

How to collect Jabber Crash Dump on Apple iPhone or iPad

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Introduction

This document describes how to check iPhone or iPad for Jabber crash stacks.

Contributed by Md Hasan, Cisco TAC Engineers. Edited by Sumit Patel and Jasmeet Sandhu

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Jabber for iPhone/iPad

Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

How to collect Jabber Crash Dump on Apple iPhone/iPad

Step 1. On iPhone/iPad, navigate to **Settings > Privacy > Diagnostics & Usage > Diagnostic & Usage Data**

Step 2. The Jabber crash appears in this format:

```
ExcResource_Jabber_2017-xx-xxxxxx  
Jabber_2017-xx-xx-xxxxxx_
```

Step 3. Verify if the present crash stacks match with Jabber crash timeframe.

Note: OS can terminate Jabber due to memory pressure or low battery. If this occurs, no

Jabber crash are produced and only JetsamEvent-2017-xx-xx-xxxx files get generated by iOS

Caution: The storage for crash logs is limited by iOS system. If there are too many logs in **Diagnostic & Usage Data**, no new logs are generated. First clear the logs with these steps, then reproduce the issue again

Step 1. Plug the cable in the iPhone/iPad and connect to a laptop/desktop

Step 2. Open iTunes on desktop/laptop and select **Sync**

Step 3. After the iPhone/iPad has been plugged and synced with iTunes, the crash logs can be found in the locations dependant on the platform used

Operating System	Location
Mac OS X:	~/Library/Logs/CrashReporter/MobileDevice/<DEVICE_NAME>
Windows XP	C:\Documents and Settings\<USERNAME>\Application Data\Apple Computer\Logs\CrashReporter\MobileDevice\<DEVICE_NAME>
Windows	C:\Users\<USERNAME>\AppData\Roaming\Apple
Vista or 7	Computer\Logs\CrashReporter\MobileDevice\<DEVICE_NAME>

Note: <USERNAME> is the user's log in name for the computer. <DEVICE_NAME> is the name of the iOS device, for example, John's iPhone