

iPhone - Send logs

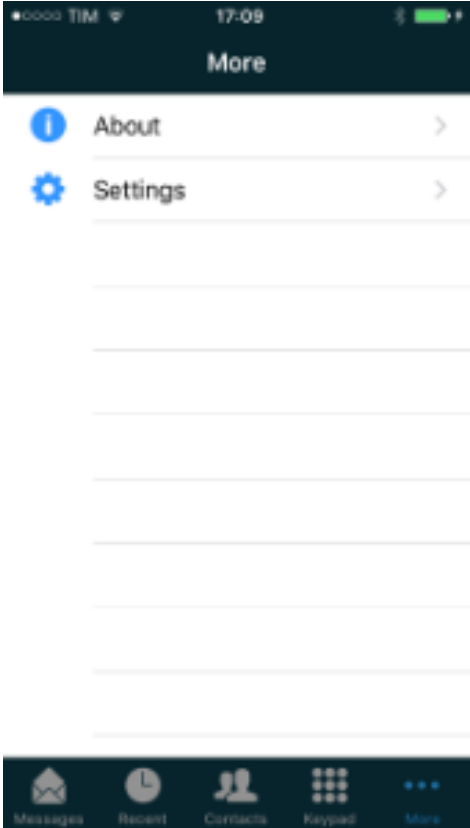

In PrivateWave there is the possibility to activate the application log in order to gather some useful information about the execution. In case of bugs or malfunction, these logs can be sent as a mail attachment to the customer support to allow the developers to analyze the problem experienced by the 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 on¹ (fig. 2)
- 4. Tap on *Send logs* button to pass to email composer²
- 5. Write down a description of the experienced issue and send the mail

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

⁽²⁾ Please refer to your device manual to know how to configure an email account

 <p>The screenshot shows the 'More' menu of the PrivateWave application. At the top, the status bar displays 'TIM' and the time '17:09'. The menu has a dark header with the word 'More' in white. Below the header, there are two main options: 'About' with an information icon (i) and 'Settings' with a gear icon. Both options have a right-pointing arrow. The bottom of the screen shows the standard iOS dock with icons for Messages, Recent, Contacts, Keynote, and More.</p>	 <p>The screenshot shows the 'About' screen of the PrivateWave application. At the top, the status bar displays 'Back to Safari' and the time '16:23'. The screen has a dark header with the 'privatewave' logo. Below the header, the text 'PrivateWave Enterprise' is displayed. Underneath, the version and build numbers are listed: 'Version 16.0.3844' and 'Build 20160505190009'. A link for more information is provided: 'http://www.privatewave.com'. Below this, there is a toggle switch for 'Enable logs', which is currently turned on. At the bottom, there is a blue button labeled 'Send log'. The bottom of the screen shows the standard iOS dock with icons for Messages, Recent, Contacts, Keynote, and More.</p>
fig. 1	fig. 2