

# How to Troubleshoot When EZView Crashed?

SMB



## 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 <u>service@uniview.com</u> 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)



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### How to collect the log of EZView?

#### A. Enable EZView Logs.





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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**.

<	User Experience Program
Logs	
	ogs to record operation data. When problems ick Send to send us logs for diagnosis.

*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: <u>https://support.apple.com/en-us/HT202100</u>

**Step 2** Go to **Settings > Privacy & Security > Analytics & Improvements > Analytics Data**, under which you can find the EZView app data.

	Settings	<	Settings Privacy & S		Analytics & Improvements
=	Home Screen	>	Kesearch Sensor &	Usage Data	
(*	Accessibility	>	1 HomeKit	>	Share iPhone & Watch Analytics
*	Wallpaper	>	Media & Apple Musi	ic >	Analytics Data
	Siri & Search	>	Files and Folders	>	Help Apple improve its products and sequices by automatically sending daily diagnostic and usage data. Data may include location information. Analytics uses wireless
(Y)	Face ID & Passcode	>	Motion & Fitness	>	data. About Analytics & Privacy
sos	Emergency SOS	>	C Focus	>	Share iCloud Analytics
۲	Exposure Notifications	>	As apps request access, they we categories above.	ill be added in the	Hep Apple improve its products and services, including Siri and other intelligent features, by allowing analytics of usage and data from your iCloud account. About iCloud Analytics
	Battery	>	afety Check	>	& Privacy
	Privacy & Security	>	Protect your personal safety by people, apps, and devices have		Share With App Developers
	~	<u> </u>	information.		Help app developers improve their apps by allowing Apple to share crash data as well as statistics about how you use
A	App Store	>*	Analytics & Improvements	>	their apps with them. About App Analytics & Privacy
	Wallet & Apple Pay	>	Apple Advertising	>	Improve Handwashing
					Help Apple improve Handwashing by sharing limited motion and audio data. About Improve Handwashing & Privacy
?	Passwords	>	App Privacy Report	>	and duoto data. About improve handwasning of hydrys.
	Contacts	>	SECURITY		Improve Health & Activity
	Calendar	>	Lockdown Mode	Off >	Help Apple improve health and fitness features by sharing your activity, workout, and health-related data such as physical activity levels, approximate location, heart-related
	Notes	>			masurements, or ECG classifications. About Improve Health and Activity & Privacy

**Step 3** Find the EZView\_xxxx (eg. EZView\_2015-10-21-112929-\*\*\*\*) ExcResource\_EZView\_xxxx , and send the files to us.

Title	How to Troubleshoot Whe	en EZ۱	/iew Crashed? Version: V1.1		
Product	SMB	Date 9/26/2023			
CoreTime-2015	5-10-26-081225.ips.synced	>	<b>C</b> EZView_2015-10-21-112929_ladleed-6P.		
CoreTime-2015	5-10-27-083233.ips.synced	>	{"is_simulated":true,"app_name":"EZView","timestamp":"2015-10-21 11:29:29.2 +0800", "app_version":18.0","slice_uuid":"12651af8-f8fe-37d9-963c- c2489cbe692f1,"adam_id": 0,"build_version":"18.0.1","bundleID":"com.uniview.app.smb.phone.ezview","sh with_app_devs":true,"is_first_party":false,"bug_type":"109","os_version":"iPhon		
ExcResource_c	om.apple.MobileSoftwareUpd	>	9.0.2 (13A452)","name":"EZView") Incident Identifier: 01D2633E-5D3E-486F-86E7-9F3DEACC75AD CrashReporter Key: 65651337b5459215384a8470f11a43e1ccdca7ea Hardware Model: iPhone7,1		
ExcResource_E	ZView_2015-10-21-111819_la	>	Process: EZView [712] Path: /var/mobile/Containers/Bundle/Application/ CDAC183C-2AEF-4CE3-BCC4-91BC4D06FECD/EZView.app/EZView Identifier: com.uniview.app.smb.phone.ezview		
ExcResource_E	ZView_2015-10-22-151252_la	>	Version: 1.8.0.1 (1.8.0) Code Type: ARM-64 (Native) Parent Process: launchd [1]		
ExcResource_E	ZView_2015-10-27-153601_I	>	Date/Time:         2015-10-21 11:29:29.29 +0800           Launch Time:         2015-10-21 09:28:08.08 +0800           OS Version:         iOS 90.02 (13A452)           Report Version:         105		
EZView_2015-1	0-21-112929_ladleed-6P.ips	>	Exception Type: 0000020 Exception Codes: 0x00000008badf00d		
IF_2015-10-22-	105441_ladleed-6P.ips	>	Exception Note: SIMULATED (this is NOT a crash) Highlighted by Thread: 5 Application Specific Information:		
IF_2015-10-22-	133220_ladleed-6P.ips	>	Application Specific information. <bknewprocess: -1="" 0x144642880;="" 712;="" com.uniview.app.smb.phone.ezview;="" hostpid:="" pid:=""> has active assertions beyond permitted time: {( <kkprocessassertion: 0x144615b20=""> id: 712-13CC78F1-A6BA-4827-</kkprocessassertion:></bknewprocess:>		