iOS Troubleshooting: App Install and Launch Failures

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What you need to look for when your app fails to Install or launch

Having trouble installing or launching your iOS App on a Perfecto cloud device? That's bad news. The good news is that this usually happens only due to a handful of reasons, all of which are pretty easy to fix.

What to do if your app won't install

The device log is typically key in understanding why your app won't install. You are encouraged to get the device log immediately after your failed installation attempt.

You can retrieve the device logs:
Getting the Device Log in Manual Testing
Getting the Device Log in Automated Testing

Look for the following keywords in the device log to help you identify common root causes for installation failure:

Keyword	Meaning	What to do
VersionTooLow	The minimum OS version defined for the application is higher than that of the device on which you are trying to install the app. For example, an iOS 9 application may not run on iOS 7. The iOS application will not install and throws an error that the "OS Version is Too Low". `Installation failed: Error Domain=LaunchServicesError Code=0 "The operation couldn't be completed. (LaunchServicesError error 0.)" UserInfo=0x17e44350 {Error=DeviceOSVersionTooLow}`	Select another device or contact the app developer to rebuild a version of the app supporting your test device.
UIDeviceFamily	You are trying to install an app on an unsupported device type. For example, you are trying to install an iPad only app on an iPhone, or an Apple TV app on a phone.	Select an appropriate test device or contact the app developer if you believe the test device should be supported by the build
File not signed	File is not signed properly or has the wrong provisioning	See more info
Profile not valid: <device UDID>	You are trying to install an app signed with a development certificate on a device that has not been provisioned for testing the app.	Unless you are testing on an on premises cloud, contact the app developer to obtain an app build signed with a distribution certificate
Wakeup sequence failed	This device does not support XCTest	Support is in progress. if possible use other device.
Cannot instrument application	Failed to allow additional actions.	Contact support.

What to do if your app won't launch

First of all, if you try to launch an app and get this error: **app developer not trusted on this device,** it means that you need to allow this developer to run applications (signed by him) on the device. It can be done in the **Profiles** tab in **Settings**. Just tap the profile and click **Trust**.

Secondly, if you get this error: **app crashed on startup**, it means that the app did launch but crashed during it's start up phase.

As with install errors, most of the hints regarding launch failures will come from the device log that should be retrieved immediately after the launch failure. The keywords below will help you understand how you may fix the issue.

Keyword	Meaning	What to do

Unable to launch <your app bundle> **because it has an invalid code signature, inadequate entitlements or its profile has not been explicitly trusted by the user.**	On iOS9 and above you have to explicitly trust the app developer for apps signed with enterprise distribution certificates.	See article for details on how to trust an app developer.
Formulating crash report for <your app bundle> or **app crashed on startup**	Your app crashed on startup	Contact app developer to try to launch app on local device. If problem does not reproduce, contact support to retrieve crash report and provide it to app developer

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