**SAP**    **1834585 - How to enable application logging on BI Mobile for iOS**

**Version**  1    **Validity:** 14.03.2013 - active                    **Language**  English

## Symptom

When having an issue with the BI Mobile application running on iOS, the support engineer might ask you to submit logs from the device.

## Environment

- SAP BusinessObjects BI Mobile 4.4+

## Resolution

Here are the steps to enable logging on your iOS device that is running BI Mobile

1. Log on to BI Mobile application on iOS (iPad/iPhone)
2. Press the HOME button on the device and select "Settings"
3. Along left side scroll down until you find "SAP BI"
4. Select Logs -> Enable Logs and slide to ON
5. Select the required log level based on which the system must write to the log file

   - Error: Logs error and fatal errors
   - Warnings: Logs warning messages in addition to error and fatal error messages.
   - Debug: Logs the trace information in addition to medium and low log level details.

To view the log file perform the following steps:

1. Connect the iOS device to iTunes
2. On the Apps tab, from the **File Sharing** section in the Apps pane, select the device
3. Save the **mobi.log** file to your computer
4. Open and view the log details from the file and send to support engineer if requested

## Keywords

Bi Mobile logging

## Header Data

**Released On**   21.03.2013 22:41:11
**Release Status** Released to Customer
**Component**    MOB-APP-BI-IOS BI Mobile on iPad/iPhone
**Priority**     Normal
**Category**     How To

## Product

| Product | Product Version |
|---|---|
| SAP BusinessObjects Business Intelligence platform | SAP BusinessObjects Business Intelligence platform 4.0 |
| | SAP BusinessObjects Enterprise XI 3.1 |