

How to Troubleshoot When UNV-Link Crashed?



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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/

Operating Steps

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

19:36	배 후 96	19:36	.ıl ? 96
		< About	
Log in/Sign Up Log in for more functio) ns	UNV Link	
O General	>	Version 2.7.1 (Build 2	20240513)
Local Device	>	Open Source Software Licer	ises
ల్సి Tool	>		,
G Help and Feedback	>		
Privacy Service	>		
(i) About	>		
🕆 Clear Cache	0.0MB		
UNV-Link Alarm Album	Me		

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

19:41 🕇	al ? 95	19:41	배 중 95	19:41 .ul 중 95
		< Help and Feedback		< User Experience Program
Log in/Sign Up		Tutorial	>	Logs
		Help	>	Enable Logs to record operation data. When problems occur, click Send to send us logs for
 General 	>	User Manual	>	diagnosis.
Local Device	>	Device Manual		
থ্ট Tool	>			
G Help and Feedback	>	Customer Service	>	
Privacy Service	>	User Experience Program	>	
(i) About	>			
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- 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: <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 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)

CoreTime-2015-10-26-081225.jps.synced	C EZView_2015-10-21-112929_ladleed-6P			
	{"is_simulated":true,"app_name":"EZView","timestamp":"2015-10-21 11:29:29.29			
CoreTime-2015-10-27-083233.ips.synced	+0800","app_version":"8.0","slice_uuid":".72651a78-18fe-3709-963c- c2489506692f","adam,id": 0,"build_version","18.0.1","bundleID":"com.uniview.app.smb.phone.exview","share with ang dwe"true."first astrict folse "hun tyne"."300" "so version"."IDpong Q			
ExcResource_com.apple.MobileSoftwareUpd	9.0.2 (13.452)", "name", "EZView") Incident Identifier: 01D2633E-5D3E-486F-86E7-9F3DEACC75AD CrashReporter Key: 65651337b5459215384a8470111a43e1ccdca7ea			
ExcResource_EZView_2015-10-21-111819_la	Hardware Model: iPhone/, i Process: EZView [712] Path: /var/mobile/Containers/Bundle/Application/ CDAC183C-2AEF-4CE3-8CC4-91BC4D06FECD/EZView.app/EZView Identifier: com.univew.aps.smb.phone.ezview			
ExcResource_EZView_2015-10-22-151252_la	Version: 1.8.0.1 (1.8.0) Code Type: ARM-64 (Native) Parent Process: launchd [1]			
ExcResource_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 90.0.2 (13A452) Penert Varian: 105			
EZView_2015-10-21-112929_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			
IF_2015-10-22-133220_ladleed-6P.ips	Application Specific information: <pre><bknewprocess: 0x144642880;="" 712;<br="" com.uniview.app.smb.phone.ezview;="" pid:="">hostpid: -1> has active assertions beyond permitted time: ((<pre> GKProcessAssertion: 0x144615b20> id: 712-13CC78F1-A6BA-4827-</pre></bknewprocess:></pre>			