WHAT IS CLAIMED IS:

1. An electronic device comprising:

a display;

at least one processor; and

a memory storing one or more instructions that, when at least one of the one or more instructions is executed by the at least one processor, cause the electronic device to:

obtain error information of a first application being executed by the at least one processor,

based on the obtained error information, identify that a crash occurs in the first application, the crash indicating that the first application is forcibly terminated,

determine whether there is an updated version of the first application in an application market after identifying the crash,

based on the updated version of the first application, provide, through the display, a user with a pop-up window for a guide to an update of the first application, and

based on a user input to the pop-up window, update the first application for fixing the crash.

2. The electronic device of claim 1, wherein the one or more instructions that, when at least one of the one or more instructions is executed by the at least one processor, cause the electronic device to:

based on a determination that there is no updated version of the first application, provide the user, through the display, with information on the crash, and

based on a user input to the provided information on the crash, provide to the user, on the display, a history of the crash and a button for uninstalling the first application.

3. The electronic device of claim 1 or 2, wherein the one or more instructions that, when at least one of the one or more instructions is executed by the at least one processor, cause the electronic device to:

identify a cause of the crash at least based on the obtained error information,

obtain a plurality of solutions for solving the crash from a reference data set by using the identified cause, wherein the reference data set comprises one or more error types, one or more error causes, and one or more error solutions,

select a highest solution in a given order of the obtained solutions,

verify suitability of the selected solution, and

based on the selected solution that is verified to be suitable, provide the user with a guide to the selected solution through the display.

4. The electronic device of claim 1 or 2, wherein the one or more instructions that, when at least one of the one or more instructions is executed by the at least one processor, cause the electronic device to:

identify a cause of the crash at least based on the obtained error information,

obtain a plurality of solutions for solving the crash from a reference data set by using the identified cause, wherein the reference data set comprises one or more error types, one or more error causes, and one or more error solutions,

arrange a given order of the obtained solutions, based on numbers of times that the obtained solutions are provided,

select a solution in a highest position in the given order,

verify suitability of the selected solution, and

based on the selected solution that is verified to be suitable, provide the user with a guide to the selected solution through the display.

5. The electronic device of claim 4, wherein the one or more instructions that, when at least one of the one or more instructions is executed by the at least one processor, cause the electronic device to:

determine differences between the numbers of times that the obtained solutions are provided, and

based on the determined differences between the number of times that the obtained solutions are provided, change the given order such that a solution in a lowest position of the given order is moved to a highest position of the given order.

6. The electronic device of claim 5, wherein the one or more instructions that, when at least one of the one or more instructions is executed by the at least one processor, cause the electronic device to:

determine a difference between a first number of times that a first solution in a next-highest position in the given order is provided and a second number of times that a second solution, which is lower than the first solution, is provided in the given order is greater than or equal to a certain level,

based on the determined difference, change the given order such that the first solution in the next-highest position in the given order is moved to a highest position in the given order.

7. The electronic device of claim 4, wherein the one or more instructions that, when at least one of the one or more instructions is executed by the at least one processor, cause the electronic device to, based on the given order that is arranged, initialize the numbers of times that the obtained solutions are provided.

8. The electronic device of claim 1 or 2, wherein the one or more instructions that, when at least one of the one or more instructions is executed by the at least one processor, cause the electronic device to:

identify a cause of the crash at least based on the obtained error information,

obtain a plurality of solutions for solving the crash from a reference data set by using the identified cause, wherein the reference data set comprises one or more error types, one or more error causes, and one or more error solutions,

provide the user through the display with a list of the obtained solutions, and

perform a solution in the provided solutions, which is selected by the user.

9. The electronic device of one of claims 3 to 8, wherein the reference data set is stored in at least one of the memory or a server.

10. The electronic device of one of claims 1 to 9, wherein the one or more instructions that, when at least one of the one or more instructions is executed by the at least one processor, cause the electronic device to:

determine whether the first application is a third-party application, and

based on a determination that the first application is the third-party application, identify a cause of the crash.

11. The electronic device of one of claims 1 to 10, wherein the one or more instructions that, when at least one of the one or more instructions is executed by the at least one processor, cause the electronic device to display, on the display, the pop-up window for the guide through a framework of an operating system or through a second application.

12. A method of an electronic device, the method comprising:

obtaining error information of a first application being executed;

based on the obtained error information, identifying that a crash occurs in the first application, the crash indicating that the first application is forcibly terminated;

determine whether there is an updated version of the first application in an application market after identifying the crash;

based on the updated version of the first application, provide, through the display, a user with a pop-up window for a guide to an update of the first application; and

based on a user input to the pop-up window, update the first application for fixing the crash.