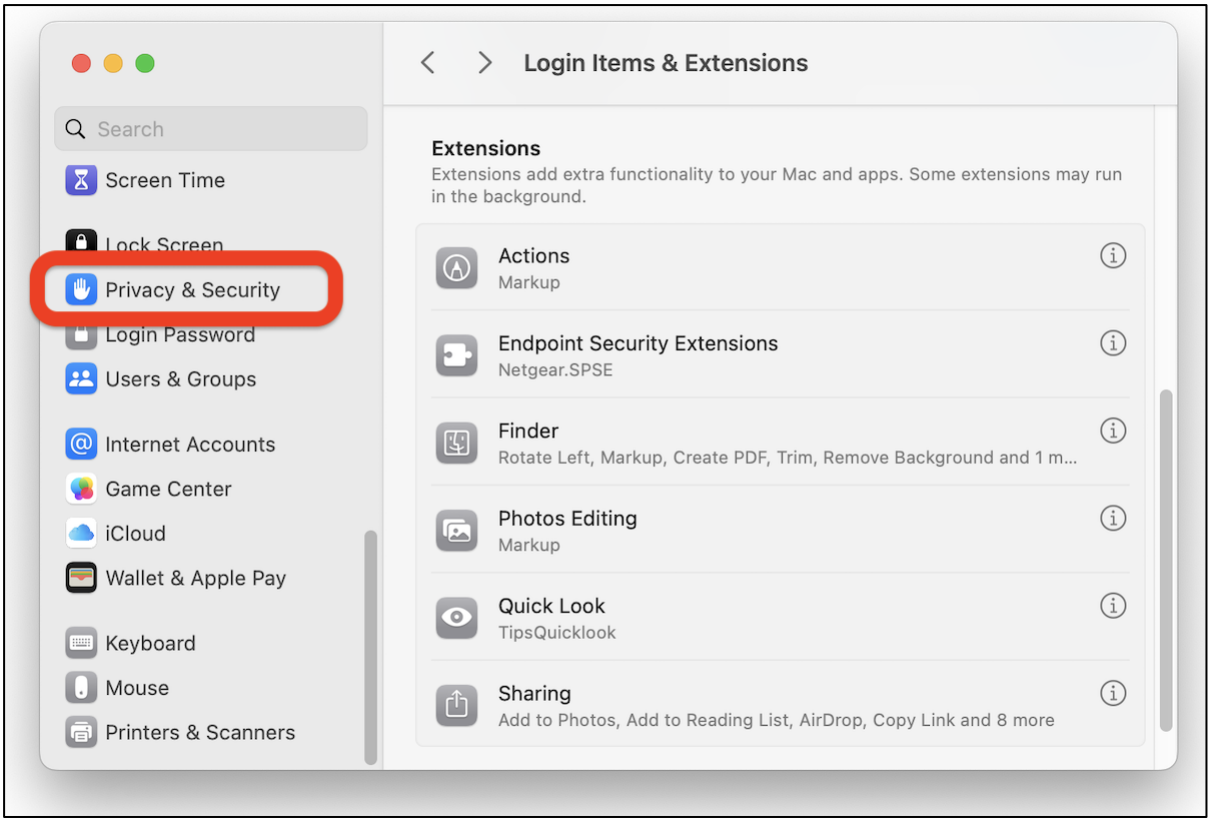
For BDsysLog to scan Safari and other privileged files, you need to grant it Full Disk Access. Follow the steps for your version of macOS – Which macOS is installed?

macOS Ventura 13 and later

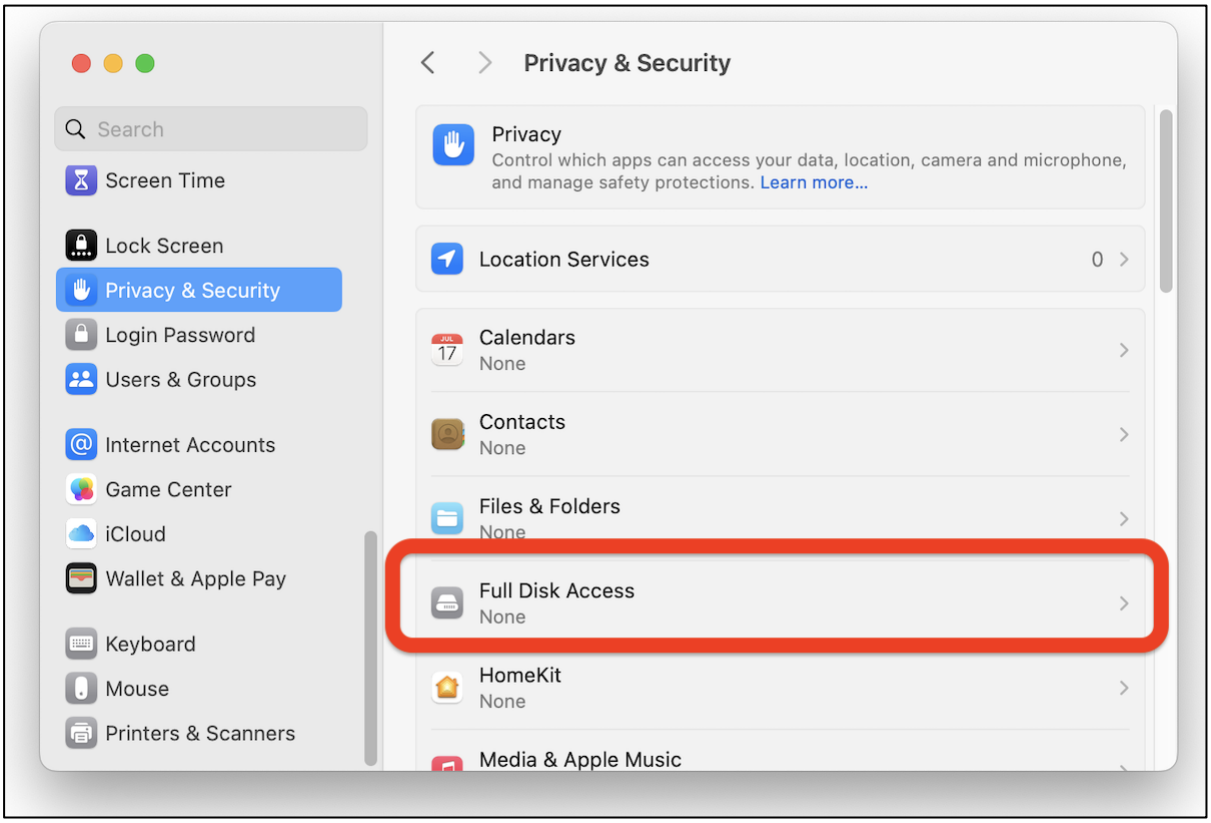
1. Go to Apple menu (□) → **System Settings**.



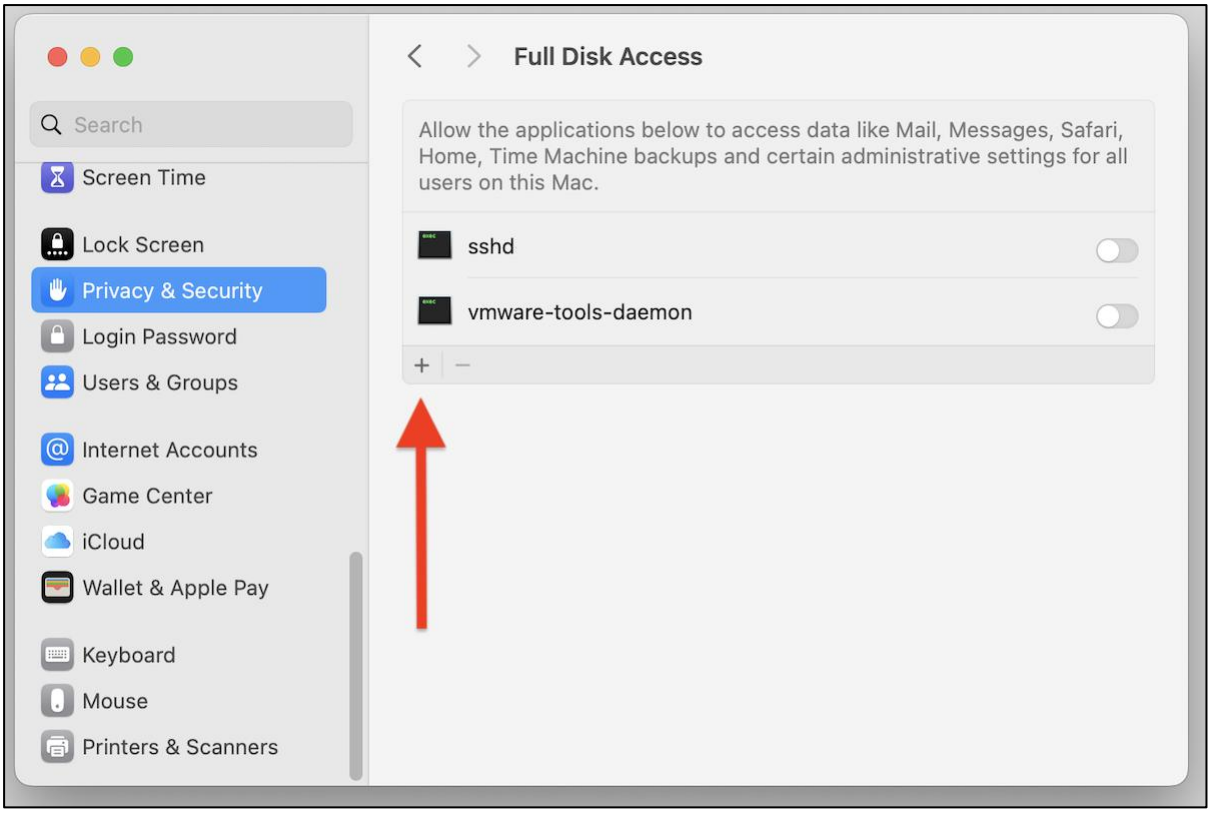
2. In the left sidebar, scroll down and click **Privacy & Security**.



3. Scroll down and click **Full Disk Access** on the right-hand side of the window.



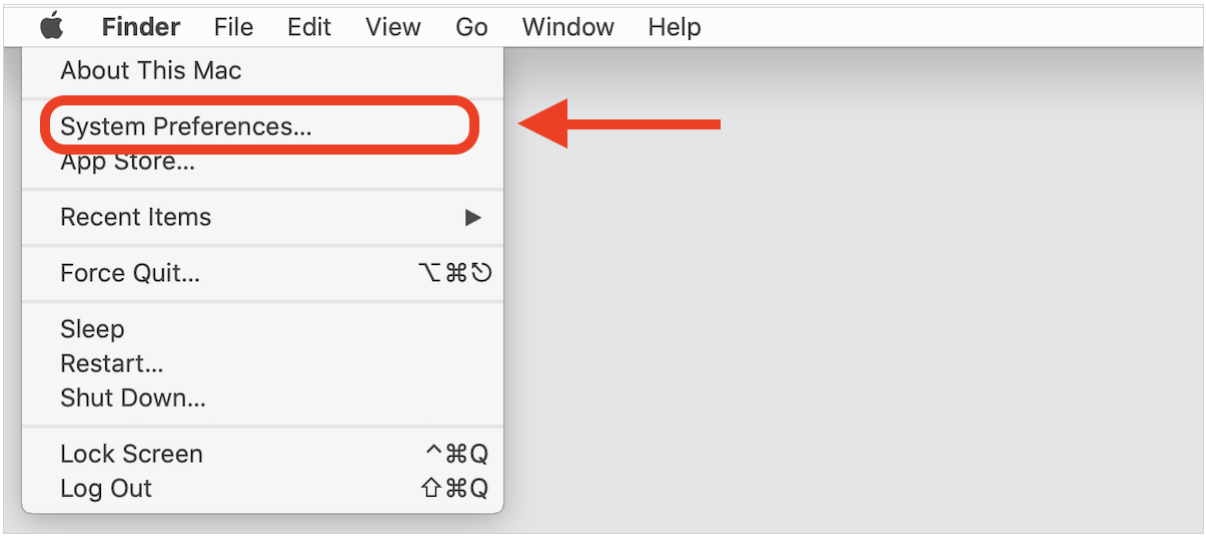
4. Click the **+** button at the bottom.



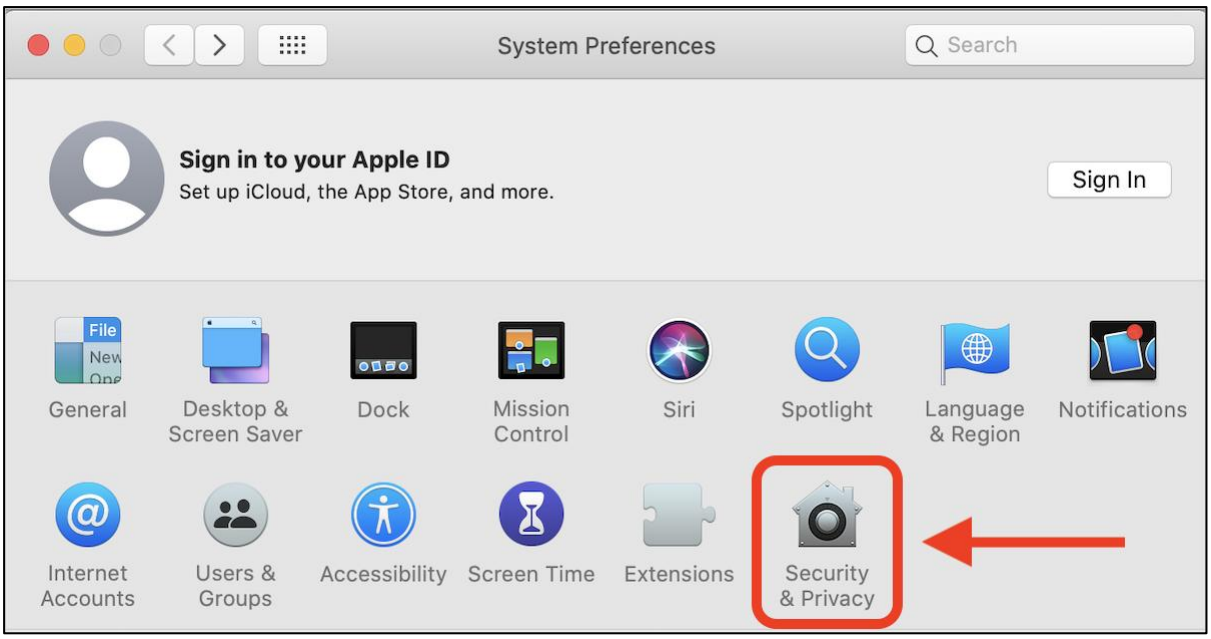
5. Enter your Mac password or authenticate with Touch ID to modify settings.
6. Select **BDSysLog_i** then click **Open** to grant access.

macOS Monterey 12 and earlier

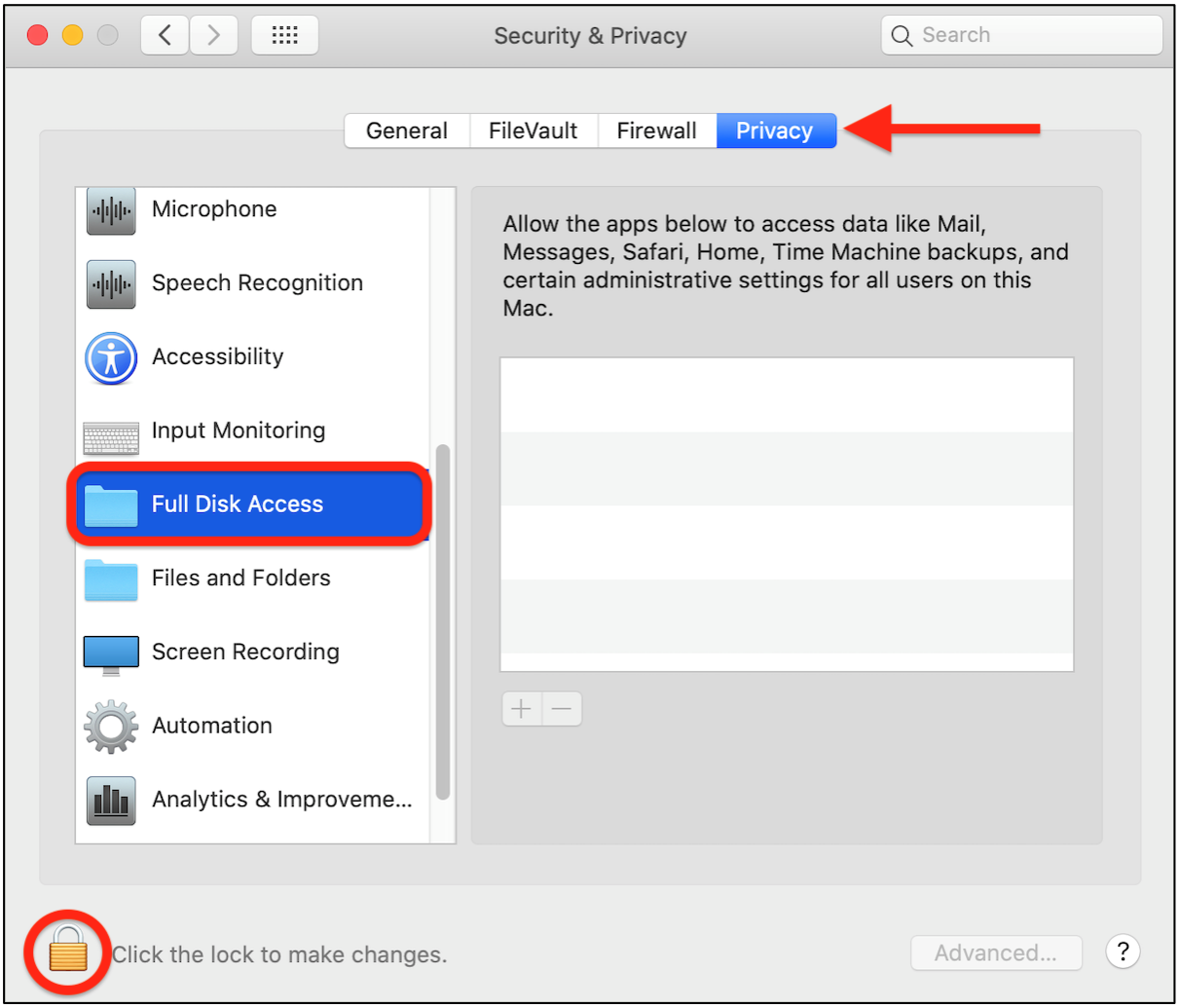
1. Go to Apple menu (□) → **System Preferences**.



2. Click **Security & Privacy**

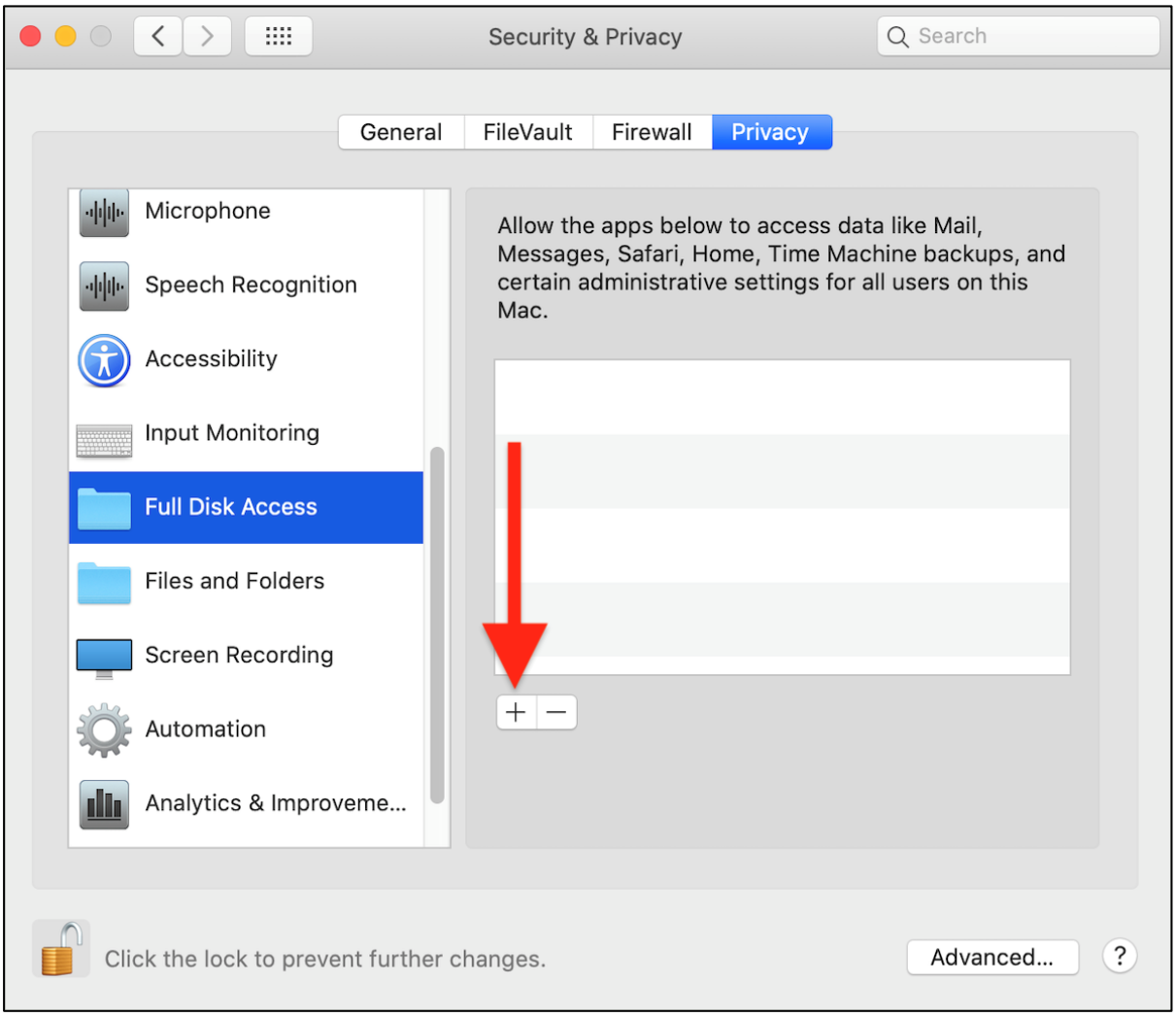


3. At the top of the window, click the **Privacy** tab.
4. In the left sidebar, scroll down and select **Full Disk Access**.
5. Click the padlock icon at the bottom.



6. Enter your Mac password to unlock changes.

7. Click the **+** button at the bottom.

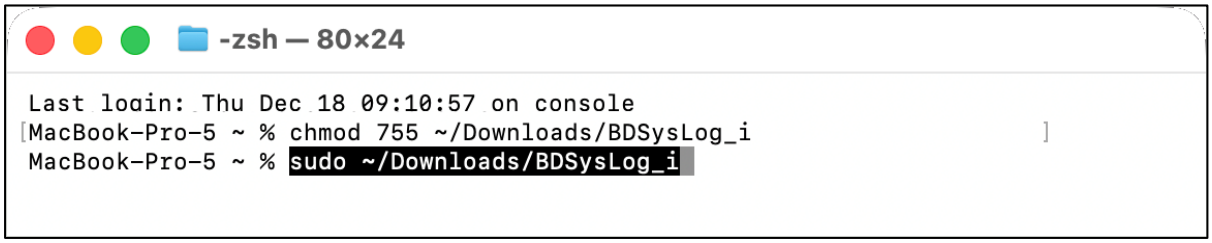


8. Select **BDSysLog_i** then click **Open** to grant access.

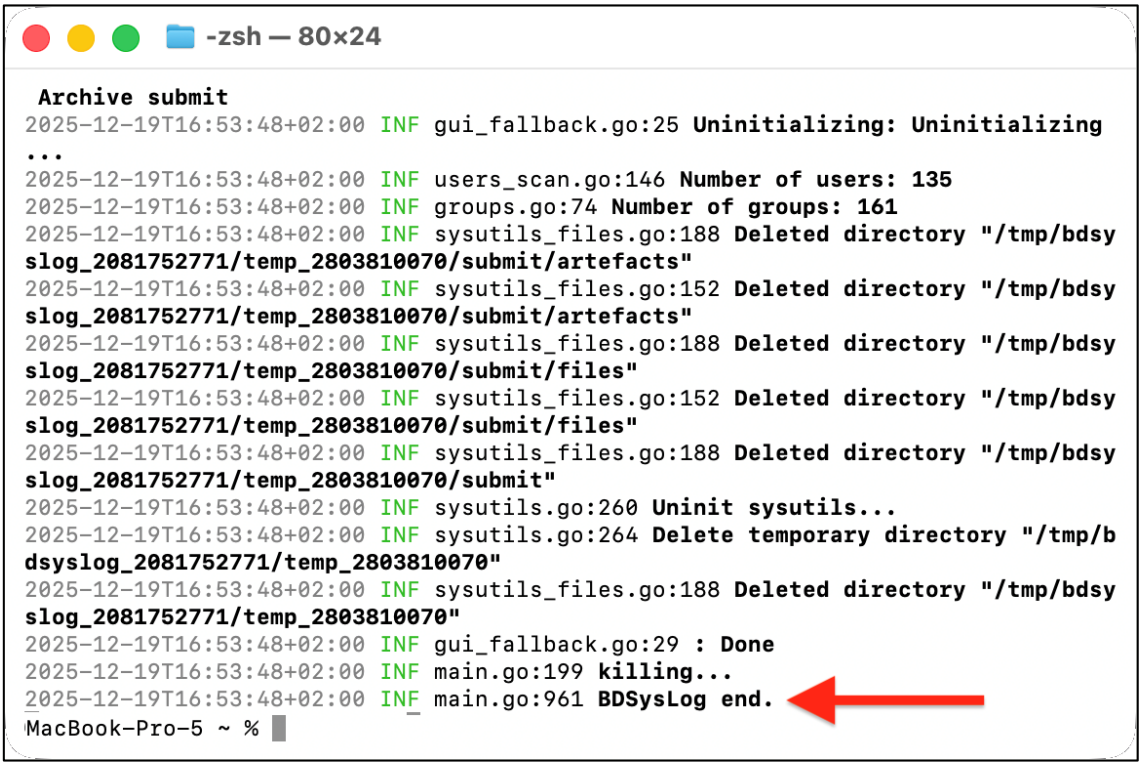
4. Run BDSysLog with admin privileges

This part must be done in Terminal so the tool can run with administrator permissions.

1. Open **Terminal** again.
2. Run this command:
3. sudo ~/Downloads/BDSysLog_i
4. Enter your Mac's password and press **Enter**. (The password be invisible as you type – this is normal.)



5. Click **Allow** each time you are prompted.
6. Wait for BDsysLog to end the scan. This process may take several minutes depending on your system.



5. Submit bdsyslog.zip

1. When the tool finishes, a file named bdsyslog.zip will appear in the same folder as the tool – usually Downloads.
2. Attach the **bdsyslog.zip** archive to your support ticket for further troubleshooting.