

# iPhone - Send logs

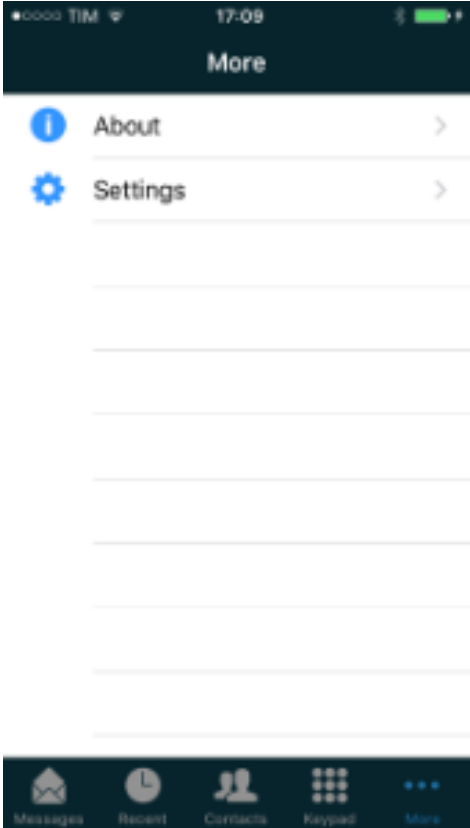

In PrivateWave there is the possibility to activate the application log in order to gather some useful information about the execution. In case of bugs or malfunction, these logs can be sent as a mail attachment to the customer support to allow the developers to analyze the problem experienced by the end user.

To send the logs

- 1. Go to the *More* tab
- 2. Select *About* item (fig. 1)
- 3. Ensure that *Enable logs* switch is turned on<sup>1</sup> (fig. 2)
- 4. Tap on *Send logs* button to pass to email composer<sup>2</sup>
- 5. Write down a description of the experienced issue and send the mail

<sup>(1)</sup> Note that in order to be helpful, the log needs to be enabled before the issue you want to trace happens

<sup>(2)</sup> Please refer to your device manual to know how to configure an email account

 <p>The screenshot shows the 'More' menu in the PrivateWave app. At the top, the status bar shows 'TIM' and '17:09'. The menu has a 'More' header. Below it are two main options: 'About' with an information icon and 'Settings' with a gear icon. Both have right-pointing chevrons. At the bottom is a dock with icons for Messages, Recent, Contacts, Keynote, and More.</p>	 <p>The screenshot shows the 'About' screen. At the top, the status bar shows 'Back to Safari' and '16:23'. The screen has a 'Back to Safari' button and an 'About' header. Below is the PrivateWave logo. The text 'PrivateWave Enterprise' is followed by 'Version 16.0.3844' and 'Build 20160505190009'. Below this is 'For more info:' followed by the URL 'http://www.privatewave.com'. At the bottom, there is a toggle switch for 'Enable logs' which is currently turned on, and a blue 'Send log' button. The dock at the bottom is identical to the previous screenshot.</p>
fig. 1	fig. 2