

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. <u>https://global.uniview.com/Support/Service_Hotline/</u>

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	
Enable L occur, cl	ogs to record operation data. When problems lick 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 & Security	1	Analytics & Improvements
=	Home Screen	>	E Res	earch Sensor & Usage L	Jata >	
(*	Accessibility	>	📋 Hon	neKit	>	Share iPhone & Watch Analytics
*	Wallpaper	>	🗾 Med	dia & Apple Music	>	Analytics Data
	Siri & Search	>	File:	s and Folders	>	Help Apple improve its products and services by automatically sending daily diagnostic and usage data. Data may include location information. Analytics uses wireless
(Y)	Face ID & Passcode	>	🥳 Mot	tion & Fitness	>	data. Ardut Analytics & Privacy
sos	Emergency SOS	>	C Foc	us	>	Share iCloud Analytics
۲	Exposure Notifications	>	As apps requ categories a	uest access, they will be add bove.	ed 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	\rightarrow	afe Safe	ety Check	>	& Privacy
	Privacy & Security	>	Protect your people, apps	r personal safety by staying a s, and devices have access to	ware of which your	Share With App Developers
	~		information.			Help app developers improve their apps by allowing Apple to share crash data as well as statistics about how you use their area with them, there is developed to the statistics of the statistics and the statistics of the statistics and the statistics are statistics and the statistics are sta
A	App Store	>	Analytics &	& Improvements	>	their apps with them. About App Analytics & Filvacy
	Wallet & Apple Pay	>	Apple Adv	vertising	>	Improve Handwashing
						Help Apple improve Handwashing by sharing limited motion
P	Passwords	>	App Privac	cy Report	>	and adala data. Addat improve handwashing a rivedy
	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 leasting, heart related
	Notes	>				measurements, 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 EZVi	/iew Crashed? Version: V1.1			
Product	SMB	SMB				
CoreTime-2	015-10-26-081225.ips.synced	>	EZView_2015-10-21-112929_ladleed-6P.			
CoreTime-2	015-10-27-083233.ips.synced	>	(15) Sindia value, applicatione: c2view, unrestantip: 2015/10/2111:23:23:23 +0800", "app.version":18.00","side_uuid":12651af8-18fe-37d9-963c- c2489cbe692ff",adam.jd": 0,"build_version":18.01", "bundleID":"com.uniview.app.smb.phone.ezview","shar with_app_devs":true,"is_first_party":false,"bug_type":"109","os_version":"iPhone			
ExcResourc	e_com.apple.MobileSoftwareUpd	>	9.0.2 (13A452)","name":"EZView") Incident Identifier: 01D2633E-5D3E-486F-86E7-9F3DEACC75AD CrashReporter Key: 65651337b5459215384a8470f11a43e1ccdca7ea Hardware Model: iPhone7,1			
ExcResource	e_EZView_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			
ExcResourc	e_EZView_2015-10-22-151252_la	>	Version: 1.8.0.1 (1.8.0) Code Type: ARM-64 (Native) Parent Process: launchd [1]			
ExcResourc	e_EZView_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 9.0.2 (13A452) Report Version: 105			
EZView_201	5-10-21-112929_ladleed-6P.ips	>	Exception Type: 00000020 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: <bknewprocess: 0x144642880;="" 712;<br="" com.uniview.app.smb.phone.ezview;="" pid:="">hostpid: -1> has active assertions beyond permitted time: {(<bkprocessassertion: 0x144615b20=""> id: 712-13CC78F1-A6BA-4827-</bkprocessassertion:></bknewprocess:>			
IF_2015-10-	22-133220_ladleed-6P.ips	>				