

For getting the general logs of TellNext please follow the next steps:

- When a problem occurs in the operation of TellNext, notify the technical support and return the terminal “as is” without rebooting or restarting it.
- The technical support executes the bat file PullLog_TellNext.bat located in
C:\HubOne\MobileDevices\TellNext\<version>\Tools

When executing that bat file:

- A new folder named PULL_LOG is created inside Tools
- For each device connected to the PC, a new folder is created named according to the serial number of the device.
- If you have already retrieved the logs from a device, a user confirmation is required to overwrite the directory and resume the logs.

In each device folder, you will find:

- the file MyLogcat.txt (the logcat file)
- the entire nextApps folder with each package log files
- if a TellNext debug package is installed, you will find the TellNextTrace.txt file