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Extracting log files from iTranscend (iOS) application

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Perform the following steps to get log files of iTranscend (iOS) application:

Launch iTranscend application on your device (iPad or iPhone)

On the CaseStore screen, choose Actions button on right top

Choose “Manage Support Logs” item from the action sheet

You will get list of available support logs on the device (the current log file will be displayed in Blue)

Select the required support logs by tapping on the file name

Tap on the EMail button on right top of the popover

Mail application will be launched with the selected log files compressed and attached to the mail.

Note: Please check the log files for any confidential data before sending the mail.

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