

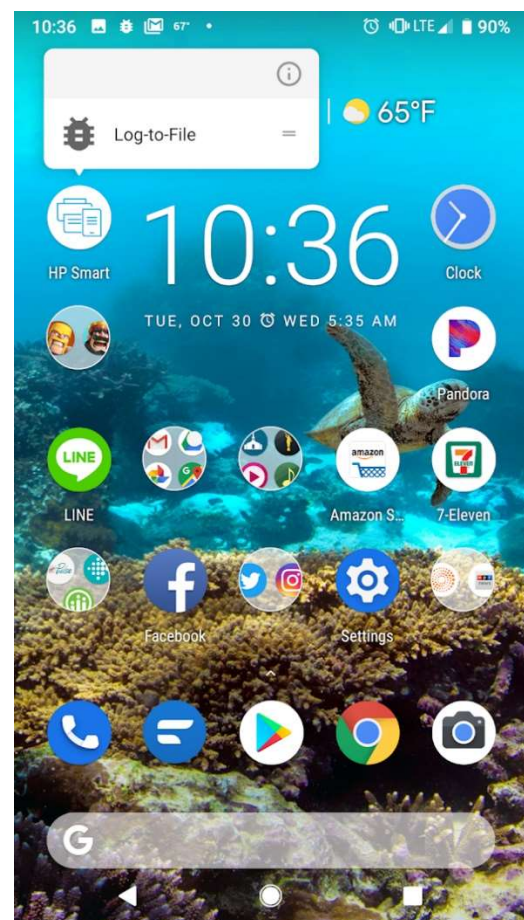
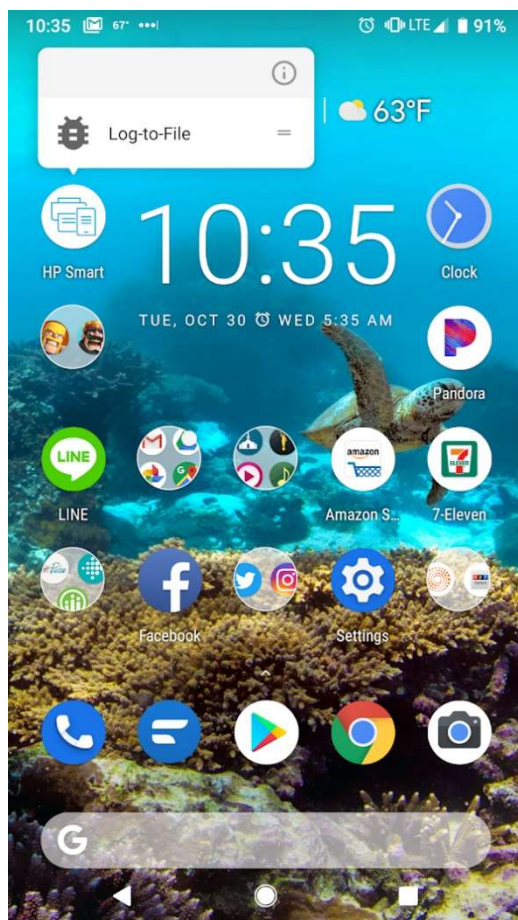
Collecting a Debug Log for HP Smart on Android

Logs are critical to identifying the root cause of bugs that users and testers see but that developers may have problems replicating. Collecting logs for Android used to be very complicated but we have added new functionality that greatly simplifies collecting the logs and then transmitting them. We encourage you to use this new feature in our debug builds to help us quickly identify and eradicate bugs in our code and create a high-quality offering for our customers.

Turning on Logging

The first step is to turn on logging. To do so, long press on the HP Smart Launcher icon. This will pop up a dialog box with an option to Log-to-File.

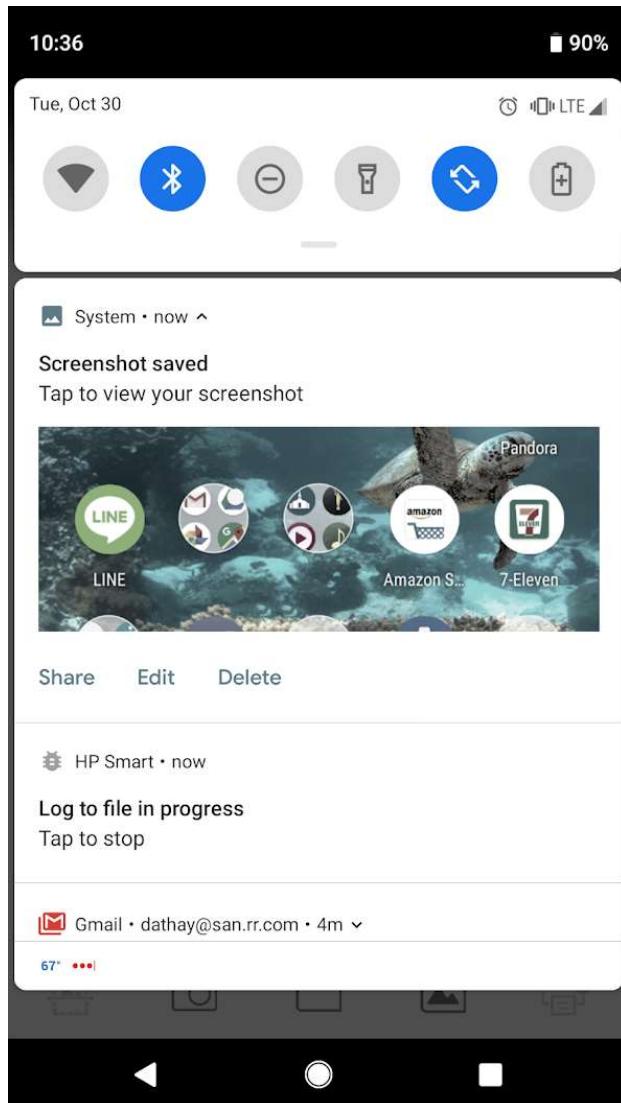
Once you do this you will see a “bug” icon in the top tool bar as shown in the image below on the right. This indicates that logging is taking place. You can now launch the app and replicate the issue that you want to capture logs for.



Stopping Logging

Once you have replicated the issue that you want to capture logs for, you need to stop the logging function. As a general rule, please do this as soon as you have experienced the bug as you can so that we don't capture extra data that is not useful.

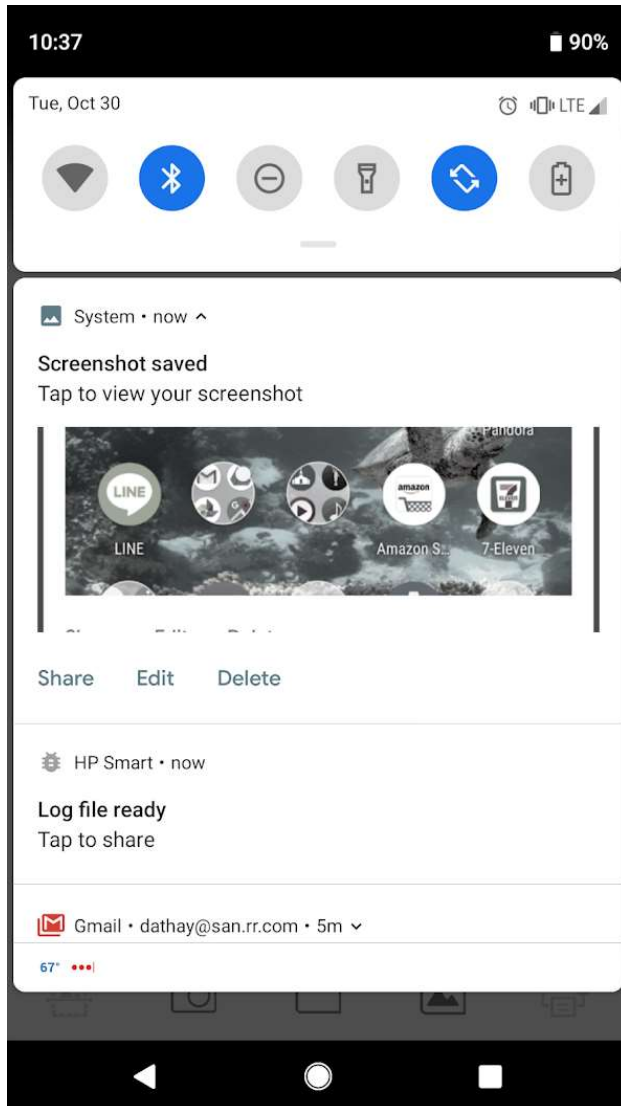
To stop logging, pull down the tool bar from the top as shown in the image below and find the option that says "Log to file in progress" Tap to stop, and tap on it. This will stop the logging for you.



Sending the Logs

Now that you have the logs, the next step is to save it or send it somewhere. We have enabled Android sharing as the mechanism for this.

To save/share your log, pull down on the tool bar again and you will see an option that says “Log file ready” “Tap to share”. Tap on that option.



You will now be presented with the standard Android share sheet. Pick the option that works best for you (I personally use email to email the document to myself).

You can now go to whatever location you saved to or shared to and find a copy of the log you just created. Please make sure you attach the log to your JIRA issue or email when reporting issues to the team.

