[IPHONE] Downloading crash logs from an iPhone

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Overview

If the application crashes or is terminated by the operating system, it will almost never have the chance to log the issue before terminating. In that case, technical support may ask you to send them the crash logs to diagnose the issue. This articles describes two ways to do that.

Downloading crash logs with iTunes

This is the recommended way, and the easiest. You'll need:

- [ ] a Windows PC or a Mac with a free USB port

- [ ] an iPhone USB cable

- [ ] iTunes installed on the PC or Mac

If any of these is unavailable to you for any reason, you can still send the crash logs by e-mail from the iPhone itself (see below).

Proceed as follows:

1. Connect the iPhone to the PC or Mac with the USB cable
2. Open iTunes
3. Sync your iPhone with iTunes. Regardless of your sync settings, iTunes will download all crash logs from the device

Depending on whether you're using a Windows PC or a Mac, the crash logs will be downloaded to a different folder

Locating crash logs on Windows

On Windows, crash logs are downloaded to hidden folder `%APPDATA%\Apple computer\Logs\CrashReporter\MobileDevice`. To open it:

1. Press `Windows Key` + `R`. This opens the Run dialog
2. Paste `%APPDATA%\Apple computer\Logs\CrashReporter\MobileDevice` in the text box
3. Press `OK`

Locating crash logs on MacOS X

On MacOS X, crash logs are downloaded to hidden folder `~/Library/Logs/CrashReporter/MobileDevice`. To open it:

1. Open Finder
2. Open the menu `Go` `Go to folder…` (⇧⌘G)
3. Paste `~/Library/Logs/CrashReporter/MobileDevice` in the text box
4. Press `Go`

Locating the relevant crash logs in the MobileDevice folder

You should now have the `MobileDevice` folder open in Explorer (on Windows) or Finder (on MacOS X). The MobileDevice folder should contain one or more folders, named after all the Apple devices that were synced with the computer. Open the folder with the name of the iPhone from which you're downloading the crash logs (for example, the `Fausto Gervasoni's iPhone` folder for an iPhone named "Fausto Gervasoni's iPhone"). This folder should contain several files, of which the following are of interest to technical support:

- all files with names starting with `LowBatteryLog`
- all files with names starting with `LowMemory`
- (when reporting an issue with PrivateWave Enterprise) all files with names starting with `PrivateGSMEnt`
- (when reporting an issue with PrivateWave Professional) all files with names starting with `PrivateGSMProfessional`

> **(i) On rebranded versions**
>
> Crash logs for rebranded versions of PrivateWave will start with a different text, i.e. the application's internal name. If you're supporting a rebranded version and are unsure what the internal name is:
>
> - log in to iTunes Connect
> - navigate to `My Apps`
> - navigate to your rebrand of PrivateWave
> - open the `More About this App` menu
> - under `Bundle Id`, you'll find a string, e.g. `com.test.BrandedGSM`
> - the text after the last "`.`" is the application's internal name ("`BrandedGSM`" in our example)
>
> If you can't access iTunes Connect or can't find the required information, refer to your PrivateWave technical support contact.

Collect all of these files, and compress them in a zip file. Send the zip file to technical support.

> **(i)** If you're unsure what files are relevant to the issue you reported, you can zip the entire contents of the folder. This has privacy implications though, as technical support will get to know what other applications you have installed and are using on your iPhone.

E-mailing crash logs from the iPhone

> **(!)** This method is strongly discouraged and should only be used in an emergency. If possible, crash logs should be downloaded with iTunes.

Crash logs can also be accessed directly from the iPhone as a list of text files.

Opening the list of crash logs on iOS 8

1. Open the `Settings` app
2. Navigate to `Privacy`
3. Navigate to `Diagnostics & Usage` (near the end of the list)
4. Navigate to `Diagnostics & Usage Data`

Opening the list of crash logs on iOS 7

1. Open the `Settings` app
2. Navigate to `General`
3. Navigate to `About`
4. Navigate to `Diagnostics & Usage` (near the end of the list)
5. Navigate to `Diagnostics & Usage Data`

Locating the relevant crash log in the list

You should now see a list of the most recent crash logs. The relevant crash logs are:

- `LatestCrash-PrivateGSMEnt.ips` (for PrivateWave Enterprise)
- `LatestCrash-PrivateGSMProfes.ips` (for PrivateWave Professional)
- if the relevant crash wasn't the latest, look for logs with names starting with `PrivateGSMEnt_YYYY-MM-DD-hhmmss` (for PrivateWave Enterprise) or `PrivateGSMProfessional_YYYY-MM-DD-hhmmss`. `YYYY-MM-DD-hhmmss` is the date and time at which the crash log was created; choose the log closest to the date and time you noticed the issue you reported

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>
> If you can't access iTunes Connect or can't find the required information, refer to your PrivateWave technical support contact.
>
> Note that, if the internal name is longer than 16 characters, iOS may truncate it (for example, `PrivateGSMProfessional` is truncated to `PrivateGSMProfes` in `LatestCrash-PrivateGSMProfes`)

E-mailing a crash log

1. Navigate to the crash log by tapping on its name: you'll see a text field with the contents of the log
2. Select all the the text, and long press to bring up the `Copy` menu
3. Copy the text, and paste it in an e-mail
4. Send the e-mail to technical support