

ELECTRONIC DEVICE AND OPERATION METHOD THEREOF

ABSTRACT

An electronic device comprising a processor is disclosed. The processor: acquires error information on the basis of an error that has occurred in a first application being executed by the processor; identifies a type of error and a cause of the error on the basis of the acquired error information; acquires, from a reference data set, a solution method for solving the error by using the type of error and the cause of the error; verifies the suitability of the acquired solution method on the basis of state information of the electronic device; and on the basis of the acquired solution method that has been verified to be suitable, provides a user with a guidance on the acquired solution method via a display.

Figure 13