

Locating Crash Logs On Your iOS Device

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If you have one of our iOS apps which crashes and we cannot replicate it, we will ask you to send us your crash log to see if this provides us with more information. There are a couple of ways of locating a crash log:

Locating the crash log on your iOS device

1. Opening the Settings app
2. Navigate to Privacy&Security > Analytics & Improvements > Analytics Data
3. Select the Claro app crash from the list. This will start with the name of the app and contain the time of the crash.
4. Tap on the crash and you will see the text of the crash log. Select all the text, select 'Copy' and then paste it into an email to support@clarosoftware.com

Locating the crash log using iTunes

Step 1: Sync with iTunes

Crash logs are transferred to your computer when you sync with iTunes.

Step 2: Retrieve the crash log

Mac OS X

1. Open Finder
2. Select 'Go' in the menu bar along the top of the screen and select 'Go to Folder...'
3. Paste the following: ~/Library/Logs/CrashReporter/MobileDevice/ and click 'Go'
4. Select the folder with the same name as your device
5. There should be a file which contains the name of the crashing app, please email these to us at support@clarosoftware.com

Windows Vista / Windows 7

1. Click on the Start button
2. Type %appdata% and press Enter
3. Navigate to Roaming > Apple computer > Logs > CrashReporter > Mobile Device > [Device Name]. Where [Device Name] is the name of your device.
4. There should be a file which contains the name of the crashing app, please email these to us

at support@clarosoftware.com

Windows XP

1. Click on the Start button > Run
 2. Type %appdata% and press Enter
 3. Navigate to Roaming > Apple computer > Logs > CrashReporter > Mobile Device > [Device Name].
Where [Device Name] is the name of your device.
 4. There should be a file which contains the name of the crashing app, please email these to us at support@clarosoftware.com
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