How to Pull Crash Dumps for Jabber for iOS

Contents

Introduction

This document provides instructions on how to pull crash dumps for Jabber for iOS devices with the XCode or the iPhone Configuration Utility

Contributed by Fareed Warrad, Cisco TAC Engineer. Edited by Harry Doyle and Jasmeet Sandhu.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Jabber clients

Components Used

The information in this document is based on these software and hardware versions:

- Xcode 9
- iPhone Configuration 3.6.1
- iPhone 6

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.

Background Information

When Jabber crashes on any client it generates a memory dump up to the time before the application crashed. The memory dump is not included in the problem report from the client and must be retrieved via an appliation on a computer.

How to Collect Memory Dump(s) and Console Log with

Xcode

To collect the files with Xcode navigate to this area(s):

- Console log:

  Open **xCode** navigate to **Organizer**, select **device**, and select **console**.

- Crash reports:

  Open **xCode** navigate to **Organizer**, select your **device**, and select **Device Logs**.

- Viewed in Console for MAC:

  In **Console**, navigate to **~/Library/Logs**, select the drop down arrow to view **CrashReporter,** expand this section to view **MobileDevice**. Find your device and expand to retrieve the logs.

How to Collect Memory Dump(s) and Console Log with iPhone Configuration Utility

To collect the memory dump and console logs please navigate to the below area(s):

- Console log:

  Open **iPhone Configuration Utility**, navigate to your **device**, and select the **Console tab**.

- Crash reports:

  Open **File Explorer** and navigate to the below area:

  C:\Users\{YOUR_SPECIFIC_USER}\AppData\Roaming\Apple computer\Logs\CrashReporter\MobileDevice\<your iPhone's name>Labels parameters