iOS Crash Dump Analysis

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This book explains crash dump analysis, the specifics but also the Software Engineering and Problem Solving Methodology that surround it.

# Introduction

This book fills a gap that has emerged between Application Developers and the platform they are developing for when a crash occurs. The mindset of the Application developer is largely understanding high-level concepts and abstractions. When a crash occurs, you can often feel rudely transported into a command line UNIX world of low level constructs, pointers and raw data.

We focus exclusively on the Apple ecosystem.

We cover macOS, tvOS, watchOS platforms, ARM Assembly, and C (CoreFoundation), Objective-C, and Objective-C++ and Swift programming languages. This is because the older languages are more prone to crash bugs. Real world applications tend to end up being a hybrid between the safer Swift language and older technologies.

We assume you have at least an introductory knowledge of iOS programming and software engineering, and have access to a Mac with Xcode.

The approach we take is to combine three different perspectives on the problem to give a rounded and robust view of the situation and how to resolve it.

Our three perspectives are:

1. A practical HOW-TO guide for using the excellent tooling available from Apple.
2. A discussion of software engineering concepts tailored to preventing and resolving crashes.
3. A formal problem-solving approach but applied to crash analysis.

Programming literature comprehensively has documented software engineering concepts, and Apple has documented their crash dump tooling via Guides and WWDC videos.

Formal problem solving is less discussed in software engineering circles, perhaps because it’s considered a table stakes skill for an engineer. It is however a discipline of its own and when directly studied can only enhance the “natural” abilities that seem to mark out the “technically-minded” folks from the rest of the population.

Our goal is not the shy away from repeating knowledge we’ve probably seen or read elsewhere but instead we take the viewpoint of explaining the whole narrative in a cohesive manner. What makes crash dump analysis hard is that significant background knowledge is often assumed in order to make room to concentrate on the particulars of a specific tool or crash report. That causes a barrier to entry, which this book aims to overcome.

To complement the book, there is a website of resources which is intended to be used alongside the printed material so example projects can be setup and run by yourself and experimented with. All references in this book are collected into the Bibliography Chapter at the end of the book. There you will find URLs to resources for example.

The GitHub website supporting the book at (“IOS Crash Dump Analysis Book Github Resources” 2018)

# Quick Start

When an application crash appears after a recent code change, it can be straightforward to reason about the crash and look at the relevant code changes. Often, crashes just appear due to a change in operating environment. Those can be the most annoying. For example, the app runs fine in the Office but crashes at the customer Site. We don’t have time to get into why, but need a quick fix or workaround. Another common problem scenario arises when a new project is being explored. This is where we have no prior experience with the code base but immediately face crash problems after compilation and running the app.

In this chapter, we explore possible reasons for crashing due to a change in operating environment. Many problems can be dealt with without getting into logical analysis of the specifics of the problem at hand. In reality sometimes we just need to make progress, whilst making a note to go back and address the root cause.

## Troubleshooting

### Missing resource issue

Sometimes our app crashes on startup due to a missing resource issue.

We should try compiling and running other Xcode targets within the same project. Sometimes a specific target is the one that sets up the needed environment as part of the build. If so, we can make a note to address that later.

### Binary compatibility issue

Sometimes our app crashes on startup due to a binary compatibility issue.

If we’ve recently updated Xcode, or pulled code updates on top of a compiled project, we can perform an Option-Command-Shift-K clean which cleans the build area of intermediates, and then re-build as normal.

### Simulator only issue

Sometimes our app crashes only on simulator.

Here we should try Simulator Hardware->Reset all content and settings. We can try iPad simulator instead of iPhone simulator or vice-versa. Sample projects are often used to explain a particular technology without regard to productisation or generality.

### Site specific issues

Sometimes our app only crashes when at customer site.

We can check Wi-Fi settings or try hot-spotting our iPad to an iPhone. Sometimes network issues such as connectivity, or latency are overlooked when developing our app in the office/home environment. We should make a note to fix networking assumptions if that is the problem.

### Customer device deployment issues

Sometimes our app only crashes when deploying on a customer device gives problems.

If we cable up our laptop to the customer’s device, we’re probably doing a Debug release deployment. This means push notification tokens will be the development tokens not the production tokens. It also may mean that resource access grants (to Camera for example) are no longer valid as they may have been approved via a TestFlight or App Store version of the app previously (production version).

We should try switching deployment configuration via Command-< selecting Run in the left panel, Info tab in the right panel, Build Configuration setting Release (not Debug). We should also manually check any resource access grants in the iPad/iPhone settings.

### Locale specific issues

Sometimes deploying with the customer’s locale causes a crash.

Resource files might be absent in the wrong locale. Furthermore, locale handling is rife with undocumented special cases. We should try changing the locale temporarily to a known working one. Make a note to return to the issue when back in the office.

## The Crash Mindset

One take away lesson from the above examples is that we need to think of our code in a wider context. We should think of the operating environment of our app. This comprises:

* the compiled code
* binary incompatibilities between code modules (different language versions, compilers and toolchains)
* resource files bundled or downloaded into the app
* the build configuration (e.g. Release or Debug)
* the network environment, availability/latency/speed
* permissions granted to the app
* permissions denied to the app (in a Mobile Device Management secured environment)
* platform variants
* orientation
* foreground and background operating modes
* hardware performance (old slow hardware versus faster newer devices)
* hardware components (GPU, Memory, CPU, accessories, etc.)
* geographic location related issues
* locale issues
* presence of diagnostics settings
* presence of a debugger or profiler
* the OS version of the target device

As a first step in getting into the correct mindset to tackle app crashes, its worthwhile working through each of the above operating environment differences and trying to note down if such a difference ever resulted in a crash that we know about or suspect could happen. This teaches us that crashes are much more about **environment** than about **source code**. Another secondary insight is that the more able we are to produce a list of hypotheses given a specific environment difference, the more easily and quickly we will be able to find the root cause of crashes that seem mysterious to other people, and almost magical that we came up with a suggestion of where the problem could be.

Here are some curious examples of crashes from the Information Technology folklore to whet our appetite and get us thinking:

### Locale based Crash

The Russian locale caused a crash during date processing.

This was because 1984-04-01 was being used as a sentinel date marker. However, in Russia, there is no such date/time because there is no midnight at that point in time. Daylight time started in Russia on that date with a +1 hour.

This was seen during development of the WecudosPro iPad app when it was tested in Russia

### Geographic Location Crash

A computer was crashing each day at a different time.

The actual problem was the computer was near a window next to an estuary where ships passed by. At high tide, a military ship would sail past and its RADAR would disrupt the electronics and cause a crash.

This folklore story was told to Sun Microsystems Answer Center engineers in the UK during Kepner-Tregoe formal problem solving training.

### Bus Noise Crash

When a computer was under both heavy network load and disk load the system would

The crash was due corruption on disk. There were zeroes very 64 bytes. It was the cache line size of the computer. The memory board was not wired up correctly causing noise at 64 byte boundaries picked up by the disk ribbon cable sitting next to it.

This was seen during the development of Sun Volume Systems Group prototype hardware build.

# Basic Concepts

## What is a crash?

An application crash is something the Operating Environment does to your application in response to what you have done (or failed to do) in the Operating Environment that violates some *policy* of the platform you are running on.

## Operating Environment Policies

The policies of the operating environment are there to ensure security, data safety, performance, and privacy of the environment to the user.

### Nil Handling Example

Newcomers to the Apple ecosystem are often surprised to learn that Objective-C allows you to message a nil object. It silently ignores the failed dispatch. For example, the following method runs ok.

- (void)nilDispatchDoesNothing  
{  
 NSString \*error = NULL;  
 assert([error length] == 0);  
}

The Objective-C runtime authors made a judgement call, and decided it was better for an application to ignore such problems.

However if you deference a C pointer you get a crash.

void nullDereferenceCrash() {  
 char \*nullPointer = NULL;  
 assert(strlen(nullPointer) == 0);  
}

The authors of the operating system have setup the system so access to this and other low memory addresses causes the hardware to trap on this illegal access and abort your program.

This area of memory is set aside by the operating system because it indicates a programming error of not setting up an object or data structure properly.

When things go wrong, you don’t always get a crash. Only if it is Operating Environment policy then you get a crash.

### MAC Address Example

Consider the example of getting the MAC address of your iPhone. The Media Access Control (MAC) address is a unique code allocated to network cards to allow machines to talk to each other without duplication at the Data Link layer of the communication stack.

Prior to iOS 7, the MAC address was not considered a sensitive API. So requesting the MAC address using the sysctl API gave the real address. To see this in action, see the icdab\_sample app (“IOS Crash Dump Analysis Book Github Resources” 2018).

Unfortunately, the API was abused as a way of tracking the user - a privacy violation. Therefore, Apple introduced a policy from iOS 7 where they would return a fixed MAC address always.

Apple could have chosen to crash your app when any call to sysctl was made. However, sysctl is a general-purpose low level call which can be used for other valid purposes. Therefore the policy set by iOS was to return you a fixed MAC address 02:00:00:00:00:00 whenever that was requested.

### Camera Example

Now lets consider the case of taking a photo using the camera.

Introduced in iOS 10, when you want to access the Camera, a privacy sensitive feature, you need to define human readable text that is presented inside the system permission dialogue before access to the Camera is granted.

If you don’t define the text in your Info.plist for NSCameraUsageDescription you still the following code returning true and then attempting to present the image picker.

if UIImagePickerController.isSourceTypeAvailable(  
 UIImagePickerControllerSourceType.camera) {  
 let imagePicker = UIImagePickerController()  
 imagePicker.delegate = self  
 imagePicker.sourceType = UIImagePickerControllerSourceType.camera  
 imagePicker.allowsEditing = false  
 self.present(imagePicker, animated: true, completion: nil)  
 }

However when you run the code you see a crash with a descriptive console message:

2018-07-10 20:09:21.549897+0100 icdab\_sample[1775:15601294]  
 [access] This app has crashed because it attempted to access  
 privacy-sensitive data without a usage description.   
 The app's Info.plist must contain an NSCameraUsageDescription  
 key with a string value explaining to the user how the app  
 uses this data.  
Message from debugger: Terminated due to signal 9

### Lessons Learnt

Note the contrast here. In both cases there was a privacy sensitive API. However, in the camera case, Apple chose a policy of crashing your app instead of giving a warning, allowing a boilerplate standard explanation dialog, or returning a false value to indicate the source type was not available.

This underlies the point about there being two entities involved, the program and the operating environment (which includes its policies). Having correct source code does not guarantee crash free running. When we see a crash we need to think about the operating environment as much as the code itself.

## Application policies

It’s not just the Operating Environment that can define a policy for when to crash. The application you are writing can also request a crash. This is typically done via assert calls in your code. These calls ask the Operating Environment to terminate your app if the assert has failed. The Operating Environment then aborts your app. In the crash report you get a

Exception Type: EXC\_CRASH (SIGABRT)

to indicate it was the application that requested the crash in the first place.

### When should you crash?

You can apply similar standards as the Operating Environment for your crash policy.

If your code detects a data integrity issue, you could crash to prevent further data corruption.

### When should you not crash?

If the problems have resulted directly from some IO problem (file or network access for example) or some human input problem (such as a bad date value) then you should not crash.

It’s your job as the application developer to shield the lower level parts of the system from unpredictability present in the real world. Such problems are better dealt with by logging, error handling, user alerts, and IO retries.

## Engineering Guidance

How should we guard against the privacy problems described above?

The thing to keep in mind is that any code that touches upon the policies the Operating Environment has guards for is a good candidate for automated testing.

In the icdab\_sample project we have created Unit tests and UI tests.

Test cases always feel over-the-top when applied to trivial programs. But consider a large program which has an extensive Info.plist file. A new version of the app is called for so another Info.plist is created. Then keeping the privilege settings in sync between the different build targets becomes an issue. The UI test code shown here which merely launches the camera can catch such problems easily so has practical business value.

Similarly if your app has a lot of low level code and then is ported from iOS to tvOS for example, how much of that OS-sensitive code is still applicable?

Unit testing a top level function comprehensively for different design concerns can pay off the effort invested in it before delving deeper and unit testing the underlying helper function calls in your code base. Its a strategic play allowing you to get some confidence in your application and early feedback on problem areas when porting to other platforms within the Apple Ecosystem (and beyond).

### Unit Testing the MAC Address

The code to get the MAC address is not trivial. So it merits some level of testing.

Here is a snippet from the Unit tests:

func getFirstOctectAsInt(\_ macAddress: String) -> Int {  
 let firstOctect = macAddress.split(separator: ":").first!  
 let firstOctectAsNumber = Int(String(firstOctect))!  
 return firstOctectAsNumber  
 }  
  
 func testMacAddressNotNil() {  
 let macAddress = MacAddress().getMacAddress()  
 XCTAssertNotNil(macAddress)  
 }  
  
 func testMacAddressIsNotRandom() {  
 let macAddressFirst = MacAddress().getMacAddress()  
 let macAddressSecond = MacAddress().getMacAddress()  
 XCTAssert(macAddressFirst == macAddressSecond)  
 }  
  
 func testMacAddressIsUnicast() {  
 let macAddress = MacAddress().getMacAddress()!  
 let firstOctect = getFirstOctectAsInt(macAddress)  
 XCTAssert(0 == (firstOctect & 1))  
 }  
  
 func testMacAddressIsGloballyUnique() {  
 let macAddress = MacAddress().getMacAddress()!  
 let firstOctect = getFirstOctectAsInt(macAddress)  
 XCTAssert(0 == (firstOctect & 2))  
 }

In fact, the last test fails because the OS returns a local address.

### UI Testing Camera access

For testing camera access we have written a simple UI test case which just presses the Take Photo button (by means of an accessibility identifier takePhotoButton)

func testTakePhoto() {  
 let app = XCUIApplication()  
 app.buttons["takePhotoButton"].tap()  
}

This UI test code caused an immediate crash.

# Tooling

## Overview

We have a rich set of tools available to assist crash dump analysis. When used properly they can save a huge amount of time.

Xcode provides much help out of the box. But using and comprehending the information Xcode tools provide is daunting. In later chapters we go through examples showing the use of such tools.

Additionally there are command line tools provided as standard in macOS. These are helpful when used in particular usage scenarios when you already know what you want to find out. We shall go through specific scenarios and show how the tools are used.

Next come software tools that help you reverse engineer programs. Sometimes you cannot get your program to work with a third party library. Aside from looking at Documentation or raising a Support Request, it’s possible to do some investigation yourself using these tools.

## Reverse Engineering

Reverse engineering is where you take an already built binary (such as an application, library, or helper process daemon), and work out how it was engineered to work. For example:

* what are the lifecycles of the objects it is provided?
* what checks does it do on objects?
* what files or resources does it depend on?
* why did it return a failure code?

You generally do not want to know everything, only something specific to help build a hypothesis which you will test related to the crash dump you are dealing with.

How far should you go with reverse engineering and how much money and time to invest in it is a good question. We offer the following recommendation.

* If you are just starting your application developer journey or you have limited funds, then just stick with the standard Xcode tooling, macOS command line, and the open source class-dump tool.
* If you are a professional application developer, strongly consider buying a commercial reverse engineering tool. The one that draws most attention is Hopper; it provides a lot of functionality offered by IDA Pro (a high end tool). It is well priced and can pay for itself in gained productivity even if only used a handful of times. We show how Hopper can be used in this book.
* If you are a professional penetration tester, reverse engineer, or security researcher, then you will be probably wanting to invest in the top of the line software tool, IDA Pro. The tool costs thousands but is often purchased as an company wide expense.

## Class Dump Tool

One of the great things about the Objective-C runtime is that it carries lots of rich program structure information in its built binaries. These allow the dynamic aspects of the language to work. In fact its flexibility of dynamic dispatch is a source for many crashes.

We recommend installing the class-dump tool right away because we shall reference its usage in later chapters. See Nygard (2018)

The class dump tool allows us to look at what Objective C classes, methods and properties are present in a given program.

# Xcode Built In Help

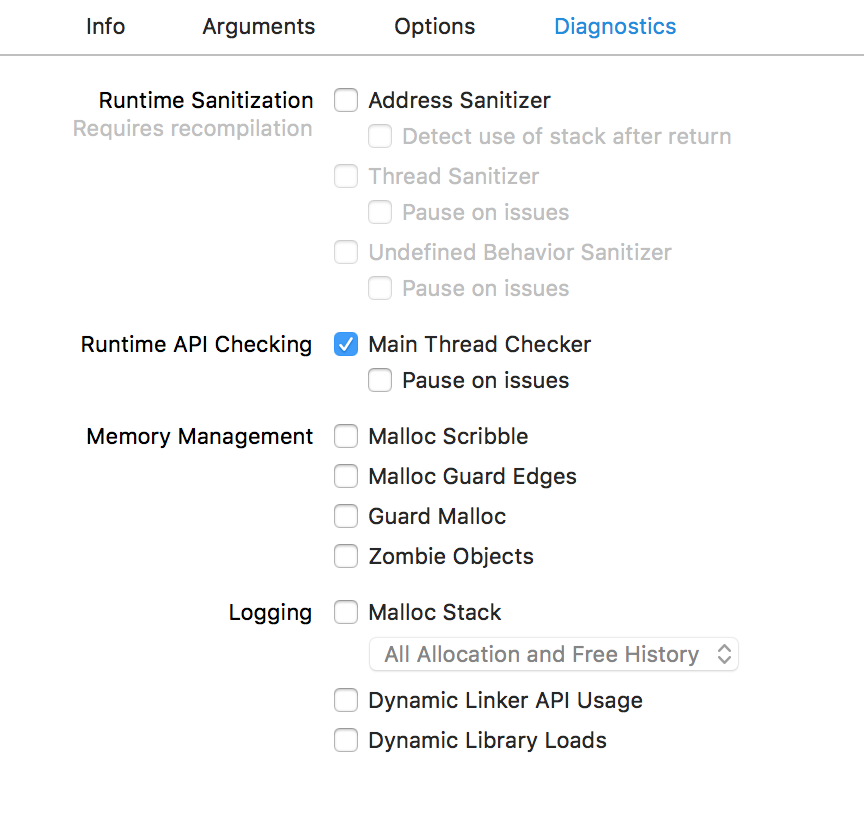
Xcode provides a lot of help to developers in understanding and preventing crashes.

We think of Xcode in layers of sophistication, where at the lowest layer of sophistication Xcode directly tells you the common error it has seen with suggested corrections, up to the highest level were Xcode is telling the raw information, but you need Operating Systems knowledge to interpret the information yourself.

We shall revisit Xcode configuration, setup and tooling many times. But let us first start off with the simple but high value assistance Xcode provides.

## Xcode Diagnostic Settings

By opening the project icdab\_sample (“IOS Crash Dump Analysis Book Github Resources” 2018) and looking at the Schema definition and then highlighting the Diagnostics tab we see the following options:



### Execution Methodology

If you have a crash which is reproducible from your own developer environment and source code, then a methodology for finding is to switch on the appropriate diagnostic setting and then re-run your application.

As you become familiar with each diagnostic, you will know which option to switch on. We shall work through different scenarios so you understand when to use each. But when you are just starting out its worth just going through each one-by-one to get a feel for what is available. The basic approach is:

1. Write a Unit Test Case or UI Test Case that hits the problem.
2. Enable just one of the Diagnostic options from above starting with your best guess.
3. Run your tests.
4. Take note of any warning or console message from Xcode.
5. Repeat again but choosing a different diagnostic option if the problem is not understood.

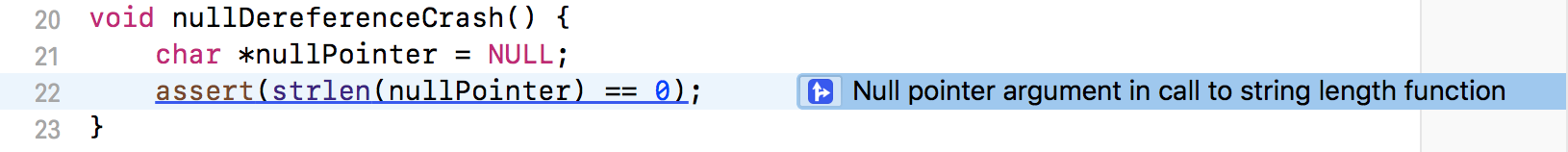
### Analysis Methodology

Another complementary approach for analysing and proactively avoiding crashes is to run the Code Analyser. This is invoked using Command-Shift-B

In the sample app icdab\_sample the Analyser reports:

/Users/faisalm/dev/icdab/source/icdab\_sample/icdab\_sample/macAddress.m:22:12:  
 warning: Null pointer argument in call to string length function  
 assert(strlen(nullPointer) == 0);

and conveniently marks up your source code



This can be switched on for whenever the project is Built, either in shallow or deep mode according to how you feel the tradeoff should be done between slower more thorough analysis versus quicker build times with less analysis. It is in the Build Settings tab for the Xcode project file.



For a large project that has never had an Analysis report done, the output can be overwhelming. There will be some noise in the report but it generally does a good job. There will be duplication in the report because certain classes of error will repeat throughout the code.

If you are developing code using the Agile software methodology, then it is possible to frame the report as potential backlog items that can be worked upon during the time allocated for refactoring and maintenance.

In a large software project refactoring and maintenance should be around 20% of the work in a Sprint. Different viewpoints arise in this area. The author recommends doing such work alongside the normal development activities so long as no high risk changes are amongst the work being done. For risky changes, leave that till after a major update of the app has been done. There is usually a lull where planning and strategy is developed following a release which allows a convenient software engineering window to tackle such matters.

#### iOS QuickEdit App Case Study

Where the analyser identifies potential crashes, from an economic point of view it is good investment to fix the problem. For example in the case of the QuickEdit iOS App, about 1 million lines of Objective-C, with 70 000 daily active users, the analyser was run and found 13 clear crashing issues. We created one engineering story (“Fix top analyser errors”). All 13 issues were fixed in the same day with testing taking two more days. Crashes are a top complaint from customers. Bugs found in the field typically are 20 times the effort and cost compared those found in development. With a large population of users, potentially experiencing a severe crash bug, the cost of those 13 bugs could be 20 \* 3 days = 60 days wasted effort.

QuickEdit due to its age only used manual reference counting in Objective-C. Despite this it had a reliability of 99.5% based on app analytics. Only about 5% of engineering effort was needed to maintain this stability over time once the initial issues had been addressed.

### Process Methodology

One way to drive out crashes from your app, particularly when you are in a large organisation, is to factor it in your software development process.

When a developer proposes a code change in a pull request, get the developer to ensure no new analyser warnings are introduced. You might consider the analyser report as a robotically generated code review available to you for free. That is particularly helpful if you are working alone on a project with no peer to review your code.

When code is committed to a feature branch, have the automated tests run on it, with different diagnostics settings set. This can shake out problems automatically.

Before each release, schedule time to run some specific user cases under the memory profiler (Xcode instruments will be covered later on) to look at memory usage or other key metrics. Record the highlights such as the peak memory usage as well as the profile file. Then when the following release is made you have a yardstick to see how things have changed both quantitatively and qualitatively.

## The Middle Road

Most software developers know what they “should” be doing; clean code, proper tests, code reviews, etc.

We recommend to take a measured approach. There is a time for hacking together a sample app to understand a concept. There is a time to write a prototype which just needs to prove a business use case. There is a time to write heavily trusted code used by many people.

We take the view that maximising economic impact is the one that matters most because most developers are involved in professional software development. Alternatively if you are working on non-commercial projects or hobby projects, the economic cost is really your personal free time which you will want to use most effectively.

We recommend:

* For Sample apps and concept exploration, just code the app.
* For Prototype Development, just use the Execution Methodology when you hit problems.
* For Individual Product Development, from the beginning run the Analyser automatically and informally incorporate it into your workflow when you see something important. From the beginning write tests but selectively where you get big impact.
* For Team-based Product Development, add in the Process Methodology. Start becoming comprehensive with Testing.

# Hybrid Environments

We have seen that Xcode offers many automatic facilities for crash dump analysis and crash avoidance. But these can not get us all the answers we need. A complementary design oriented viewpoint is needed.

In this chapter we shall look at a sample app icdab\_planets which uses hybrid of programming languages and paradigms. It shows an example of why design insights must also be considered.

## Program structure

The icdab\_planets sample app uses a mixture of C++, and Objective-C++. It relies on both STL data structures and traditional Objective-C data structures. (“IOS Crash Dump Analysis Book Github Resources” 2018)

The model layer of the app is written in C++. The controller layer of the app is written in Objective-C++.

The purpose of the app is to tell you how many Pluto sized planets would fit inside Jupiter.

## Paradigms

Recall earlier we contrasted between Objective-C allowing messaging to nil objects versus C which crashes upon NULL dereference. Here we show how the C++ Standard Template Library has a back-fill strategy.

In the STL map abstraction (a Hash Table) when you query for an entry which does not exist, the STL will insert a new entry in the table for the key being queried, and then return you that entry instead of returning an error or returning a nil.

## The Problem

In our sample app, which crashes upon launch, we have an assert that gets triggered.

double pluto\_volume = pluto.get\_volume();  
assert(pluto\_volume != 0.0);  
  
double plutos\_to\_fill\_jupiter = jupiter.get\_volume() / pluto\_volume;

Enabling code Analysis will not find any issue or warning.

The assert is in place to avoid a division by zero. That fact that it is triggered is good because we know where to start debugging the problem.

Pluto’s volume is 0.0 because the code planet pluto = planet::get\_planet\_with\_name("Pluto"); returns a planet with zero diameter.

From the file planet\_data.hpp we see the API that we rely upon is:

static planet get\_planet\_with\_name(string name);

So whatever name we pass in, we should always get a planet in response. Never a NULL.

The problem is that this API has not been thought deeply about. It has just been put together as a thin wrapper around the underlying abstractions that do the work.

We have

planet planet::get\_planet\_with\_name(string name) {  
 if (!database.loaded\_data) {  
 database.load\_data();  
 }  
 return database.planets[name];  
}

At first glance it might be that the database failed to load data properly. In actual fact, the database is missing the entry for Pluto due to:

void planet\_database::load\_data() {  
 planet planet\_Mercury = planet("Mercury", 4878.0, 57.9 \* millionKm);  
 planets["Mercury"] = planet\_Mercury;  
  
 planet planet\_Venus = planet("Venus", 12104, 108.2 \* millionKm);  
 planets["Venus"] = planet\_Venus;  
  
 planet planet\_Earth = planet("Earth", 12756, 149.6 \* millionKm);  
 planets["Earth"] = planet\_Earth;  
  
 planet planet\_Mars = planet("Mars", 6792, 227.9 \* millionKm);  
 planets["Mars"] = planet\_Mars;  
  
 planet planet\_Jupiter = planet("Jupiter", 142984, 778 \* millionKm);  
 planets["Jupiter"] = planet\_Jupiter;  
  
 planet planet\_Saturn = planet("Saturn", 120536, 1427 \* millionKm);  
 planets["Saturn"] = planet\_Saturn;  
  
 planet planet\_Uranus = planet("Uranus", 51118, 2870 \* millionKm);  
 planets["Uranus"] = planet\_Uranus;  
  
 planet planet\_Neptune = planet("Neptune", 49532, 4497 \* millionKm);  
 planets["Neptune"] = planet\_Neptune;  
  
// No longer considered a planet but instead a dwarf planet  
// planet planet\_Pluto = planet("Pluto", 2370, 7375 \* millionKm);  
// planets["Pluto"] = planet\_Pluto;  
  
 loaded\_data = true;  
}

The problem indirectly is because database.planets[name] discovered that there was no entry for Pluto so created one via the no-arg constructor as this is the behaviour for STL map data structures.

planet::planet() {  
 this->name = "";  
 this->diameter = 0.0;  
 this->distance\_from\_sun = 0.0;  
}

We see the constructor makes the diameter zero in this case.

## Solutions

We see that the problem is not applying the paradigms of each framework and language properly and when you have a mixture of paradigms those different assumptions get masked by each layer of abstraction.

In STL, we expect a find operation to be done, instead of the indexing operator. This allows the abstraction to flag the absence of the item being found.

In Objective-C we expect the lookup API to be a function which returns an index given the lookup name. And the index would be NSNotFound when the operation failed.

In this code example, each layer of abstraction assumes the other side will re-map the edge case into an appropriate form.

### STL Solution

We have a variant of the code which does things “properly” from an STL point of view. (“IOS Crash Dump Analysis Book Github Resources” 2018) It is example/planets\_stl. On the consumer side, we have a helper method:

- (BOOL)loadPlanetData {  
 auto pluto\_by\_find = planet::find\_planet\_named("Pluto");  
 auto jupiter\_by\_find = planet::find\_planet\_named("Jupiter");  
  
 if (planet::isEnd(jupiter\_by\_find) || planet::isEnd(pluto\_by\_find)) {  
 return NO;  
 }  
 pluto = pluto\_by\_find->second;  
 jupiter = jupiter\_by\_find->second;  
 return YES;  
}

This is is hard to parse if you are mainly an Objective-C programmer. If the project is mainly a C++ project with a thin platform-specific layer then perhaps that is acceptable. If the code base just leverages C++ code from elsewhere, then a better solution is to confine the paradigms to their own files and apply the facade design pattern to give a version of the API following Objective-C paradigms on the platform-specific code side.

Then Objective-C++ can be dispensed with in the ViewController code; it can be made an Objective-C file instead.

### Facade Solution

Here is a facade implementation example/facade\_planets that overcomes the mixing of paradigms problem.

The facade is:

@implementation PlanetModel  
  
- (id)init {  
 self = [super init];  
  
 NSString \*testSupportAddPluto = [[[NSProcessInfo processInfo] environment]  
 objectForKey:@"AddPluto"];  
  
 if ([testSupportAddPluto isEqualToString:@"YES"]) {  
 planet::add\_planet(planet("Pluto", 2370, 7375 \* millionKm));  
 }  
  
 if (self) {  
 \_planetDict = [[NSMutableDictionary alloc] init];  
 auto pluto\_by\_find = planet::find\_planet\_named("Pluto");  
 auto jupiter\_by\_find = planet::find\_planet\_named("Jupiter");  
  
 if (planet::isEnd(jupiter\_by\_find) || planet::isEnd(pluto\_by\_find)) {  
 return nil;  
 }  
 auto pluto = pluto\_by\_find->second;  
 auto jupiter = jupiter\_by\_find->second;  
  
 PlanetInfo \*plutoPlanet = [[PlanetInfo alloc] init];  
 plutoPlanet.diameter = pluto.get\_diameter();  
 plutoPlanet.distanceFromSun = pluto.get\_distance\_from\_sun();  
 plutoPlanet.volume = pluto.get\_volume();  
 assert (plutoPlanet.volume != 0.0);  
 [\_planetDict setObject:plutoPlanet forKey:@"Pluto"];  
  
 PlanetInfo \*jupiterPlanet = [[PlanetInfo alloc] init];  
 jupiterPlanet.diameter = jupiter.get\_diameter();  
 jupiterPlanet.distanceFromSun = jupiter.get\_distance\_from\_sun();  
 jupiterPlanet.volume = jupiter.get\_volume();  
 assert (jupiterPlanet.volume != 0.0);  
 [\_planetDict setObject:jupiterPlanet forKey:@"Jupiter"];  
 }  
  
 return self;  
}  
  
@end

The consumer then becomes a purely Objective-C class:

- (void)viewDidLoad {  
 [super viewDidLoad];  
  
 self.planetModel = [[PlanetModel alloc] init];  
  
 if (self.planetModel == nil) {  
 return;  
 }  
  
 double pluto\_diameter = self.planetModel.planetDict[@"Pluto"].diameter;  
 double jupiter\_diameter = self.planetModel.planetDict[@"Jupiter"].diameter;  
 double plutoVolume = self.planetModel.planetDict[@"Pluto"].volume;  
 double jupiterVolume = self.planetModel.planetDict[@"Jupiter"].volume;  
 double plutosInJupiter = jupiterVolume/plutoVolume;  
  
 self.plutosInJupiterLabelOutlet.text =  
 [NSString stringWithFormat:@"Number of Plutos that fit inside Jupiter = %f",  
 plutosInJupiter];  
  
 self.jupiterLabelOutlet.text =  
 [NSString stringWithFormat:@"Diameter of Jupiter (km) = %f",  
 jupiter\_diameter];  
 self.plutoLabelOutlet.text =  
 [NSString stringWithFormat:@"Diameter of Pluto (km) = %f",  
 pluto\_diameter];  
}

## Lessons Learnt

The lesson here is that crashes can arise from special case handling. Since different languages and frameworks deal with special cases in their own idiomatic manner, it is safer to separate out your code and use a Facade if possible to keep each paradigm cleanly separated.

# Symbolification

This chapter explains crash dump symbolification. We use the icdab\_planets sample app to demonstrate a crash. (“IOS Crash Dump Analysis Book Github Resources” 2018)

When dealing with real world crashes, a number of different entities are involved. These can be the end user device, the settings allowing the crash report to be sent back to Apple, the symbols held by Apple and your local development environment setup to mirror such a configuration.

In order to understand how things all fit together it is best to start from first principles and do the data conversion tasks yourself so if you have to diagnose symbolification issues, you have some experience with the technologies at hand.

## Build Process

Normally when you develop an app, you are deploying the Debug version of your app onto your device. When you are deploying your app for testers, app review, or app store release, you are deploying the Release version of your app.

In both scenarios debug information is placed into the binary being generated. This is called DWARF debugging information.

For Release builds, that information is then stripped out and placed into a DSYM file. For Debug builds, it is left in.

The debugger can use debugging information in the binary when it sees a crash to help us understand where the program has gone wrong.

When a user sees your program crash, there is no debugger. Instead, a crash report is generated. This comprises the machine addresses where the problem was seen. A later phase, called symbolification, can convert the addresses into meaningful source code references so long as an appropriate DSYM file exists.

Xcode is by default setup so that only DSYM files are generated for Release builds, and not for Debug builds.

The reason why Debug builds just use the application binary with all the debug information built in is that the information is always available and consistent with the rest of the binary. However it makes the binary much larger and allows reverse engineers to peek into your binary quite easily as if you had published the source code together with the program.

## Build Settings

From Xcode, in your build settings, searching for “Debug Information Format” we see the following settings:

|  |  |  |
| --- | --- | --- |
| Setting | Meaning | Usually set for target |
| DWARF | Debugging information built into the binary itself | Debug |
| DWARF with dSYM File | We get an extra file also generated with symbols | Release |

In the default setup, if you run your debug binary on your device, launching it from the app icon itself then if it were to crash you would not have any symbols in the crash report. This confuses many people.

Whilst you may have all the source code for your program, and DWARF data in the crashed binary, ReportCrash crash reporter only looks for DSYM files on your Mac in order to perform symbolification.

To avoid this problem, the sample app icdab\_planets has been configured to have DWARF with dSYM File set for both debug and release targets.

## Observing a local crash

The icdab\_planets program is designed to crash upon launch due to an assertion.

If the DWARF with dSYM File setting had not been made, we would get a partially symbolicated crash.

The crash report, seen from Windows->Devices and Simulators->View Device Logs, would look like this (truncated for ease of demonstration)

Thread 0 Crashed:  
0 libsystem\_kernel.dylib 0x0000000183a012ec \_\_pthread\_kill + 8  
1 libsystem\_pthread.dylib 0x0000000183ba2288 pthread\_kill$VARIANT$mp + 376  
2 libsystem\_c.dylib 0x000000018396fd0c abort + 140  
3 libsystem\_c.dylib 0x0000000183944000 basename\_r + 0  
4 icdab\_planets 0x00000001008e45bc 0x1008e0000 + 17852  
5 UIKit 0x000000018db56ee0  
-[UIViewController loadViewIfRequired] + 1020  
  
Binary Images:  
0x1008e0000 - 0x1008ebfff icdab\_planets arm64  
 <9ff56cfacd66354ea85ff5973137f011>  
 /var/containers/Bundle/Application/BEF249D9-1520-40F7-93F4-8B99D913A4AC/  
 icdab\_planets.app/icdab\_planets

However with the setting in place, a crash would instead be reported as:

Thread 0 Crashed:  
0 libsystem\_kernel.dylib 0x0000000183a012ec \_\_pthread\_kill + 8  
1 libsystem\_pthread.dylib 0x0000000183ba2288  
pthread\_kill$VARIANT$mp + 376  
2 libsystem\_c.dylib 0x000000018396fd0c abort + 140  
3 libsystem\_c.dylib 0x0000000183944000 basename\_r + 0  
4 icdab\_planets 0x0000000104e145bc  
-[PlanetViewController viewDidLoad] + 17852 (PlanetViewController.mm:33)  
5 UIKit 0x000000018db56ee0  
-[UIViewController loadViewIfRequired] + 1020

Lines 0, 1, 2, 5 are the same in both cases because our developer environment will have the symbols for the iOS release under test. In the second case Xcode will look up the DSYM file to clarify line 4. It tells us this is line 33 in file PlanetViewController.mm. This is:

assert(pluto\_volume != 0.0);

## DSYM structure

The DSYM file is strictly speaking a directory hierarchy:

icdab\_planets.app.dSYM  
icdab\_planets.app.dSYM/Contents  
icdab\_planets.app.dSYM/Contents/Resources  
icdab\_planets.app.dSYM/Contents/Resources/DWARF  
icdab\_planets.app.dSYM/Contents/Resources/DWARF/icdab\_planets  
icdab\_planets.app.dSYM/Contents/Info.plist

It is just the DWARF data normally put into the debug binary but copied into a separate file.

From looking at your build log you can see how the DSYM was generated. It is effectively just dsymutil path\_to\_app\_binary -o output\_symbols\_dir.dSYM

## Manual Symbolification

In order to help us get comfortable with crash dump reports, we can demonstrate how the symbolification actually works. In the first crash dump we want to understand:

4 icdab\_planets 0x00000001008e45bc 0x1008e0000 + 17852

If we knew accurately the version of our code at the time of the crash we can recompile our program but with the DSYM setting switched on and then get a DSYM file after the original crash. It should line up almost exactly.

The crash dump program tells us where the program was loaded in memory at the time of the problem. This is important because it is a master base offset from which all other address (TEXT) locations are relative to. At the bottom of the crash dump we have line 0x1008e0000 - 0x1008ebfff icdab\_planets

So the icdab\_planets binary starts at location 0x1008e0000

Running the lookup command atos symbolicates the line of interest:

# atos -arch arm64 -o ./icdab\_planets.app.dSYM/Contents/Resources/DWARF/  
icdab\_planets -l 0x1008e0000 0x00000001008e45bc  
-[PlanetViewController viewDidLoad] (in icdab\_planets)  
 (PlanetViewController.mm:33)

The crash reporter tool fundamentally just uses atos to symbolicate the crash report, as well as providing other system related information.

Symbolification is described further by an Apple Technote in case you want to get into it in more detail. (“CrashReport Technote 2123” n.d.)

## Reverse Engineering Approach

In the above example we have the source code and symbols for the crash dump so can do Symbolification.

Sometimes we may have included a third party binary framework in our project for which we do not have the source code. It is good practice for the vendor to supply symbol information for their framework to allow crash dump analysis. When symbol information is not available, it is still possible to make progress by applying some reverse engineering.

When working with third parties there is typically a much larger turnaround time for diagnostics and troubleshooting. We find that well written and specific bug reports can speed up things a lot. The following approach can help provide the kind of specific information needed.

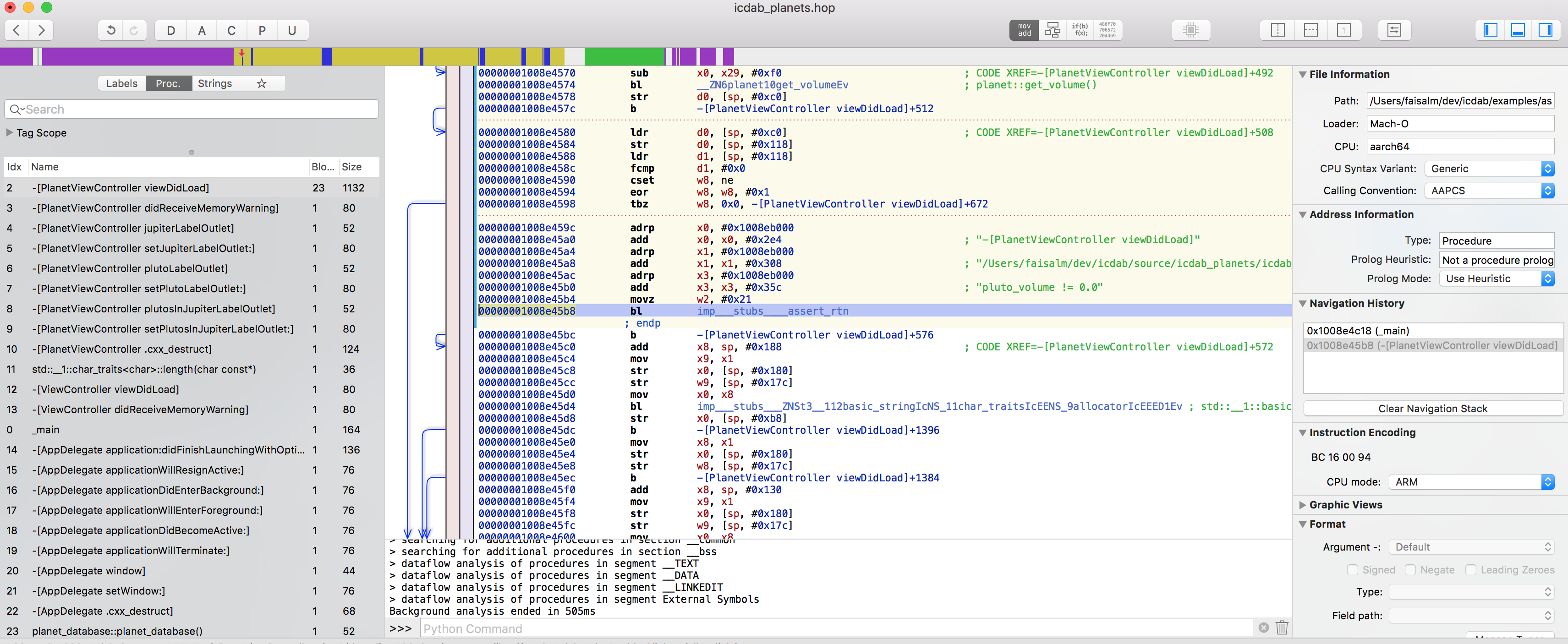
We shall demonstrate our approach using the Hopper tool mentioned in the Tooling chapter.

Launching hopper, we choose File->Read Executable to Disassemble. The binary in our case is examples/assert\_crash\_ios/icdab\_planets

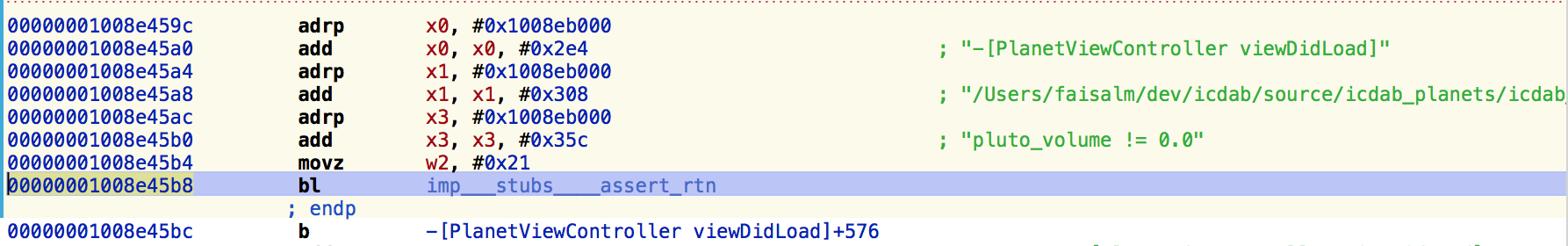
We need to “rebase” our disassembly so the addresses it shows mirror those of the program when it crashed. We choose Modify->Change File Base Address. As before, we supply 0x1008e0000.

Now we can visit the code which crashed. The address 0x00000001008e45bc is actually the address the device would *return* to after performing the function call in the stack trace. Nevertheless it puts us in the right part of the file. We choose Navigate->Go To Address or Symbol and supply 0x00000001008e45bc

The overall view we see is



Zooming in on the code line, we have



This indeed shows the return address for the assert method. Further up we see the test for Pluto’s volume being non-zero. This is just a very basic Hopper example. We shall revisit Hopper later to demonstrate its most interesting feature - that of being able to generate pseudocode from assembly code. This lowers the mental load of comprehending crashes. Most developers rarely look at assembly code nowadays so this feature is worth the cost of the software itself!

Now at least for the current problem, we could formulate a bug report that said the code was crashing because Pluto’s volume was zero. That may be enough to unlock the problem from the framework vendor’s point of view.

In a more complex case, imagine we were using an image conversion library which was crashing. Since there can be many pixel formats for images, an assert might lead us to notice it was the format that was asserting and we could just try a different pixel format.

Another example would be a security library. Security code often gives back generic error codes, not specific fault codes to allow for future code enhancement and avoid leaking internal details. A crash dump in a security library might point out exactly the kind of security issue, and help us correct some data structure passed into the library much earlier on.

# The Crash Report

In this chapter we get into the details of what comprises a crash report. Our main focus is the iOS crash report. We also cover the macOS crash report, which caries a slightly different structure but serves the same purpose.

When a crash occurs the ReportCrash program extracts information from the crashing process from the Operating System. The result is a text file with a .crash extension.

When symbol information is available, Xcode will symbolicate the crash report to show symbolic names instead of machine addresses. This improves the comprehensibility of the report.

Apple have a detailed document explaining the anatomy of a crash dump. (“Apple Crash Dump Technote 2151” 2018)

## System Diagnostics

Crash Reports are just one part of a much bigger diagnostic reporting story.

Ordinarily as application developers we don’t need to look much further. However, if your problems are potentially triggered by a unexplained series of events or a more complex system interaction with hardware or Apple provided system services, then not only do you need to look at your crash reports, you need to study the system diagnostics.

### Extracting System Diagnostic Information

When understanding the environment that gave rise to your crash, you may need to install Mobile Device Management Profiles (to switch on certain debugging subsystems), or create virtual network interfaces (for network sniffing). Apple have a great web page covering each scenario. (“Diagnostic Profiles and Logs” n.d.)

On iOS, the basic idea is that you install a profile which alters your device to produce more logging, then you reproduce the crash (or get the customer to do that). Then you press a special key sequence on the device (for example, both volume buttons and the side button). The system vibrates briefly to indicate it is running a program, sysdiagnose which extracts many log files. Then you use iTunes to sync your device to retrieve the resultant sysdiagnose\_date\_name.tar.gz file. Inside this archive file are many system and subsystem logs, and you can see when crashes occur and the context that gave rise to them.

An equivalent approach is available on macOS as well.

## Guided tour of an iOS Crash Report

Here we go through each section of an iOS crash report and explain the fields. (“Apple Crash Dump Technote 2151” 2018)

Note here iOS Crash Report means a crash report that came from a physical target device. After a crash, apps are often debugged on the Simulator. The exception code may be different in that case because the Simulator uses different methodology to cause the app to stop under the debugger.

### Crash Report Header Section

A Crash Report starts with the following header:

Incident Identifier: E030D9E4-32B5-4C11-8B39-C12045CABE26  
CrashReporter Key: b544a32d592996e0efdd7f5eaafd1f4164a2e13c  
Hardware Model: iPad6,3  
Process: icdab\_planets [2726]  
Path: /private/var/containers/Bundle/Application/  
BEF249D9-1520-40F7-93F4-8B99D913A4AC/icdab\_planets.app/icdab\_planets  
Identifier: www.perivalebluebell.icdab-planets  
Version: 1 (1.0)  
Code Type: ARM-64 (Native)  
Role: Foreground  
Parent Process: launchd [1]  
Coalition: www.perivalebluebell.icdab-planets [1935]

These items are explained by the following table:

|  |  |
| --- | --- |
| Entry | Meaning |
| Incident Identifier | Unique report number of crash |
| CrashReporter Key | Unique identifier for the device that crashed |
| Hardware Model | Apple Hardware Model (“List of iOS Devices” 2018) |
| Process | Process name (number) that crashed |
| Path | Full pathname of crashing program on the device file system |
| Identifier | Bundle identifier from Info.plist |
| Version | CFBundleVersion; also CFBundleVersionString in brackets |
| Code Type | Target architecture of the process that crashed |
| Role | The process task\_role. An indicator if we were in the background, foreground, or was a console app. Mainly affects the scheduling priority of the process. |
| Parent Process | Which process created the crashing process. launchd is a process launcher and is often the parent. |
| Coalition | Tasks are grouped into coalitions so they can pool together their consumption of resources (“Resource Management” 2015) |

The first thing to look at is the version. Typically if you are a small team or individual, you will not have the resources to diagnose crashes in older versions of your app, so the first thing might be to get the customer to install the latest version.

If you have got a lot of crashes then you might see it being a problem to one customer (common CrashReporter key seen) or lots of customers (so different CrashReporter keys are seen). This may affect how you rank the priority of the crash.

The hardware model could be interesting. It is iPad only devices, or iPhone only, or both? Maybe your code has less testing or unique code paths for a given platform.

The hardware model might indicate an older device, which we have not tested on.

Whether the app crashed in the Foreground or Background (the Role) is interesting because most applications are not tested when they are backgrounded. For example, you might receive a phone call, or have task switched between apps.

The Code Type (target architecture) is now mostly 64-bit ARM. But you might see ARM being reported - the original 32-bit ARM.

### Crash Report Date and Version Section

A Crash Report will continue with date and version information:

Date/Time: 2018-07-16 10:15:31.4746 +0100  
Launch Time: 2018-07-16 10:15:31.3763 +0100  
OS Version: iPhone OS 11.3 (15E216)  
Baseband Version: n/a  
Report Version: 104

These items are explained by the following table:

|  |  |
| --- | --- |
| Entry | Meaning |
| Date/Time | When the crash occurred |
| Launch Time | When the process was originally launched before crashing |
| OS Version | Operating System Version (Build number). (“IOS Version History” n.d.) |
| Baseband Version | Version number of the firmware of the cellular modem (used for phone calls) or n/a if the device has no cellular modem (most iPads, iPod Touch, etc.) |
| Report Version | The version of ReportCrash used to produce the report |

The first thing to check is the OS Version. Is it newer or older than we’ve tested? Is it a beta version of the operating system?

The next thing to check is the difference between the launch time and the time of the crash. Did the app crash immediately or after a long time? Early start crashes can sometimes be a packaging and deployment problem. We shall visit some techniques to tackle those later on.

Is the date a sensible value? Sometimes a device is set back or forwards in time, perhaps to trigger date checks on security certificates or license keys. Make sure the date is a realistic looking one.

Normally the baseband version is not interesting. The presence of the baseband means you could get interrupted by a phone call (of course there is VOIP calling as well in any case). iPad software is generally written to assume you’re not going to get a phone call but iPads can be purchased with a cellular modem option.

### Crash Report Exception Section

A Crash Report will next have exception information:

Exception Type: EXC\_CRASH (SIGABRT)  
Exception Codes: 0x0000000000000000, 0x0000000000000000  
Exception Note: EXC\_CORPSE\_NOTIFY  
Triggered by Thread: 0

or it may have a more detailed exception information:

Exception Type: EXC\_CRASH (SIGKILL)  
Exception Codes: 0x0000000000000000, 0x0000000000000000  
Exception Note: EXC\_CORPSE\_NOTIFY  
Termination Reason: Namespace <0xF>, Code 0xdead10cc  
Triggered by Thread: 0

What has happened is that the MachOS kernel has raised an Operating System Exception on the problematic process, which terminates the process. The ReportCrash program then retrieves from the OS details of such an exception.

These items are explained by the following table:

|  |  |
| --- | --- |
| Entry | Meaning |
| Exception Type | The type of exception in Mach OS. (“Mach Exception Types” n.d.) |
| Exception Codes | These codes encode the kind of exception, such as trying to trying to access an invalid address, and supporting information. (“Mach Exception Types” n.d.) |
| Exception Note | Either this says SIMULATED (this is NOT a crash) because the process will killed by the watchdog timer, or it says EXC\_CORPSE\_NOTIFY because the process crashed |
| Termination Reason | Optionally present, this gives a Namespace (number or subsystem name) and a magic number Code (normally a hex number that looks like a English word). See below for details on each Termination Codes. |
| Triggered by Thread | The thread in the process that caused the crash |

In this section the most important item is the exception type.

|  |  |
| --- | --- |
| Exception Type | Meaning |
| EXC\_CRASH (SIGABRT) | Our program raised a programming language exception such as a failed assertion and this caused the OS to Abort our app |
| EXC\_CRASH (SIGQUIT) | A process received a quit signal from another process that is managing it. Typically this means a Keyboard extension took too long or used up too much memory. App extensions are only only limited amounts of memory. |
| EXC\_CRASH (SIGKILL) | The system killed your app (or app extension), usually because some resource limit had been reached. The Termination Reason needs to be looked at to work out what policy violation was the reason for termination. |
| EXC\_BAD\_ACCESS or SIGSEGV or SIGBUS | Our program most likely tried to access a bad memory location or the address was good but we did not have the privilege to access it. The memory might have been deallocated due to due memory pressure. |
| EXC\_BREAKPOINT (SIGTRAP) | This is due to an NSException being raised (possibly by a library on your behalf) or \_NSLockError or objc\_exception\_throw being called. For example, this can be the Swift environment detecting an anomaly such as force unwrapping a nil optional |
| EXC\_BAD\_INSTRUCTION (SIGILL) | This is when the program code itself is faulty, not the memory it might be accessing. This should be rare on iOS devices; a compiler or optimiser bug, or faulty hand written assembly code. On Simulator it is a different story as using an undefined opcode is a technique used by the Swift runtime to stop on access to zombie objects (deallocated objects). |

When Termination Reason is present, we can look up the Code as follows:

|  |  |  |
| --- | --- | --- |
| Termination Code | Spoken As | Meaning |
| 0xdead10cc | Deadlock | We held a file lock or sqlite database lock before suspending. We should release locks before suspending. |
| 0xbaaaaaad | Bad | A stackshot was done of the entire system via the side and both volume buttons. See earlier section on System Diagnostics |
| 0xbad22222 | Bad too (two) many times | VOIP was terminated as it resumed too frequently. Also see with code using networking whilst in the background. If your TCP connection is woken up too many times (say 15 wakes in 300 seconds) you get this crash. |
| 0x8badf00d | Ate (eight) bad food | Our app took too long to perform a state change (starting up, shutting down, handling system message, etc.). The watchdog timer noticed the policy violation and caused the termination. The most common culprit is doing synchronous networking on the main thread. |
| 0xc00010ff | Cool Off | The system detected a thermal event and kill off your app. If it’s just one device it could be a hardware issue, not a software problem in your app. If it happens on other devices, check your app’s power usage using Instruments. |
| 0x2bad45ec | Too bad for security | There was a security violation. If the Termination Description says “Process detected doing insecure drawing while in secure mode” it means your app tried to write to the screen when it was not allowed because for example the Lock Screen was being shown. |

#### Aborts

When we have a SIGABRT , we should look for what exceptions and assertions are present in our code from the stack trace of the crashed thread.

#### Memory Issues

When we have a memory issue, EXC\_BAD\_ACCESS , SIGSEGV or SIGBUS. The faulty memory reference is the second number of the Exception Codes number pair. For this type of problem, the diagnostics settings within Xcode for the target in the schema are relevant. The address sanitiser should be switched on to see if it can spot the error. If that cannot detect the issue, try each of the memory management settings, one at a time.

If Xcode shows a lot of memory is being used by the app, then it might be that memory we were relying upon has been freed by the system. For this, switch on the Malloc Stack logging option, selecting All Allocation and Free History. Then at some point during the app, the MemGraph button can be clicked, and then the allocation history of objects explored.

#### Exceptions

When we have a EXC\_BREAKPOINT it can seem confusing. The program may have been running standalone without a debugger so where did the breakpoint come from? Typically we are running NSException code. This will make the system signal the process with the trace trap signal and this makes any available debugger attach to the process to aid debugging. So in the case where we were running the app under the debugger, even with breakpoints switched off, we would breakpoint in here so we can find out why there was a runtime exception. In the case of normal app running, there is no debugger so we would just crash the app.

#### Illegal Instructions

When we have a EXC\_BAD\_INSTRUCTION , the exception codes (second number) will be the problematic assembly code. This should be a rare condition. It is worthwhile adjusting the optimisation level of the code at fault in the Build Settings because higher level optimisations can cause more exotic instructions to be emitted during build time, and hence a bigger chance for a compiler bug. Alternatively the problem might be a lower level library which has hand assembly optimisations in it - such as a multimedia library. Handwritten assembly can be the cause of bad instructions.

### Crash Report Filtered Syslog Section

The Crash Report continues with the syslog section:

Filtered syslog:  
None found

This is an anomalous section because it is supposed to look at the process ID of the crashed process and then look to see if there are any syslog (System Log) entries for that process. We have never seen filtered entries in a crash, and only see None found reported.

### Crash Report Thread Section

The Crash Report continues with a dump of the thread backtraces as follows (formatted for ease of demonstration)

Thread 0 name: Dispatch queue: com.apple.main-thread  
Thread 0 Crashed:  
0 libsystem\_kernel.dylib 0x0000000183a012ec  
 \_\_pthread\_kill + 8  
1 libsystem\_pthread.dylib 0x0000000183ba2288  
 pthread\_kill$VARIANT$mp + 376  
2 libsystem\_c.dylib 0x000000018396fd0c  
 abort + 140  
3 libsystem\_c.dylib 0x0000000183944000  
 basename\_r + 0  
4 icdab\_planets 0x0000000104e145bc  
 -[PlanetViewController viewDidLoad] + 17852 (PlanetViewController.mm:33)  
5 UIKit 0x000000018db56ee0  
 -[UIViewController loadViewIfRequired] + 1020  
6 UIKit 0x000000018db56acc  
 -[UIViewController view] + 28  
7 UIKit 0x000000018db47d60  
 -[UIWindow addRootViewControllerViewIfPossible] + 136  
8 UIKit 0x000000018db46b94  
 -[UIWindow \_setHidden:forced:] + 272  
9 UIKit 0x000000018dbd46a8  
-[UIWindow makeKeyAndVisible] + 48  
10 UIKit 0x000000018db4a2f0  
 -[UIApplication \_callInitializationDelegatesForMainScene:transitionContext:]  
 + 3660  
11 UIKit 0x000000018db1765c  
-[UIApplication \_runWithMainScene:transitionContext:completion:] + 1680  
12 UIKit 0x000000018e147a0c  
\_\_111-[\_\_UICanvasLifecycleMonitor\_Compatability  
\_scheduleFirstCommitForScene:transition:firstActivation:  
completion:]\_block\_invoke + 784  
13 UIKit 0x000000018db16e4c  
+[\_UICanvas \_enqueuePostSettingUpdateTransactionBlock:] + 160  
14 UIKit 0x000000018db16ce8  
-[\_\_UICanvasLifecycleMonitor\_Compatability  
\_scheduleFirstCommitForScene:transition:firstActivation:completion:] + 240  
15 UIKit 0x000000018db15b78  
-[\_\_UICanvasLifecycleMonitor\_Compatability  
activateEventsOnly:withContext:completion:] + 724  
16 UIKit 0x000000018e7ab72c  
\_\_82-[\_UIApplicationCanvas \_transitionLifecycleStateWithTransitionContext:  
completion:]\_block\_invoke + 296  
17 UIKit 0x000000018db15268  
-[\_UIApplicationCanvas \_transitionLifecycleStateWithTransitionContext:  
completion:] + 432  
18 UIKit 0x000000018e5909b8  
\_\_125-[\_UICanvasLifecycleSettingsDiffAction performActionsForCanvas:  
withUpdatedScene:settingsDiff:fromSettings:  
transitionContext:]\_block\_invoke + 220  
19 UIKit 0x000000018e6deae8  
\_performActionsWithDelayForTransitionContext + 112  
20 UIKit 0x000000018db14c88  
-[\_UICanvasLifecycleSettingsDiffAction performActionsForCanvas:withUpdatedScene:  
settingsDiff:fromSettings:transitionContext:] + 248  
21 UIKit 0x000000018db14624  
-[\_UICanvas scene:didUpdateWithDiff:transitionContext:completion:] + 368  
22 UIKit 0x000000018db1165c  
-[UIApplication workspace:didCreateScene:withTransitionContext:completion:]  
 + 540  
23 UIKit 0x000000018db113ac  
-[UIApplicationSceneClientAgent scene:didInitializeWithEvent:completion:] + 364  
24 FrontBoardServices 0x0000000186778470  
-[FBSSceneImpl \_didCreateWithTransitionContext:completion:] + 364  
25 FrontBoardServices 0x0000000186780d6c  
\_\_56-[FBSWorkspace client:handleCreateScene:withCompletion:]\_block\_invoke\_2 + 224  
26 libdispatch.dylib 0x000000018386cae4  
\_dispatch\_client\_callout + 16  
27 libdispatch.dylib 0x00000001838741f4  
\_dispatch\_block\_invoke\_direct$VARIANT$mp + 224  
28 FrontBoardServices 0x00000001867ac878  
\_\_FBSSERIALQUEUE\_IS\_CALLING\_OUT\_TO\_A\_BLOCK\_\_ + 36  
29 FrontBoardServices 0x00000001867ac51c  
-[FBSSerialQueue \_performNext] + 404  
30 FrontBoardServices 0x00000001867acab8  
-[FBSSerialQueue \_performNextFromRunLoopSource] + 56  
31 CoreFoundation 0x0000000183f23404  
\_\_CFRUNLOOP\_IS\_CALLING\_OUT\_TO\_A\_SOURCE0\_PERFORM\_FUNCTION\_\_ + 24  
32 CoreFoundation 0x0000000183f22c2c  
\_\_CFRunLoopDoSources0 + 276  
33 CoreFoundation 0x0000000183f2079c \_\_CFRunLoopRun + 1204  
34 CoreFoundation 0x0000000183e40da8  
CFRunLoopRunSpecific + 552  
35 GraphicsServices 0x0000000185e23020 GSEventRunModal + 100  
36 UIKit 0x000000018de2178c UIApplicationMain + 236  
37 icdab\_planets 0x0000000104e14c94 main + 19604 (main.m:14)  
38 libdyld.dylib 0x00000001838d1fc0 start + 4  
  
Thread 1:  
0 libsystem\_pthread.dylib 0x0000000183b9fb04 start\_wqthread + 0  
  
Thread 2:  
0 libsystem\_kernel.dylib 0x0000000183a01d84 \_\_workq\_kernreturn + 8  
1 libsystem\_pthread.dylib 0x0000000183b9feb4 \_pthread\_wqthread + 928  
2 libsystem\_pthread.dylib 0x0000000183b9fb08 start\_wqthread + 4  
  
Thread 3:  
0 libsystem\_pthread.dylib 0x0000000183b9fb04 start\_wqthread + 0  
  
Thread 4:  
0 libsystem\_kernel.dylib 0x0000000183a01d84 \_\_workq\_kernreturn + 8  
1 libsystem\_pthread.dylib 0x0000000183b9feb4 \_pthread\_wqthread + 928  
2 libsystem\_pthread.dylib 0x0000000183b9fb08 start\_wqthread + 4  
  
Thread 5:  
0 libsystem\_kernel.dylib 0x0000000183a01d84 \_\_workq\_kernreturn + 8  
1 libsystem\_pthread.dylib 0x0000000183b9feb4 \_pthread\_wqthread + 928  
2 libsystem\_pthread.dylib 0x0000000183b9fb08 start\_wqthread + 4  
  
Thread 6 name: com.apple.uikit.eventfetch-thread  
Thread 6:  
0 libsystem\_kernel.dylib 0x00000001839dfe08 mach\_msg\_trap + 8  
1 libsystem\_kernel.dylib 0x00000001839dfc80 mach\_msg + 72  
2 CoreFoundation 0x0000000183f22e40  
\_\_CFRunLoopServiceMachPort + 196  
3 CoreFoundation 0x0000000183f20908 \_\_CFRunLoopRun + 1568  
4 CoreFoundation 0x0000000183e40da8  
CFRunLoopRunSpecific + 552  
5 Foundation 0x00000001848b5674  
-[NSRunLoop+ 34420 (NSRunLoop) runMode:beforeDate:] + 304  
6 Foundation 0x00000001848b551c  
-[NSRunLoop+ 34076 (NSRunLoop) runUntilDate:] + 148  
7 UIKit 0x000000018db067e4  
-[UIEventFetcher threadMain] + 136  
8 Foundation 0x00000001849c5efc  
\_\_NSThread\_\_start\_\_ + 1040  
9 libsystem\_pthread.dylib 0x0000000183ba1220 \_pthread\_body + 272  
10 libsystem\_pthread.dylib 0x0000000183ba1110 \_pthread\_body + 0  
11 libsystem\_pthread.dylib 0x0000000183b9fb10 thread\_start + 4  
  
Thread 7:  
0 libsystem\_pthread.dylib 0x0000000183b9fb04 start\_wqthread + 0

The crash report will explicitly tell you which thread crashed.

Thread 0 Crashed:

Threads are numbered, and if they have a name you are told this:

Thread 0 name: Dispatch queue: com.apple.main-thread

Most of your focus should be on the crashed thread; it is often thread 0. Take note of the thread name. Note no long duration tasks such as networking may be done on the main thread, com.apple.main-thread, because that thread is used to handle user interactions.

The references to \_\_workq\_kernreturn just indicate a thread waiting for work so can be ignored unless there are a huge number of them.

Similarly the reference to mach\_msg\_trap just indicate waiting for a message to come in.

When looking at stack backtraces, stack frame 0, the top of the stack, comes first, and then calling frames are listed. So the last thing being done is in frame 0. The frame number is the first number in the stack backtrace line for a given thread. The second frame, numbered 1, is code that called the function being executed in stack frame 0. This repeats until reach the original code that was running when the thread commenced.

The second column in a back trace is the binary file. We focus on our own binary mostly because framework code from Apple is generally very reliable. Faults usually occur either directly in our code, or by faults caused by incorrect usage of Apple APIs. Just because the code crashed in Apple provided code does not mean the fault is in Apple code.

The fourth column onwards is the address in memory after the code from the higher up stacks would leave the program once they have returned to the particular stack frame in question. If in our binary, and our libraries we do not see a symbolic address, but just hex offsets, then we have not got a symbolicated crash report. See earlier chapter on Symbolification.

The fifth column is the calling function relative to the parent function it is in. The plus sign followed by an offset tells us how far into the parent function the call to the next function is.

Therefore with the example stack frame:

20 UIKit 0x000000018db14c88  
-[\_UICanvasLifecycleSettingsDiffAction performActionsForCanvas:withUpdatedScene:  
settingsDiff:fromSettings:transitionContext:] + 248

We see :

# A Siri Crash

## Why are we looking at a Siri Crash?

Here is an example of Siri crashing on a Mac. Note that binaries on a Mac are not encrypted. This means we can demonstrate the use of third party tools to explore the binaries at fault. Since only Apple has the source code for Siri, it adds to the challenge and forces us think abstractly about the problem.

## The Crash report

Here is the crash report, suitably truncated for ease of demonstration:

Process: SiriNCService [1045]  
Path:   
/System/Library/CoreServices/Siri.app/Contents/XPCServices/SiriNCService.xpc/  
Contents/MacOS/SiriNCService  
Identifier: com.apple.SiriNCService  
Exception Type: EXC\_BAD\_ACCESS (SIGSEGV)  
Exception Codes: KERN\_INVALID\_ADDRESS at 0x0000000000000018  
Exception Note: EXC\_CORPSE\_NOTIFY  
VM Regions Near 0x18:  
-->  
 \_\_TEXT 0000000100238000-0000000100247000  
 [ 60K] r-x/rwx SM=COW /System/Library/CoreServices/Siri.app/Contents/  
 XPCServices/SiriNCService.xpc/Contents/MacOS/SiriNCService  
  
Application Specific Information:  
objc\_msgSend() selector name: didUnlockScreen:  
  
Thread 0 Crashed:: Dispatch queue: com.apple.main-thread  
0 libobjc.A.dylib 0x00007fff69feae9d objc\_msgSend + 29  
1 com.apple.CoreFoundation 0x00007fff42e19f2c  
 \_\_CFNOTIFICATIONCENTER\_IS\_CALLING\_OUT\_TO\_AN\_OBSERVER\_\_ + 12  
2 com.apple.CoreFoundation 0x00007fff42e19eaf  
\_\_\_CFXRegistrationPost\_block\_invoke + 63  
3 com.apple.CoreFoundation 0x00007fff42e228cc  
 \_\_CFRUNLOOP\_IS\_CALLING\_OUT\_TO\_A\_BLOCK\_\_ + 12  
4 com.apple.CoreFoundation 0x00007fff42e052a3 \_\_CFRunLoopDoBlocks + 275  
5 com.apple.CoreFoundation 0x00007fff42e0492e \_\_CFRunLoopRun + 1278  
6 com.apple.CoreFoundation 0x00007fff42e041a3  
CFRunLoopRunSpecific + 483  
7 com.apple.HIToolbox 0x00007fff420ead96  
RunCurrentEventLoopInMode + 286  
8 com.apple.HIToolbox 0x00007fff420eab06  
ReceiveNextEventCommon + 613  
9 com.apple.HIToolbox 0x00007fff420ea884  
\_BlockUntilNextEventMatchingListInModeWithFilter + 64  
10 com.apple.AppKit 0x00007fff4039ca73 \_DPSNextEvent + 2085  
11 com.apple.AppKit 0x00007fff40b32e34  
-[NSApplication(NSEvent) \_nextEventMatchingEventMask:untilDate:inMode:dequeue:] + 3044  
12 com.apple.ViewBridge 0x00007fff67859df0  
-[NSViewServiceApplication nextEventMatchingMask:untilDate:inMode:dequeue:] + 92  
13 com.apple.AppKit 0x00007fff40391885 -[NSApplication run] + 764  
14 com.apple.AppKit 0x00007fff40360a72 NSApplicationMain + 804  
15 libxpc.dylib 0x00007fff6af6cdc7 \_xpc\_objc\_main + 580  
16 libxpc.dylib 0x00007fff6af6ba1a xpc\_main + 433  
17 com.apple.ViewBridge 0x00007fff67859c15  
-[NSXPCSharedListener resume] + 16  
18 com.apple.ViewBridge 0x00007fff67857abe  
NSViewServiceApplicationMain + 2903  
19 com.apple.SiriNCService 0x00000001002396e0 main + 180  
20 libdyld.dylib 0x00007fff6ac12015 start + 1

## The Crash details

Looking at the 09:52 crash we see

Exception Type: EXC\_BAD\_ACCESS (SIGSEGV)

This means we are accessing memory which does not exist. The program that was running (known as the TEXT) was

/System/Library/CoreServices/Siri.app/Contents/XPCServices/SiriNCService.xpc/  
Contents/MacOS/SiriNCService

This is interesting because normally its applications that crash. Here we see a software component crashing. The Siri service is a distributed app which uses cross process communication (xpc) to do its work. We see that from references to xpc as above.

What method were we trying to call on an object that no longer exists? Helpfully, the crash dump provides the answer:

Application Specific Information: objc\_msgSend() selector name: didUnlockScreen:

Now we have to a first level approximation answered the *what*, *where* and *when* aspect of the crash. It was a Siri component that crashed, in SiriNCService when didUnlockScreen was called on a non-existent object.

## Applying our Tool Box

Now to understand further we need to reach for the class-dump tool.

class-dump SiriNCService > SiriNCService.classdump.txt

Looking at a portion of the output is the following:

@property \_\_weak SiriNCService \*service; // @synthesize service=\_service;  
- (void).cxx\_destruct;  
- (BOOL)isSiriListening;  
- (void)\_didUnlockScreen:(id)arg1;  
- (void)\_didLockScreen:(id)arg1;

We see that there is indeed a method, didUnlockScreen, and we see that there is a service object which is owned **weakly**. This means that the object is not retained and could get freed. It typically means we a user of the SiriNCService but not the owner. We do not own the lifecycle of the object.

## Software Engineering Insights

The underlying software engineering problem here is one of lifecycle. Part of the application has a object lifecycle we were not expecting. The consumer should have been written to detect the absence of the service as a robustness and defensive programming best practice. What can happen is that the software is maintained over time, and the lifecycles of objects grow more complex over time as new functionality is added but the old code using the objects is not updated in sync.

Taking one step further back we should ask what weak properties are used by this component? From that we can create some simple unit test cases which test the code whilst those objects are nil. Then we can go back and add robustness to the code paths that assumed the object were non-nil.

Taking a further step back, is there anything unusual in the design of this component that calls for integration testing?

grep -i heat SiriNCService.classdump.txt  
@protocol SiriUXHeaterDelegate <NSObject>  
- (void)heaterSuggestsPreheating:(SiriUXHeater \*)arg1;  
- (void)heaterSuggestsDefrosting:(SiriUXHeater \*)arg1;  
@interface SiriNCAlertViewController : NSViewController  
<SiriUXHeaterDelegate, AFUISiriViewControllerDataSource,  
 AFUISiriViewControllerDelegate>  
 SiriUXHeater \*\_heater;  
@property(readonly, nonatomic)  
SiriUXHeater \*heater; // @synthesize heater=\_heater;  
- (void)heaterSuggestsPreheating:(id)arg1;  
- (void)heaterSuggestsDefrosting:(id)arg1;  
@interface SiriUXHeater : NSObject  
 id <SiriUXHeaterDelegate> \_delegate;  
@property(nonatomic)  
\_\_weak id <SiriUXHeaterDelegate> delegate; // @synthesize delegate=\_delegate;  
- (void)\_suggestPreheat;

It seems that this component can be prepared and made ready and has a variety of levels of initialisation and de-initialisation. Maybe this complexity is to make the user interface responsive. But it sends us a message that this component needs an integration test suite that codifies the state machine so we know the lifecycle of the service.

## Lessons Learnt

We went from using HOWTO knowledge (understanding the crash report) to using tooling to get a baseline level of knowledge. Then we started to apply Software Engineering experiences, and then we started reasoning about the actual design of the component to ask how we got here and what should be done to avoid the problem. This journey from looking at the artefacts of a problem to getting to the root of what needs to be done is a common theme during crash dump analysis. It cannot be achieved by just focusing on the HOWTO of comprehending crash reports. We need to switch hats and see things from different perspectives in order to really make progress.

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