Why is our Capira app crashing?

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Symptom

• Capira app is experiencing crashes

Applies to

• CapiraMobile
• CapiraReady

Resolution

Please contact OCLC Support with the below information. We will need as much information as possible in order to troubleshoot these crashes:

• Device information (Apple or Android, model, OS version) that is experiencing the crash
• What versions of the app is installed
• Exact replication steps on what is causing the crash:
  ◦ Is the app crashing on launch?
  ◦ Does a specific button/menu option cause the crash?
  ◦ Does a specific action cause the crash?