

Question
<p>A user of Grageplug is facing crashes every 5 mins after doing login/signup. The support advisor is unable to figure out why this happens since it doesn't happen on their device.</p> <p>The support engineer is looking at you for help. What do you recommend as the possible next steps?</p>
Answers
<p>Recommend steps as a QA are as follows:</p> <ol style="list-style-type: none"> 1. Verify the Andriod version if the user is using an android phone - Mobile app should support the customer's android version 2. Verify the IOs version if the user is using an iphone - Mobile app should support the customer's IOs version 3. Verify the app version which customer is using (User should use the latest updated version of app) 4. Try to reproduce the issue of app crash on the same andriod/IOs version and app version 5. Enable the developer option from mobile and check application logs in log panel or system 6. Note the exact time or timestamp when the app crashed and proved the details to developers or support engineers 7. Engineers and QA should analyse the logs and find the cause of app crash. 8. Engineers and QA should debug the code for app crash. 9. QA should provide screenshots as well