

# 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].

## Audio issues

No sound on EmulationStation and/or when launching emulators? Then your audio output might not be initialized correctly. The best way to diagnose audio issues is:

1. Launch [Kodi](#) from the main menu, and check that you have sound on when playing a media file (audio or video). You might need to tweak the audio sources from Kodi settings to make it work.
2. Identify what audio output is used by Kodi. Go back to the audio settings in EmulationStation and find the audio output that looks as close as possible to the one used in Kodi. The names are not exactly the same, but you can identify what is the HDMI output number of sound card ID this way.
3. You can also diagnose some sound issues with the `alsamixer` sound mixer that is available when pressing [Ctrl][Alt][F4] (text-mode sound mixer). Make sure that all the outputs are enabled, and they have their volume up.

## 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 systemm 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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