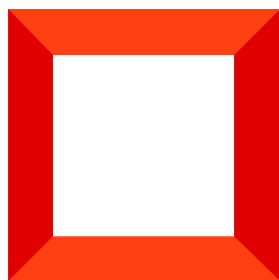
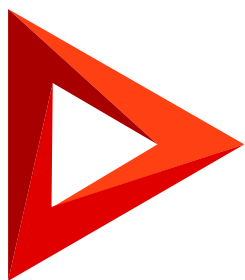


Debug the mobile app

Version 8.0



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The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

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Launch the Creatio mobile app emulator created in Android Studio

 Beginner

The **Creatio mobile app** is a hybrid app (i. e., a mobile app packaged in a native UI). Learn more about mobile app types in a separate article: [Mobile app basics](#).

Mobile app debugging is verifying that the user functionality of the Creatio mobile app works as expected.

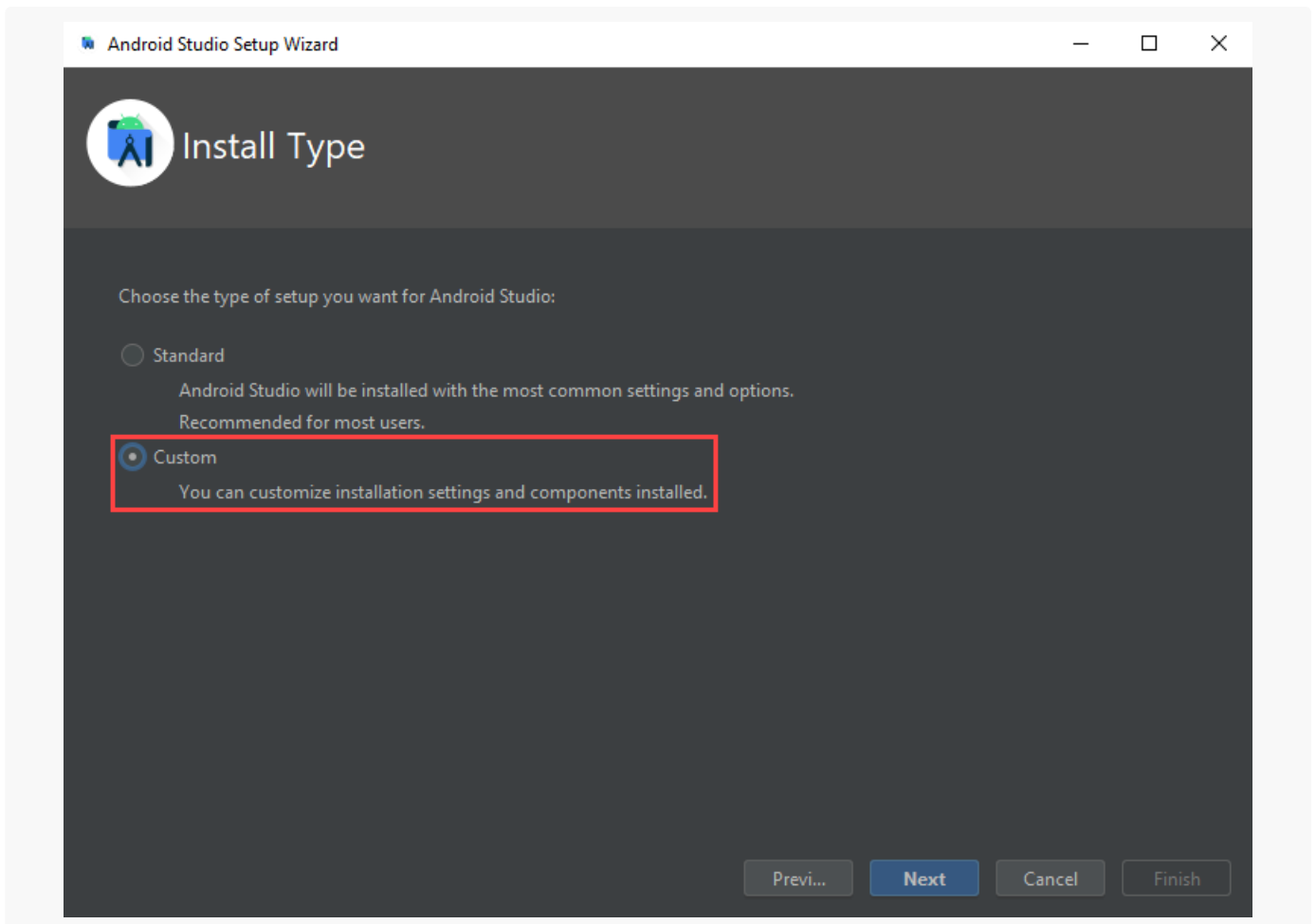
Since version 7.17.4, Creatio has stopped supporting the mobile app emulator. Since Creatio 8.0 Atlas, we recommend using external development tools for debugging, for example, [Android Studio](#).

Keep in mind the following **limitations** when creating an emulator using the Android Studio:

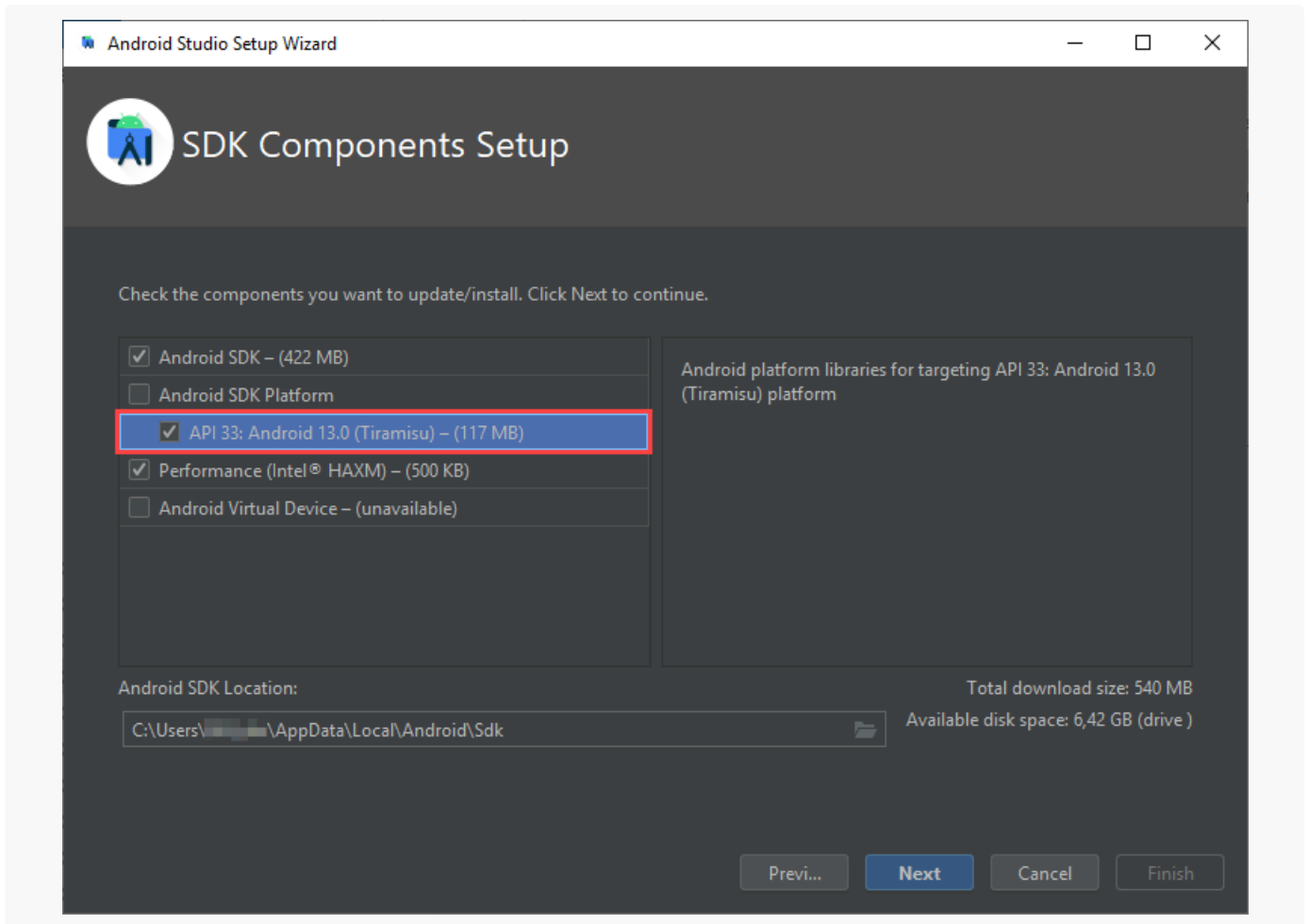
- You can only run the emulator created in Android Studio on a CPU that supports **Intel Virtualization Technology (VT-x)**. VT-x technology can be disabled by default. Contact system administrator to enable it. Learn more about VT-x on [Wikipedia](#).
- You cannot run the emulator created in Android Studio on a virtual machine.

Set up an emulator created in Android Studio

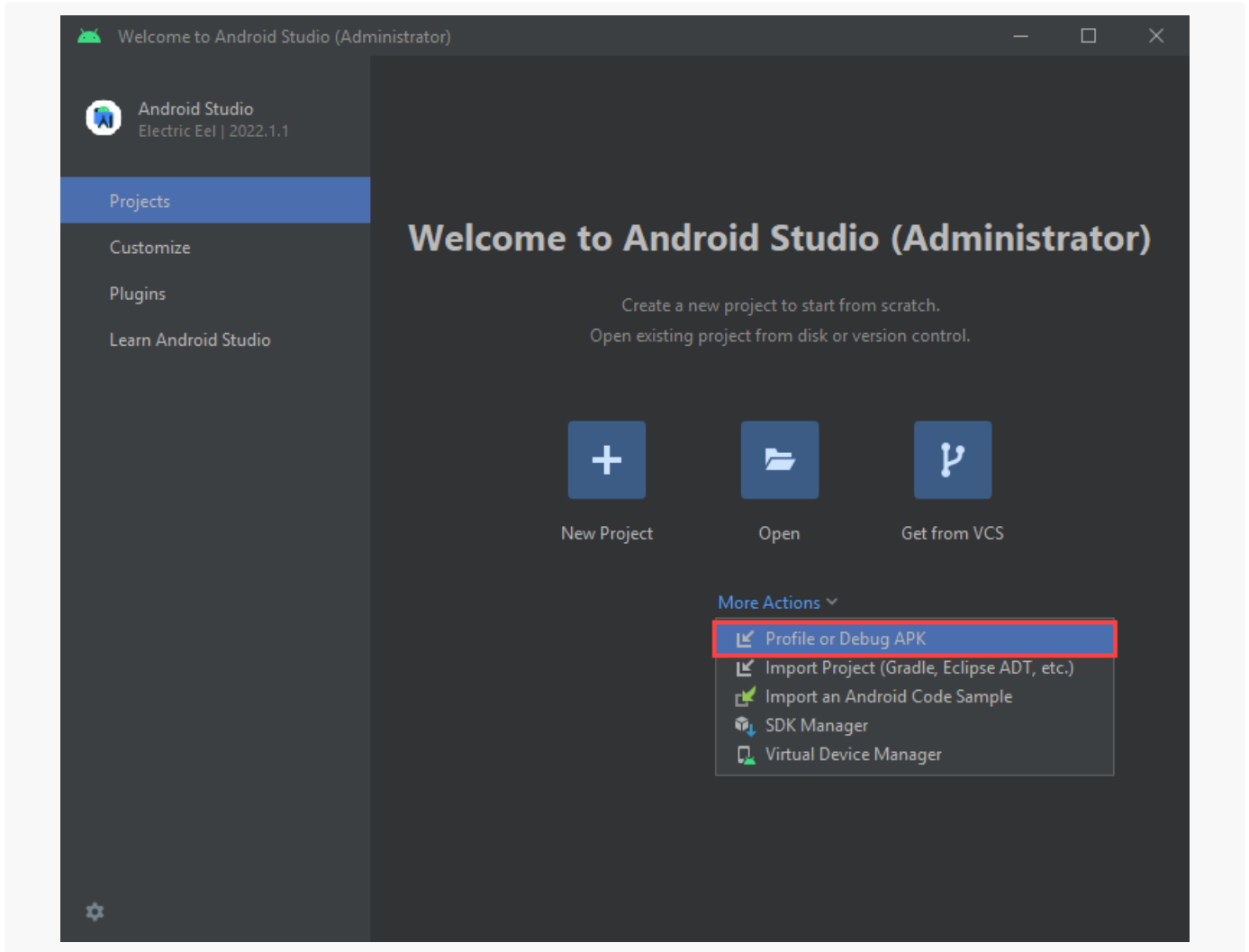
1. [Download](#) and install Android Studio.
2. Select the [*Custom*] Android Studio setup type.



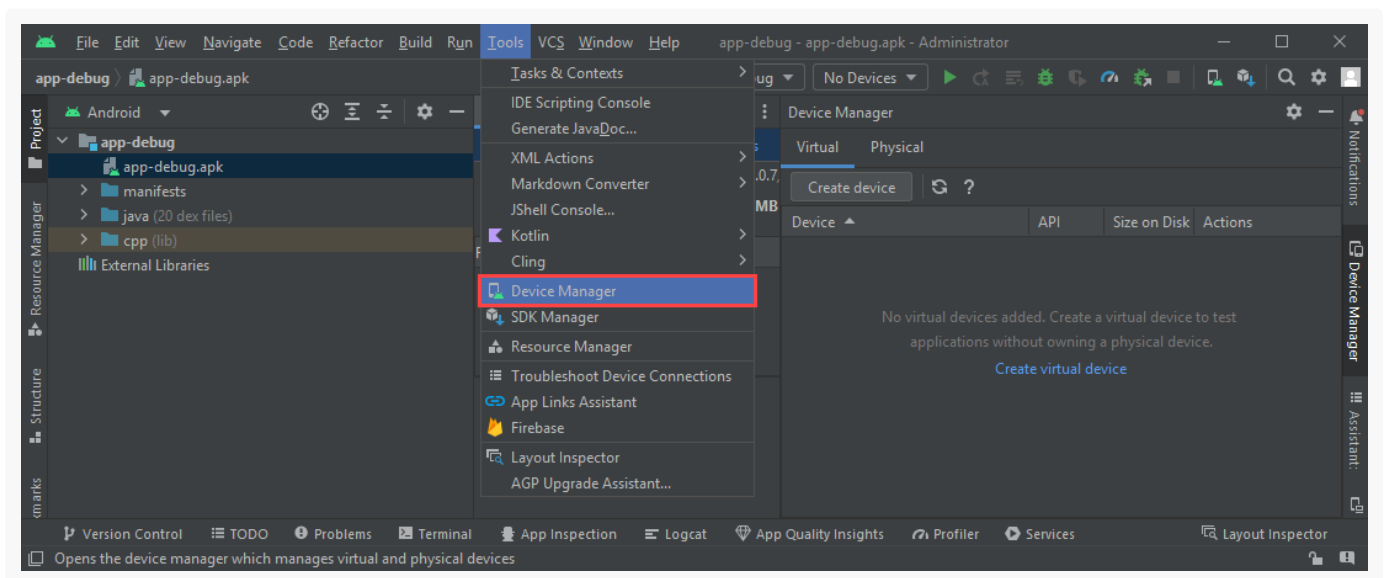
3. Install the latest version of the Android SDK.



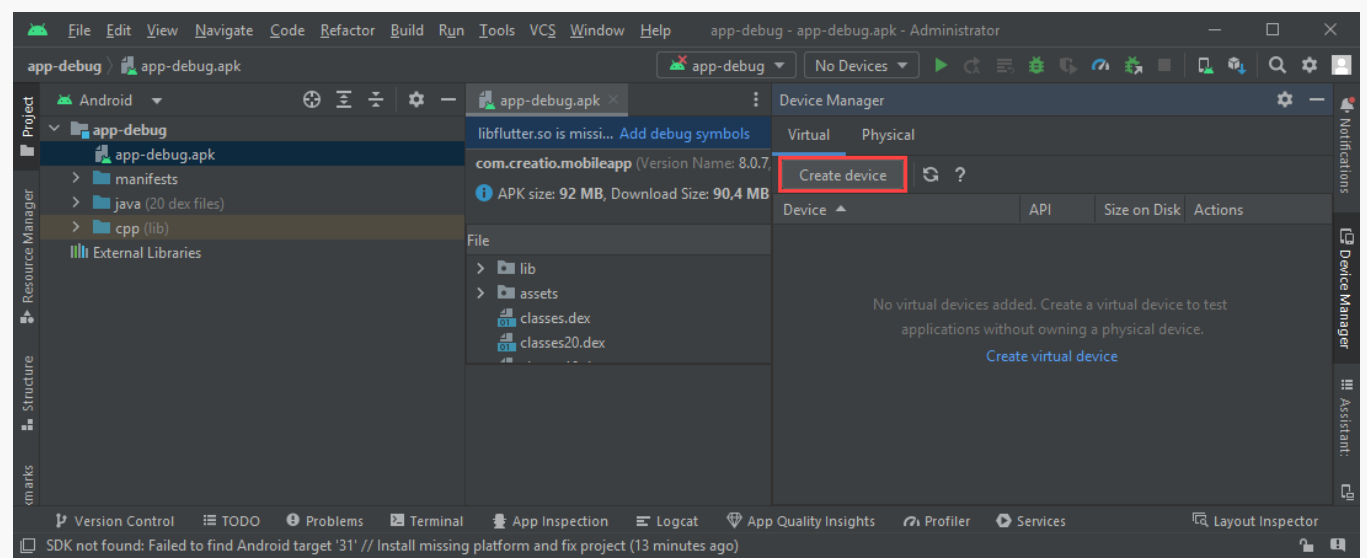
4. Contact Creatio support (support@creatio.com) to receive an *.apk file for debugging.
5. Open the [*Projects*] tab.
6. Click [*More Actions*] → [*Profile or Debug APK*] and download the *.apk file.



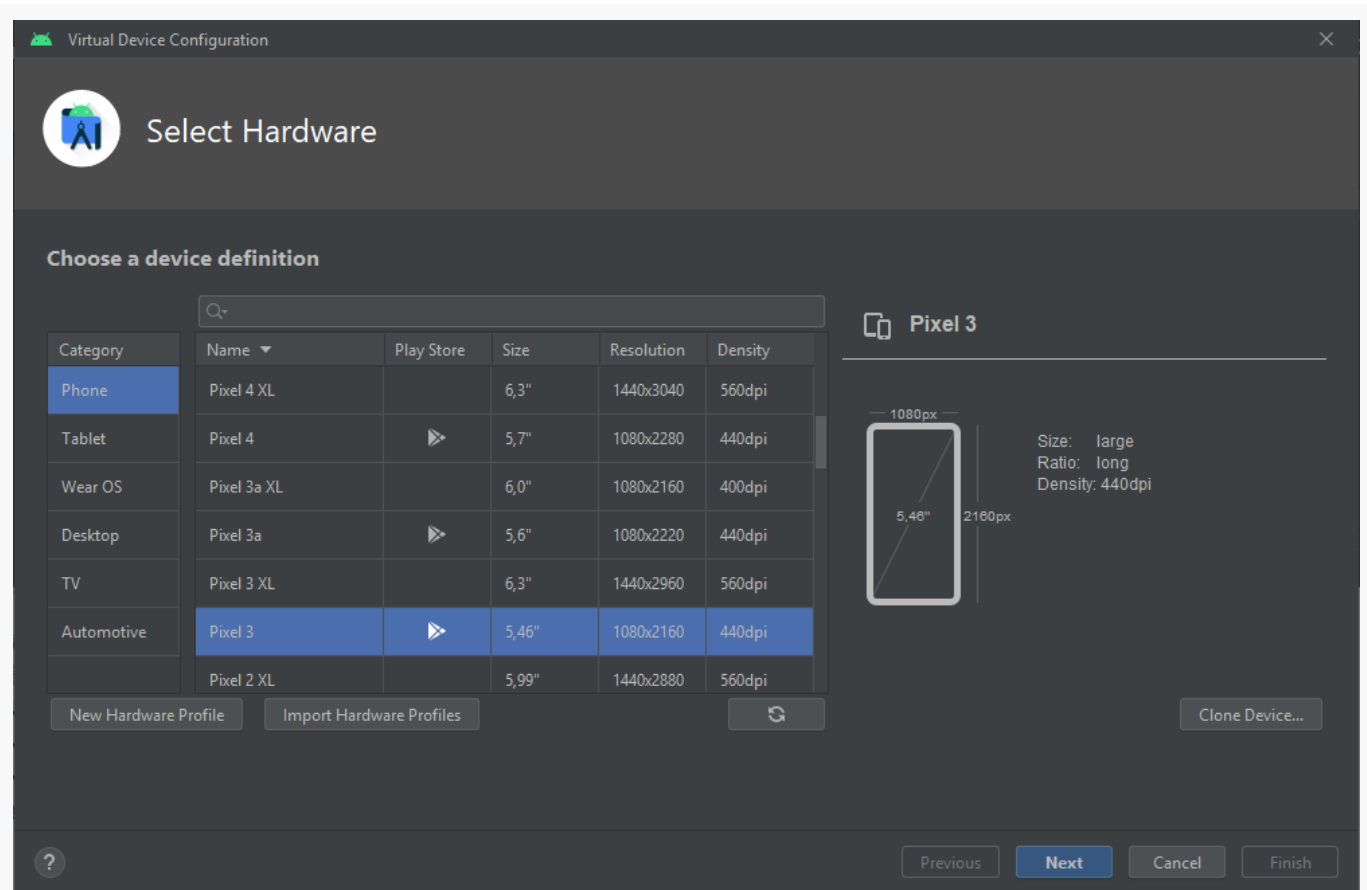
7. Click [*Tools*] → [*Device Manager*] on the Android Studio's toolbar to create an emulator.




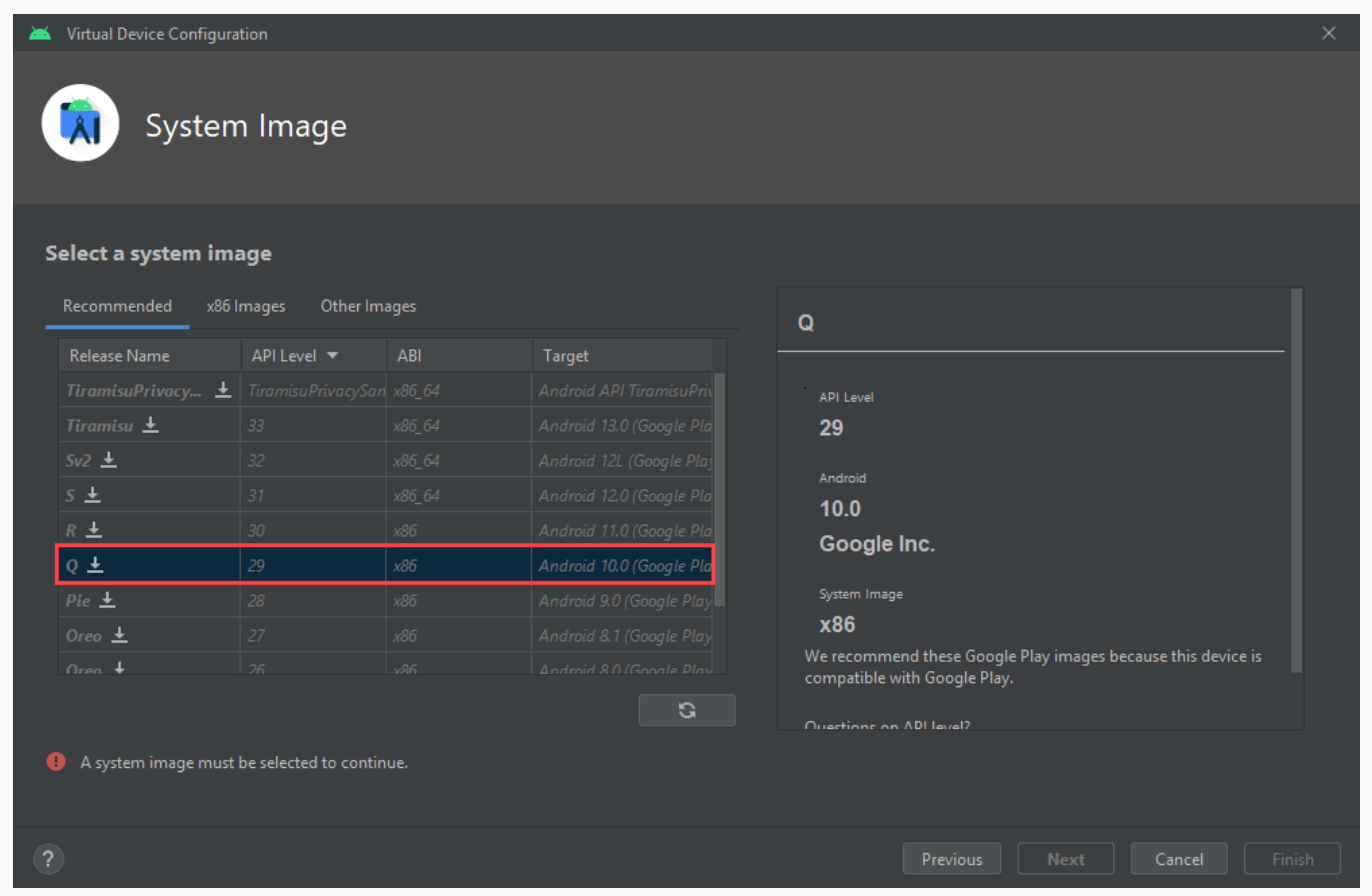
8. Open the [*Virtual*] tab on the [*Device Manager*] tab and click [*Create device*].





9. Select the mobile device in the [*Phone*] category to emulate a Creatio mobile app. For example, Pixel 3.

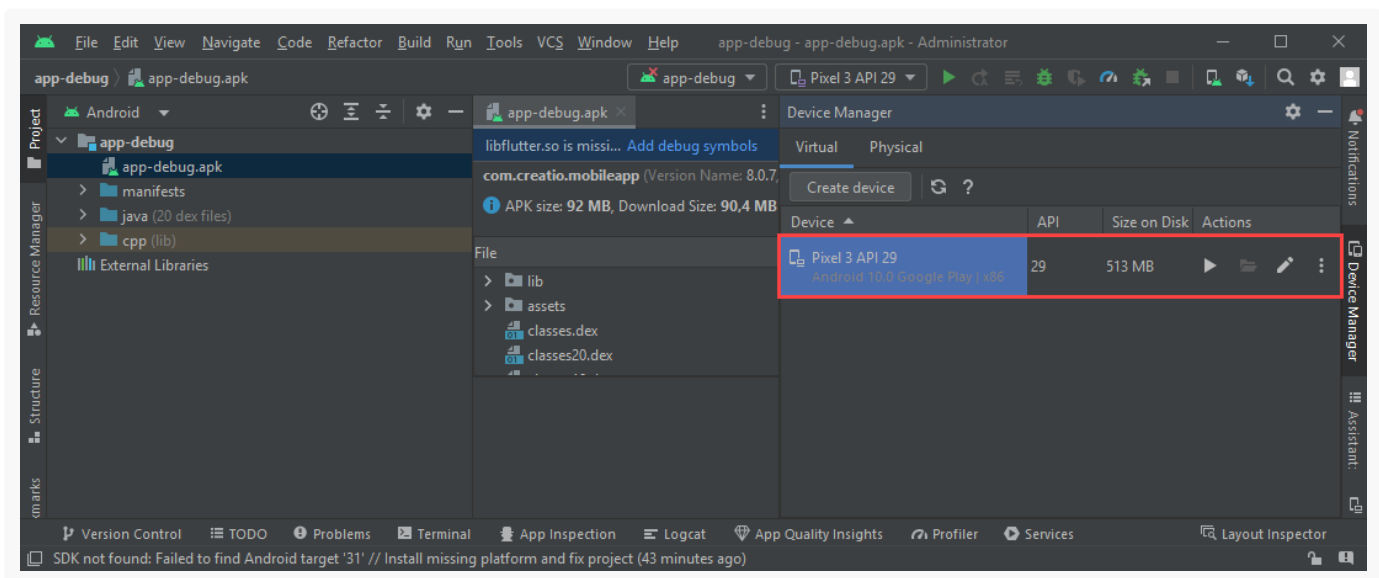


10. Open the [*Recommended*] tab and click  to download the required components for debugging. For example, API Level 29 for Android 10.0.



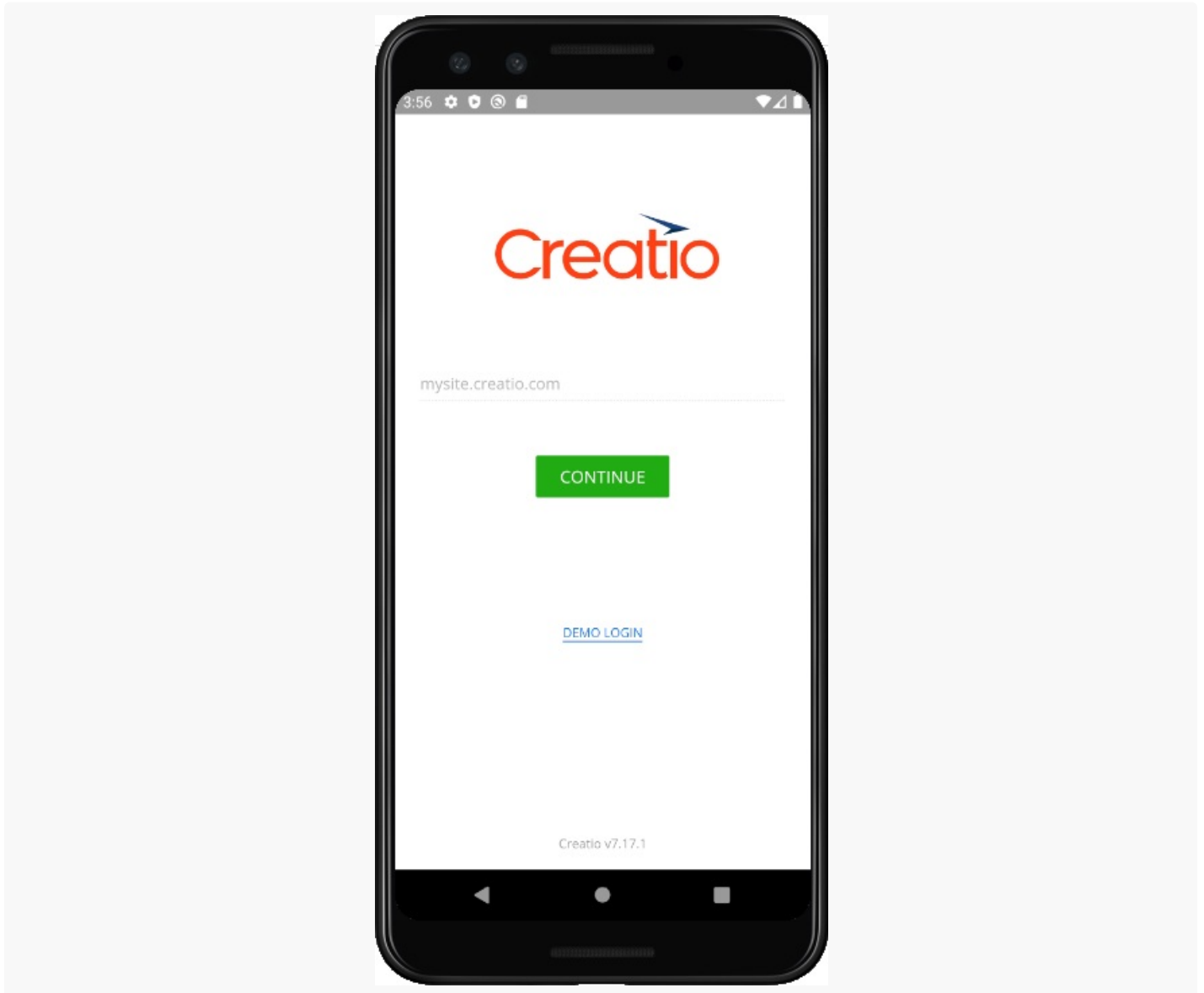
If you want to debug a mobile app on a specific Android version, open the [*x86 Images*] tab and click  to download the required version for debugging.

- Open the [*Virtual*] tab on the [*Device Manager*] tab and click  to run the *.apk file. For example, Pixel 3 API 29.



If Android Studio displays the "Please select Android SDK" error after launching, restart Android Studio and click the [*Install missing platform and fix project*] link to install the missing components.

As a result, Android Studio will launch the emulator that contains Creatio mobile app.



To **debug the mobile app**, follow the instructions in a separate article: [Debug the Creatio mobile app using Chrome Developer Tools](#).

Debug the Creatio mobile app using Chrome Developer Tools

 Medium

You can debug the mobile app using Chrome Developer Tools in Creatio version 8.0 Atlas and later.

You can debug the Creatio mobile app in the following ways:

- using the mobile app installed on a mobile device
- using the mobile app emulator created in Android Studio

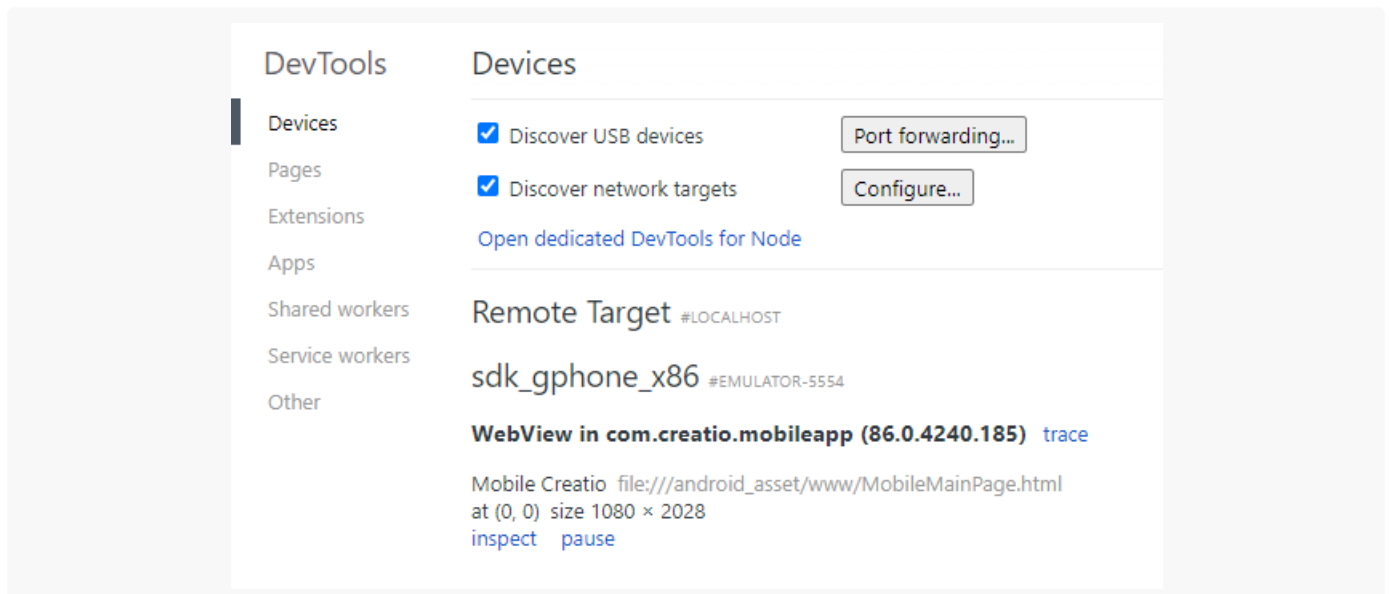
Debug the Creatio mobile app installed on a mobile device

1. Contact Creatio support (support@creatio.com) to receive an *.apk file for debugging.
2. Install the mobile app on your mobile device.
3. Launch the mobile app on the mobile device.
4. Connect the mobile device to your PC via USB.
5. Open Google Chrome on the PC.
6. Open the [*Inspect with Chrome Developer Tools*] tab. To do this, enter the URL below in the browser address bar.

URL that opens the list of connected devices

```
chrome://inspect/#devices
```

This opens the [*Devices*] tab that contains the list of connected devices. The link to Creatio mobile app is com.creatio.mobileapp.



7. Display the connected device (optional).

If the connected device is missing from the [*Devices*] tab, check the device authorization. To do this:

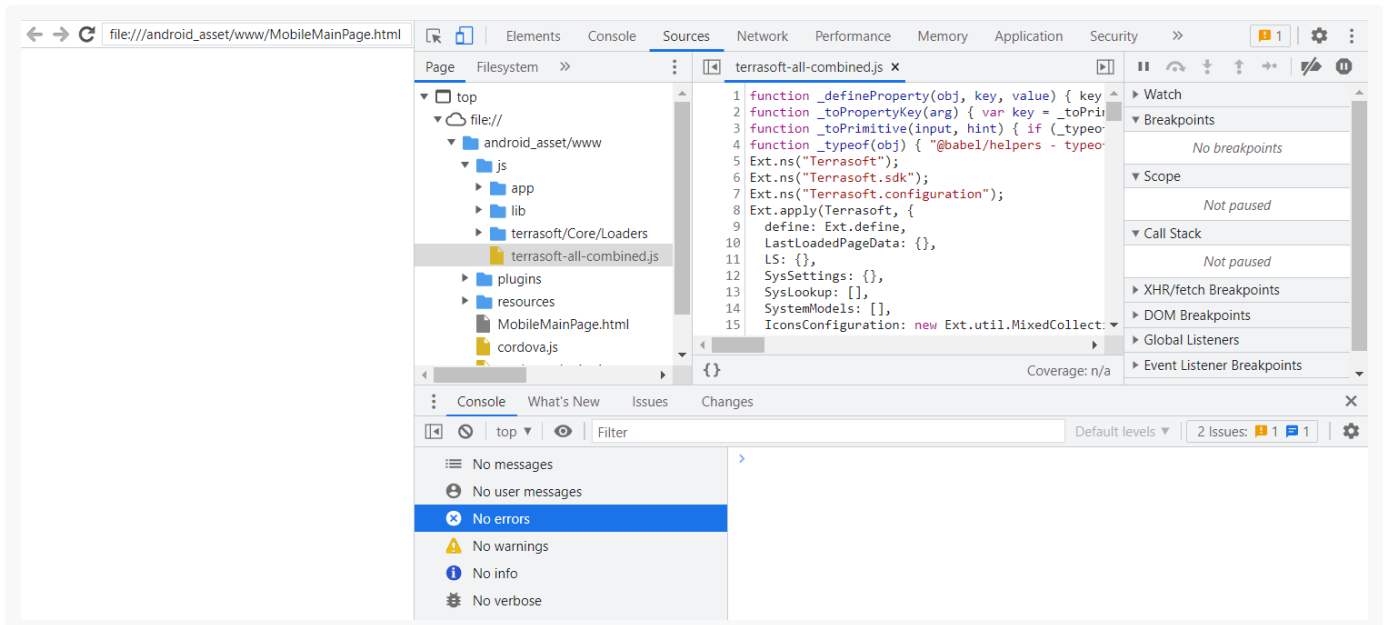
- a. [Download](#) Android Debug Bridge (adb).
- b. Open the command line and go to the directory that contains the `adb.exe` file. To do this, run the command below.

```
cd [Path to the directory that contains the adb.exe file]
```

- c. Open the list of connected devices. To do this, run the command below.

```
adb.exe devices
```

- d. If you see `unauthorized` status for the mobile device, authorize the device. To do this:
- Disconnect the USB cable.
 - Revoke USB debugging permissions on your device.
 - Reconnect the USB cable.
 - Set [*Trust this computer?*] to "Yes".
8. Click the [*inspect*] link under the link to Creatio mobile app. This opens an app debugging window.
9. Open the [*Sources*] tab and debug the mobile app. Most of the classes are in the `android_asset/www/js/terrasoft-all-combined.js` file.



Debug the Creatio mobile app using the mobile app emulator created in Android Studio

- Set up a mobile app emulator in Android Studio. To do this, follow the instructions in a separate article: [Launch the Creatio mobile app emulator created in Android Studio](#).
- Repeat steps 5–9 of the procedure to [debug the Creatio mobile app installed on a mobile device](#).