CS356: Help with Problem Errors on Labs

1. How to Request Help via email

If you encounter a compiler or run-time error you cannot fix yourself, then you are encouraged to contact Kevin via email for assistance. In order to make the communication efficient, it is important that you always include the following in your email:

a. Include a description of what is occurring, in enough detail that I can recreate the problem. Is it a compile/build error? Is your program crashing? Or is your program behaving weird? Exactly how is it behaving differently than expected? etc.

b. Copy-and-paste any error message(s) into the email. Describing the error message is not a substitute for supplying the complete error message.

c. Attach a zip’d copy of your current Xcode project.

2. What to Do When Your Project is Acting Strange

Let’s say you’ve done the tutorial, tried to follow the Lab instructions, and you find yourself getting a strange compiler or run-time error that you can’t see how to fix. It’s possible that your Xcode project has been corrupted in some way. Below are some things to try (sometimes one of these will fix the problem, and sometimes you have to go through all the steps below):

a. in the iOS Simulator:
   • do iOS Simulator Menu - Reset Contents and Settings
   • then quit the simulator

b. in Xcode:
   • do Product Menu - Clean
   • quit Xcode
   • relaunch Xcode
   • try building and running again

Finally, sometimes quitting out of the Simulator and Xcode and then rebooting your computer is required.