

# System Troubleshooting

## Boot Issues:

- You may need to change your BIOS to allow legacy and unsecured boot
- Unplug any attached storage or controllers

## Troubleshooting

How to get access to a Linux console for troubleshooting?

- If you can't use SSH because the network is not available, you can plug a USB keyboard on your Batocera box and:
  - on an x86\_64 or x86 PC you can get a console with full graphical capabilities by pressing the [F1] key from the main system menu (to get into the file manager) and then [F4] for an xterm.
  - for other architectures, you can get to a text console by pressing simultaneously [Ctrl][Alt][F3].

By the way you can also diagnose some sound issues with the `alsamixer` sound mixer that is available when pressing [Ctrl][Alt][F4] (text-mode sound mixer).

## Emulators not launching

When you try to launch a game, the emulator stops and gets you back to EmulationStation. In most cases, you will find some useful information in `/userdata/system/logs/es_launch_stderr.log`.

## Joystick Troubleshooting

Please refer to [this page for joystick issues](#)

## Create a Batocera support file

In case you want to share a snapshot of your system log files to help developers diagnose your system you can use the menu **SYSTEM SETTINGS** → **DEVELOPER** → **CREATE A SUPPORT FILE** It will generate a tarball in `/userdata/saves/` named `batocera-support-YYYYMMDDHHMMSS.tar.gz` (with year/date/time of creation in the filename).

## Emulator Troubleshooting

3DS

- Will not show up in Emulation-Station unless you have a rom in the folder
- Does not support Encrypted Games - Must be Decrypted

## PS2

- Bios may be needed if having graphical issues and boot issues
- Most games let you invert your controls if you feel the left stick is swapped

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