

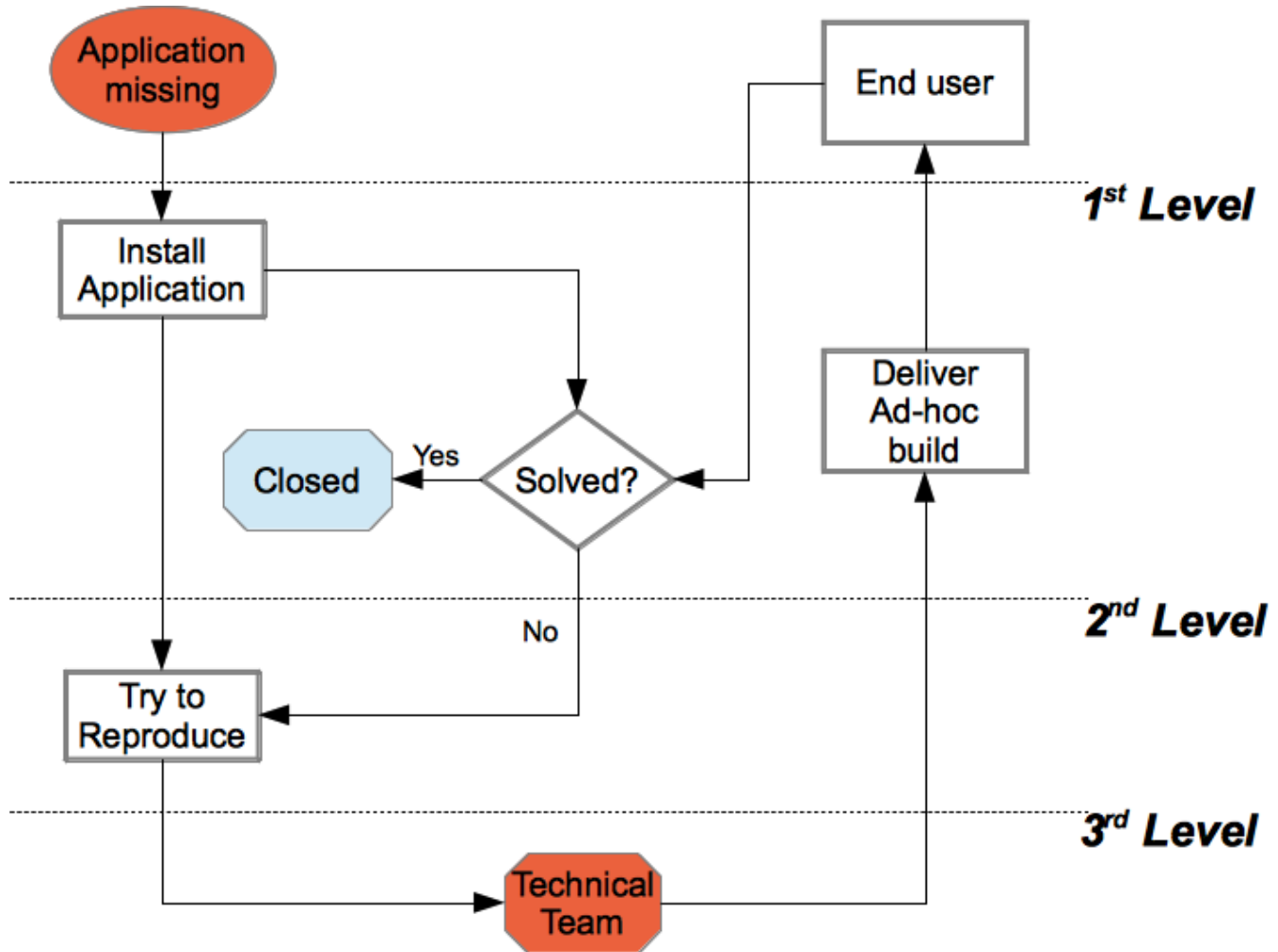
Application Missing

Introduction

A missing application is an issue reported when a previous installation of PrivateGSM disappears from the mobile device. Usually the problem arises after an operating system upgrade or after a restore from backup. Assuming that the cancelation is not

deliberate, most of the time we don't need to investigate on the cause but just try to install the application again and have the customer able to use our solution. It comes that we must put attention to the actions that might have led to the issue in order to distinguish a real problem that could be related to the operating system, from a misstep in some procedure (check the **Incident Definition** and **Incident Description**).

Application missing



First Level

The only way to face this incident is to install the application. Once installed, if the user can see the application, the incident is solved.

If the application is still not present on the device then [escalate](#) to the second level.

Second Level

In case of Application Incident reporting, the Second level due is to make sure we are not facing an application bug. Thus the second level priority is to perform a reproduction test so to collect the largest data amount. A side effect is to make sure this Incident is reproducible so as its resolution can be checked when descending from the third level back to the first one. If the issue is reproducible and not solved in the second level, then we need to escalate to the third level which will produce an ad-hoc build (maybe with a higher level of logging) to be delivered to the user by the first level and to restart the investigation cycle.