



## **How to Troubleshoot When UNV-Link Crashed?**

Title	How to Troubleshoot When UNV-Link Crashed?	Version:	V1.0
Product	SMB	Date	7/15/2024

# How to Troubleshoot When UNV-Link Crashed?

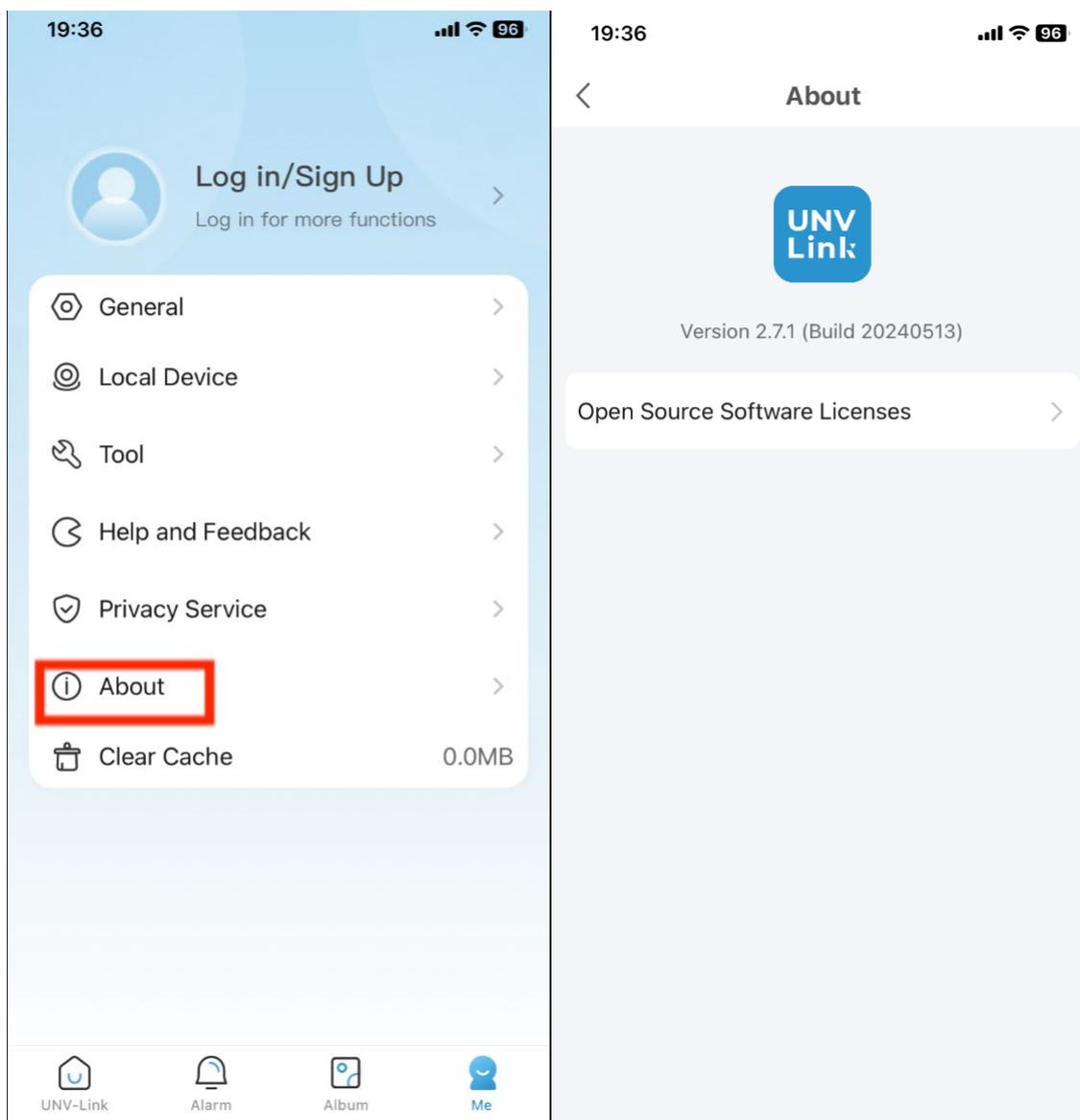
## Description

**Note:** This method is applicable in most scenarios. If this method does not solve your problem, it is recommended to consult our Tech Support Team.

[https://global.uniview.com/Support/Service\\_Hotline/](https://global.uniview.com/Support/Service_Hotline/)

## Operating Steps

**Step 1** Upgrade your UNV-Link to the latest version or uninstall the app and then install the latest version.



**Step 2** Reproduce the issue and export the log of UNV-Link, make a screen record of the whole process, note down your cell phone info (model, system version and so on) and send them all together to [service@uniview.com](mailto:service@uniview.com) so that our tech support team will help you with this issue.

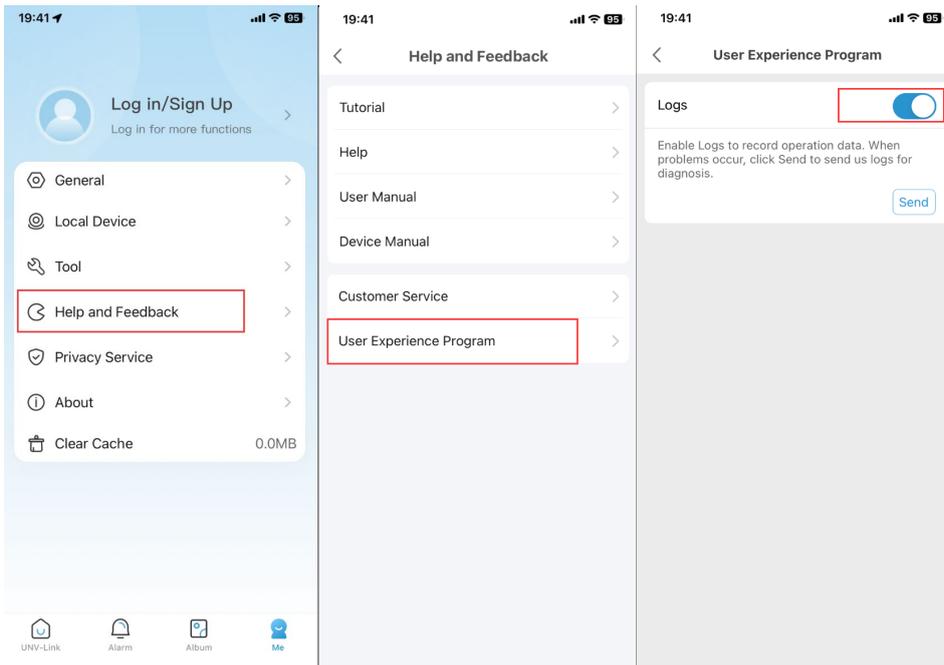
**Information we need for troubleshooting:**

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1. UNV-Link's version number.
2. Cellphone model and system version.
3. The screen recording video.
4. UNV-Link logs.
5. The UNV-Link username/Email address/phone number you used for sending the logs and the time when you send the logs.
6. Phone Diagnostic & usage data for UNV-Link app. (Only for iOS)

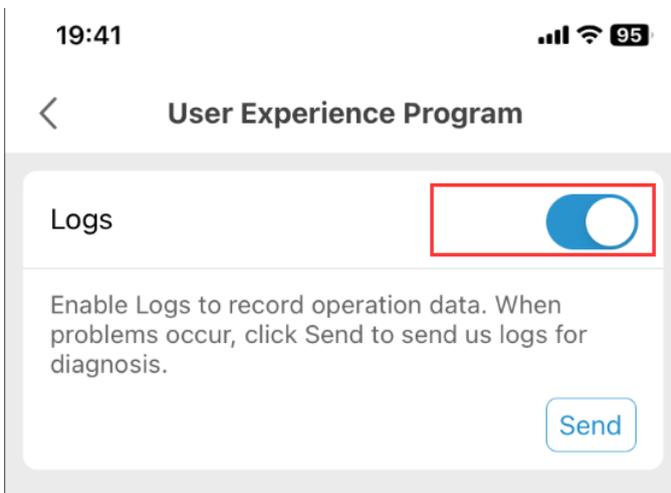
## How to collect the log of UNV-Link?

### A. Enable UNV-Link Logs.



### B. Reproduce the issue. Make a screen recording of the issue.

### C. Go to **Me>Help and Feedback>User Experience Program>Logs** and click **Send**.



**Note:** For iOS, we need to collect APP crash diagnostics & usage data as well.

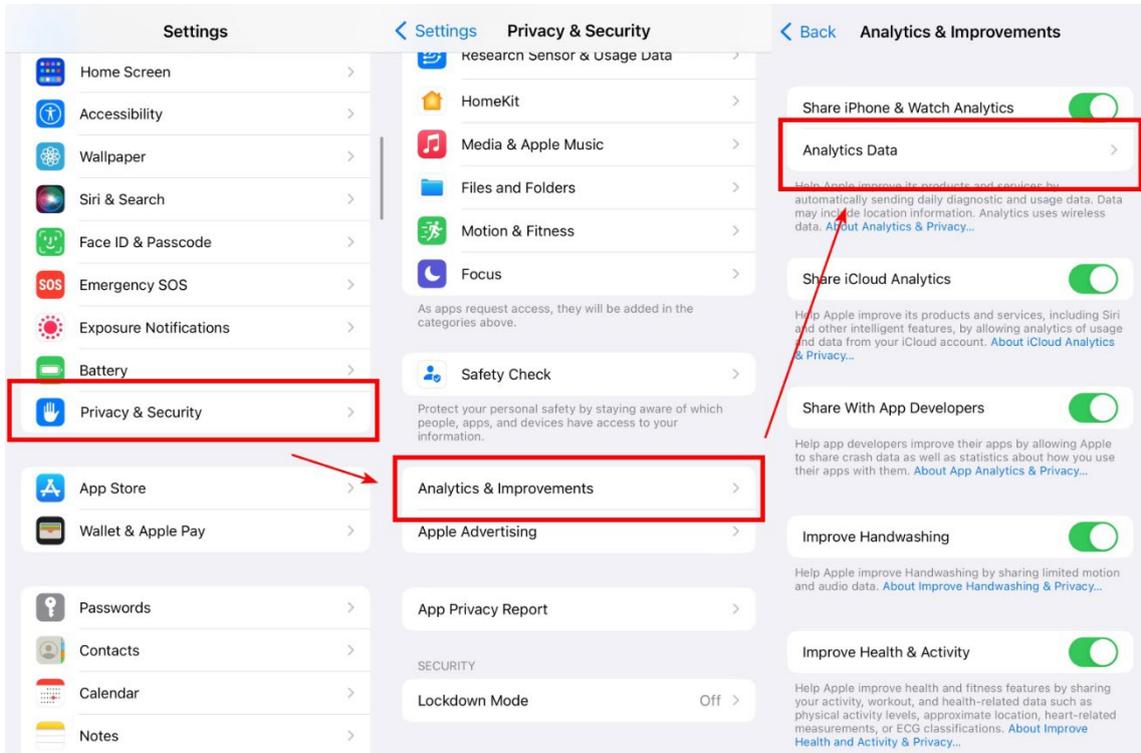
## How to enable diagnostics & usage for iOS devices?

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**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 UNV-Link app data.



**Step 3** Find the UNV-Link\_xxxx (eg. UNV-Link\_2015-10-21-112929-\*\*\*\*) ExcResource\_EUNV-Link\_xxxx, and send the files to us. (The picture shows EZView's Data, but the UNV-Link has similar file name as well)

