Mariner Software

How to find crash logs for iPhone & iPad applications

Jim Henson - 2019-04-22 - in Troubleshooting - iOS

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If you report a crash in one of our applications, we may request a crash log from you in order to pinpoint the cause of the crash. Crash logs for iOS devices (any device that runs iOS--for example, iPhone, iPad, and iPod Touch) can be obtained from one of the paths we provide below after syncing your device with a computer.

Normally, crash logs for iOS devices are stored on the iOS device. Whenever you synchronize your iOS device with a computer, the crash logs are transferred to the computer and stored there. It should be possible to retrieve these crash logs under the operating system (the operating system the computer is running) that you are syncing the device under, please use the paths we provide below.

Once you have reached the location where the crash logs are stored, please locate all log files that start with the name of the application in question that is crashing, and send them to us.

To find each of these locations, you will need to know the name of your iOS device; it should be possible to determine this from the **Settings app**, under **General > About**.

File path notation provided in this article

In the file paths provided here, we notate two specific things in shorthand:

- For Mac OS X, we use the tilde character (~) to denote your home folder.

- We use **DEVICE_NAME** in place of the name of your device.

Mac/ OS X

Under OS X, iOS Crash logs are stored here:

`~/Library/Logs/CrashReporter/MobileDevice/`**`DEVICE_NAME`**

It should be possible to access this folder in Finder by selecting **Go to Folder** (under OS X 10.6 this is **to Folder**) from the **Go** menu and pasting all of the text that appears in line into the text field that appears:

`~/Library/Logs/CrashReporter/MobileDevice/`

Windows XP

Under Windows XP, iOS Crash logs are stored here:

`C:\Documents and Settings\Application Data\Apple`

```
computer\Logs\CrashReporter/DEVICE_NAME
```

Windows Vista & Windows 7

Under Windows 7 and Windows Vista, iOS Crash logs are stored here:

```
C:\Users\AppData\Roaming\Apple
computer\Logs\CrashReporter/MobileDevice/DEVICE_NAME
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