How to Troubleshoot When EZView Crashed?

# How to Troubleshoot When EZView Crashed?

Description

Note: *This method is applicable to most of the scenarios. If the method still cannot solve your problem, it is recommended to consult our Tech Support Team.*
https://global.uniview.com/Support/Service_Hotline/

Operating Steps

Step 1 Upgrade your EZView to the latest version or uninstall the app and install the latest version again.
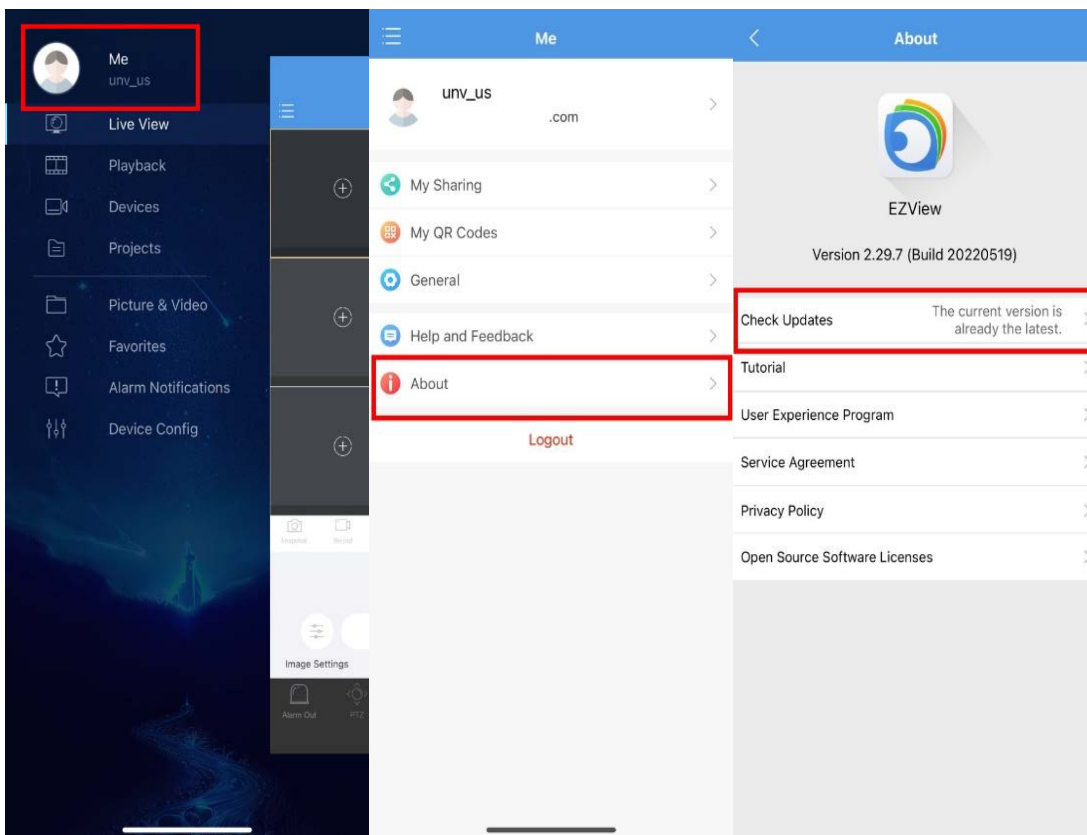
Step 2 Reproduce the issue and collect the log of EZView, screen record the procedure, note down your cell phone info (model, system version and so on) and send them all together to service@uniview.com so that our tech support team will help you with this issue.
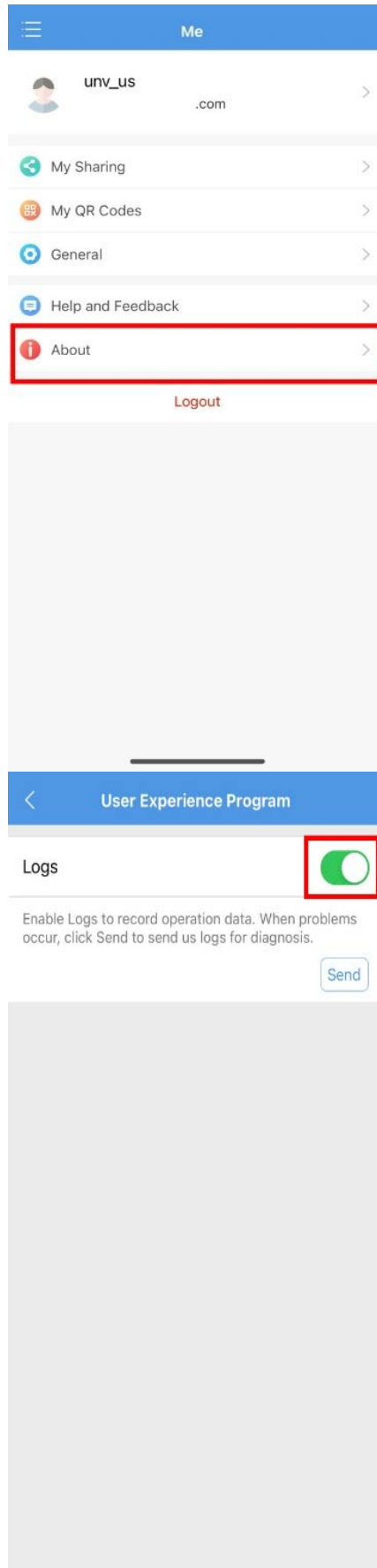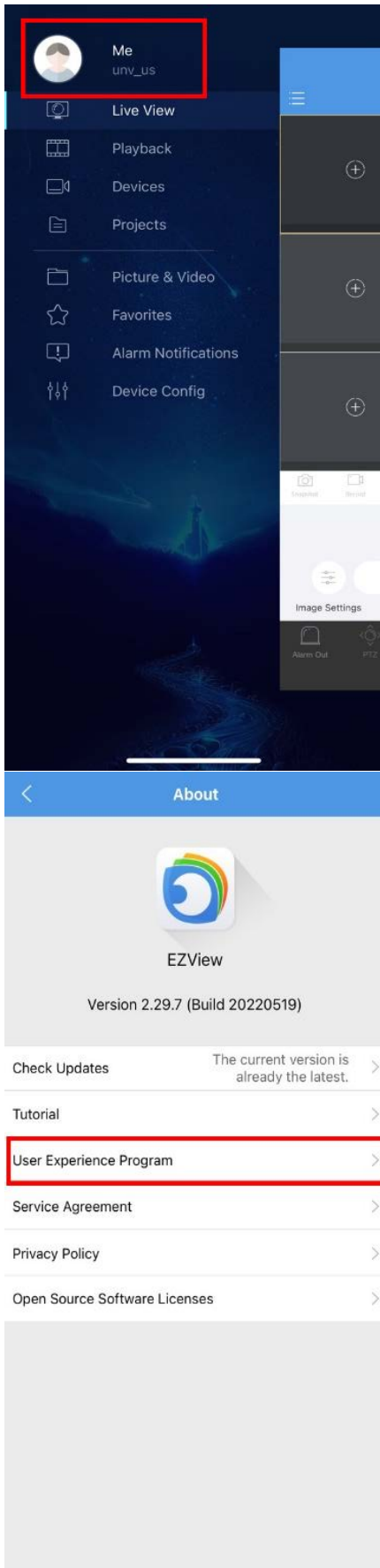
Information we need to troubleshoot:

1. EZView's version.
2. Cellphone model and system version.
3. A short video clip of the problem.
4. EZView logs.
5. The EZView username/Email address you used for sending the logs and the time when you send the logs.
6. Diagnostic & usage data. (Only for iOS)

How to collect the log of EZView?

A. Enable EZView Logs.

B. Reproduce the issue. Record the phone screen to make a short video clip of the issue for us to check.

C. Go to **Me**>**About**>**User Experience Program**>**Logs** and click **Send** to send the log to **service@uniview.com.**
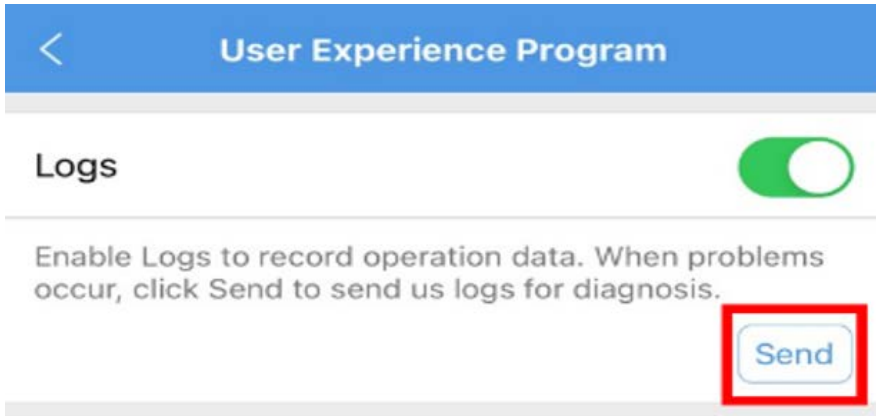
*Note:* *For iOS, we need to collect APP crash diagnostics & usage data as well.*

How to enable diagnostics & usage for iOS devices？

Step 1 *Open the Share iPhone & Watch Analytics on IPhone settings.*

Please refer to this instruction: *https://support.apple.com/en-us/HT202100*

Step 2 *Go to* *Settings > Privacy & Security > Analytics & Improvements > Analytics Data**, under which you can find the EZView app data.*
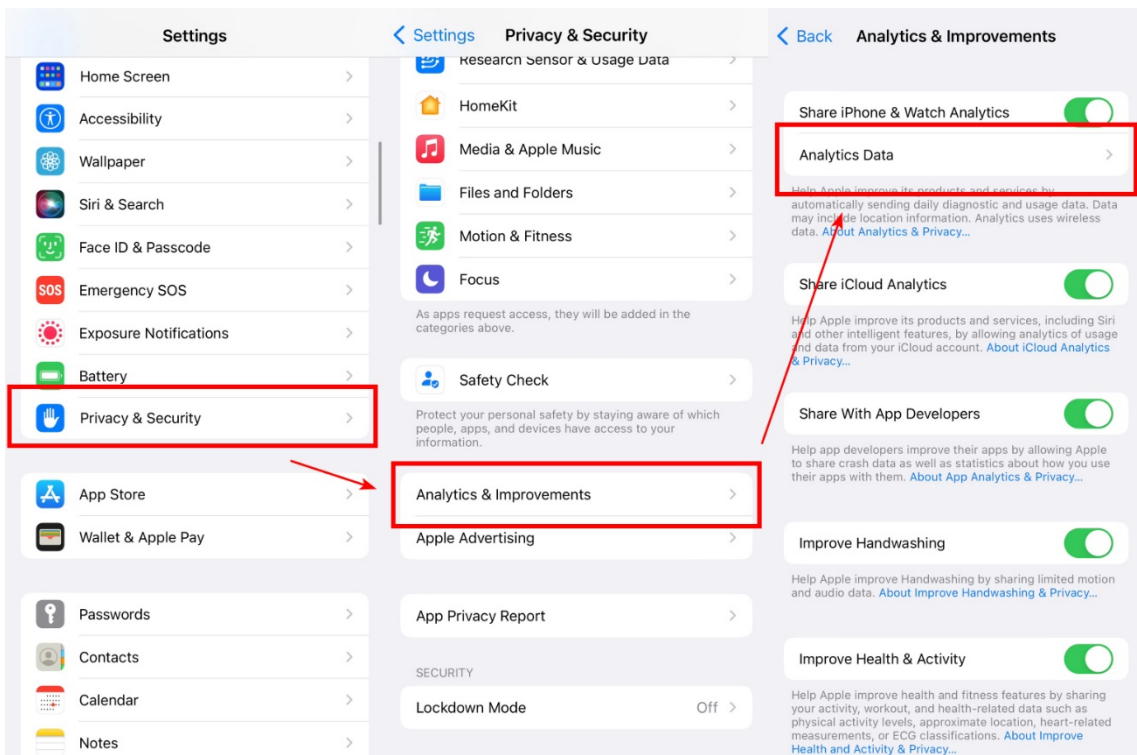
Step 3 *Find the EZView_xxxx (eg. EZView_2015-10-21-112929-****) ExcResource_EZView_xxxx , and send the files to us.*

CoreTime-2015-10-26-081225.ips.synced >

CoreTime-2015-10-27-083233.ips.synced >

ExcResource_com.apple.MobileSoftwareUpd... >

ExcResource_EZView_2015-10-21-111819_la... >

ExcResource_EZView_2015-10-22-151252_la... >

ExcResource_EZView_2015-10-27-153601_l... >

EZView_2015-10-21-112929_ladleed-6P.ips >

IF_2015-10-22-105441_ladleed-6P.ips >

IF_2015-10-22-133220_ladleed-6P.ips >

< EZView_2015-10-21-112929_ladleed-6P...

{"is_simulated":true,"app_name":"EZView","timestamp":"2015-10-21 11:29:29 +0800","app_version":"1.8.0","slice_uuid":"12651af8-f8fe-37d9-963c-c2489cbe692f","adam_id":0,"build_version":"1.8.0.1","bundleID":"com.uniview.app.smb.phone.ezview","share_with_app_devs":true,"is_first_party":false,"bug_type":"109","os_version":"iPhone OS 9.0.2 (13A452)","name":"EZView"}

Incident Identifier: 01D2633E-5D3E-486F-86E7-9F3DEACC75AD
CrashReporter Key: 65651337b5459215384a8470f11a43e1ccdca7ea
Hardware Model: iPhone7,1
Process: EZView [712]
Path: /var/mobile/Containers/Bundle/Application/
CDAC183C-2AEF-4CE3-BCC4-91BC4D06FECD/EZView.app/EZView
Identifier: com.uniview.app.smb.phone.ezview
Version: 1.8.0.1 (1.8.0)
Code Type: ARM-64 (Native)
Parent Process: launchd [1]

Date/Time: 2015-10-21 11:29:29.29 +0800
Launch Time: 2015-10-21 09:28:08.08 +0800
OS Version: iOS 9.0.2 (13A452)
Report Version: 105

Exception Type: 00000020
Exception Codes: 0x000000008badf00d
Exception Note: SIMULATED (this is NOT a crash)
Highlighted by Thread: 5

Application Specific Information:
<BKNewProcess: 0x144642880; com.uniview.app.smb.phone.ezview; pid: 712; hostpid: -1> has active assertions beyond permitted time:
{(
    <BKProcessAssertion: 0x144615b20> id: 712-13CC78F1-A6BA-4827-