WHAT IS CLAIMED IS:

1. An electronic device comprising:

a display;

a processor; and

a memory operatively connected to the processor, wherein the memory stores one or more instructions that, when executed, cause the processor to be configured to:

obtain error information based on an error that occurs in a first application being executed by the processor,

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

obtain a solution for solving the error from a reference data set by using the identified type of the error and the identified cause of the error,

verify suitability of the obtained solution, based on state information of the electronic device, and

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

wherein the reference data set comprises one or more error types, one or more error causes, and one or more error solutions.

2. The electronic device of claim 1, wherein the processor is further configured to:

based on the error that is not solved by the obtained solution, determine whether there is an updated version of the first application, and

based on the updated version of the first application, provide the user, through the display, with a guide to the updated version of the first application.

3. The electronic device of claim 2, wherein the processor is further configured 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 error, and

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

4. The electronic device of one of claims 1 to 3, wherein the processor is further configured to:

based on a determination that there is no error type corresponding to the identified type in the reference data set, determine whether there is an updated version of the first application, and

based on the determined updated version of the first application, provide the user, through the display, with a guide to the determined updated version of the first application.

5. The electronic device of one of claims 1 to 4, wherein the processor is further configured to:

obtain a plurality of solutions for solving the error from the reference data set by using the identified type and the identified cause,

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.

6. The electronic device of one of claims 1 to 5, wherein the processor is further configured to:

obtain a plurality of solutions for solving the error from the reference data set by using the identified type and the identified cause,

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.

7. The electronic device of claim 6, wherein the processor is further configured 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.

8. The electronic device of claim 7, wherein the processor is further configured 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.

9. The electronic device of claim 6, wherein the processor is further configured to, based on the given order that is arranged, initialize the numbers of times that the obtained solutions are provided.

10. The electronic device of one of claims 1 to 9, wherein the processor is further configured to:

obtain a plurality of solutions for solving the error from the reference data set by using the identified type and the identified cause,

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.

11. The electronic device of one of claims 1 to 10, wherein the reference data set is stored in at least one of the memory or a server.

12. The electronic device of one of claims 1 to 11, wherein the processor is further configured to:

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

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

13. The electronic device of one of claims 1 to 12, wherein the processor is further configured to display, on the display, a pop-up window for the guide through a framework of an operating system or through a second application.

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

obtaining error information based on an error that occurs in a first application being executed;

identifying a type of the error and a cause of the error in the obtained error information;

obtaining a solution for solving the error from a reference data set by using the identified type and the identified cause;

verifying suitability of the obtained solution, based on state information of the electronic device; and

based on the obtained solution that is verified to be suitable, providing a user with a guide to the obtained solution through a display,

wherein the reference data set includes a plurality of error types, a plurality of error causes, and a plurality of solutions.

15. The method of claim 14, further comprising:

determining whether there is an updated version of the first application based on the error that is not solved by the obtained solution; and

providing the user, through the display, with a guide to the updated version of the first application based on a determination that there is the updated version.