

Monitoring For Hybrid Applications

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Abstract

Some embodiments of the invention provide a novel method for monitoring instances of an application operating on a set of mobile devices. In some embodiments, the method receives content data to be used by the application and injects monitoring code into the content data before providing it to a web view of the application. In some embodiments, the content data includes various types of content (e.g., multimedia files, scripts, data files, etc.) received from a content server managed by the developer of the application and may be used by the native code and/or the web view of the hybrid application. The content data of some embodiments also includes monitoring code that is inserted by the developer of the application to monitor developer-specified events in the native code and/or web view. The method of some embodiments gathers monitored data from both the native code and the web view.

Background/Summary

CROSS-REFERENCE TO RELATED APPLICATIONS

(1) This application is a divisional of and claims benefit to U.S. patent application Ser. No. 15/079,019, filed Mar. 23, 2016 and claims priority to, and the benefit of, U.S. Provisional Patent Application No. 62/287,878 which was filed Jan. 27, 2016, all of which are incorporated by reference in their entirety.

BACKGROUND

(1) The mobile device industry has been growing for a number of years. The growth in the industry has led to a proliferation of many different applications for mobile devices. Many of mobile device applications are native code applications (e.g., written in Java, Objective C, etc.) written for various mobile operating systems (e.g., Apple iOS, Android, etc.). However, the continuous growth and importance of the Internet, as well as the portability of web content between different platforms, has increased the prominence of web applications, which provide application content through an embedded web browser within the application. This has also lead to a growth in hybrid applications, which use a combination of both native code as well as web views (i.e., web browser components for viewing webpages), for different parts of the mobile application. However, monitoring (e.g., transaction tracking, error monitoring, etc.) for such hybrid applications is difficult because mobile web views often lack features (e.g., persistent storage, device system information, etc.) that are used for monitoring native code applications.

BRIEF SUMMARY

(2) Some embodiments of the invention provide a novel method for monitoring instances of an application operating on a set of mobile devices. In some embodiments, the method receives content data to be used by the application and injects monitoring code into the content data before providing the content data to a web view of the application. In some embodiments, the content data includes various types of content (e.g., multimedia files, scripts, data files, etc.) received from a content server managed by the developer of the application and may be used by the native code and/or the web view of the hybrid application. The content data of some embodiments also includes

monitoring code that is inserted by the developer of the application to monitor developer-specified events in the native code and/or web view.

(3) In some embodiments, the method captures content data that is to be used by the web view and injects monitoring code at the mobile device, before the content data is displayed in the web view. The injected monitoring code of some embodiments includes wrapping functions or callback hooks, which are called when specific portions of code (e.g., function calls, error handlers, etc.) in the content data are executed in the web view. The wrapping functions or hooks of some embodiments then generate monitoring messages with monitoring data (e.g., context data, error codes, function parameters, etc.) when the portions of code are called (e.g., user inputs, system events, etc.) from within the web view.

(4) The method of some embodiments captures events generated from both the native code and the web view of the application and sends monitored data to a monitoring server, which compiles the monitoring data for multiple instances of the application and provides reporting to a developer of the application. In some embodiments, in addition to events and errors generated by the native code and/or the web view of the application, the method of some embodiments also captures system events and properties, in conjunction with the application events to provide context for the different monitored events.

(5) The preceding Summary is intended to serve as a brief introduction to some embodiments of the invention. It is not meant to be an introduction or overview of all inventive subject matter disclosed in this document. The Detailed Description that follows and the Drawings that are referred to in the Detailed Description will further describe the embodiments described in the Summary as well as other embodiments. Accordingly, to understand all the embodiments described by this document, a full review of the Summary, Detailed Description, the Drawings and the Claims is needed. Moreover, the claimed subject matters are not to be limited by the illustrative details in the Summary, Detailed Description and the Drawings.

Description

BRIEF DESCRIPTION OF THE DRAWINGS

(1) The novel features as described here are set forth in the appended claims. However, for purposes of explanation, several embodiments are set forth in the following figures.

(2) FIG. 1 illustrates an example of a system for monitoring hybrid applications.

(3) FIG. 2 conceptually illustrates a process for injecting code and monitoring events for a web view of a hybrid application.

(4) FIG. 3 illustrates an example of a monitoring agent for a hybrid application of a mobile device.

(5) FIGS. 4A-B illustrates an example of monitoring native content based on embedded monitoring code.

(6) FIGS. 5A-B illustrates an example of monitoring developer-specified web view content based on embedded monitoring code.

(7) FIGS. 6A-B illustrates an example of injecting monitoring code to monitor web view events.

(8) FIG. 7 conceptually illustrates an electronic system with which some embodiments of the invention are implemented.

DETAILED DESCRIPTION

(9) In the following detailed description of the invention, numerous details, examples, and embodiments of the invention are set forth and described. However, it will be clear and apparent to one skilled in the art that the invention is not limited to the embodiments set forth and that the invention may be practiced without some of the specific details and examples discussed. Some embodiments of the invention provide a novel method for monitoring instances of an application operating on a set of mobile devices to provide a developer with aggregated performance data for the application. The monitoring of some embodiments includes tracking of user interactions with the application instances on several mobile devices that are then reported back to a developer of the application. For purposes of clarity, the term “user” will be used to refer to end users of the developed application, while the term “developer” will be used to refer to any entity (e.g., developers, business managers, etc.) related to the development of the application.

(10) In some embodiments, the method receives content data to be used by the hybrid application and injects monitoring code into the content data before providing the content data to a web view of the application. In some embodiments, the content data includes various types of content (e.g., multimedia files, scripts, data files, etc.) that may be used by the native code and/or the web view of the hybrid application. In some embodiments, the content data for the web views is received based on network requests for page loads and/or other script networking calls from within a web page (e.g., JQuery, AJAX, XMLHttpRequest, etc.). The content data of some embodiments also includes monitoring code that is inserted by the developer of the application to monitor developer-specified events in the native code and/or web view.

(11) In some embodiments, the method captures content data that is to be used by the web view and injects monitoring code at the mobile device, before the content data is displayed in the web view. The injected monitoring code of some embodiments includes wrapping functions or callback hooks, which are called when specific portions of code (e.g., function calls, error handlers, etc.) in the content data are executed in the web view. The wrapping functions or hooks of some embodiments then generate monitoring messages with monitoring data (e.g., context data, error codes, function parameters, etc.) when the portions of code are called (e.g., user inputs, system events, etc.) from within the web view.

(12) The method of some embodiments captures the monitoring messages generated by both the native code and the web view of the application. The monitoring messages of some embodiments are generated to monitor errors, services (e.g., web requests), and transactions. Error monitoring in some embodiments includes system errors (e.g., crash reporting, unhandled exceptions, etc.) and logical errors that may not cause the system to fail, but may lead to undesirable results. In some embodiments, in order to track logical errors, the method monitors developer-specified information (e.g., breadcrumbs, user metadata, handled exceptions, etc.) to provide information that can be used to troubleshoot and identify logical errors. Breadcrumbs in some embodiments are monitoring calls that are included by the developer in the application code to track developer-specified variables and values in the monitored data.

(13) Service monitoring tracks a user's interaction with a web view of the application, such as through browsing and opening new pages, as well as AJAX calls, WL, HTTP requests, etc. on a page that has already been loaded. The service monitoring of some embodiments tracks information (e.g., uniform resource locator (URL), latency, response codes, bytes in/out, etc.) about each request made in the web view of the mobile application.

(14) Transactions are used to track values (e.g., shopping cart values) for developer-defined portions of the code that define the bounds of a transaction. Transactions are arbitrary units of business value or user interactions in an application. In some embodiments, custom transactions are defined by an application developer using software development kit (SDK) calls that indicate the beginning and end of a transaction.

(15) Once the method captures the monitored data, the method sends the monitored data to a set of monitoring servers, which compile the monitored data for multiple instances of the application and provides reporting to a developer of the application. In some embodiments, in addition to monitored events and errors generated by the native code and/or the web view of the application, the method of some embodiments also captures context information (e.g., system events and properties), in conjunction with the application events to provide context for the different monitored events.

(16) The monitoring servers of some embodiments then gather the monitored performance data (e.g., error data, crash data, and/or service monitoring data) from the hybrid applications and generate benchmarking metrics (e.g., monthly active users (MAU), daily active users (DAU), website loading statistics, etc.) for the hybrid applications that execute on the computing devices (e.g., mobile devices). In some embodiments, the monitoring servers also provide detailed reporting based on the metrics and monitored data for the developers of the hybrid applications.

(17) FIG. 1 illustrates an example of a system for monitoring hybrid applications operating on mobile devices in three stages **101-103**. The system of this example shows a monitoring server **110**, a content server **112**, and multiple mobile devices **115**. Each mobile device runs an application **130**, which includes a monitoring agent **120**, as well as native code **135** and a web view **140**.

(18) In some embodiments, native code **135**, as used in this application, refers to a customer's native code for the application. The monitoring agent **120** refers to a module or daemon that provides monitoring services for the application **130**. Although shown as separate elements in this example, the monitoring agent **120** and the native code **135** of some embodiments are implemented as portions (e.g., modules, etc.) of a single application. In some embodiments, the monitoring agent **120** is implemented through various monitoring calls that are made throughout the native code. The monitoring agent **120** of some embodiments describes code inserted (e.g., through an application programming interface (API) or software development kit (SDK)) into the customer's native code.

(19) In some embodiments, the developer uses the inserted code to identify specific web view instances of the hybrid application to be monitored. The web view **140** of some embodiments is used to provide content that changes frequently or is based on an existing web interface. For example, a hybrid application may use a native interface for providing maps, but may provide a web view to provide restaurant listings that frequently change (look and feel, content, etc.). In such cases, developers can make frequent changes to the web view content without having to redeploy

the whole app or to go through a submission process for an application marketplace.

(20) Another example is a hybrid marketplace application, which allows a user to browse and select product in the native app, but uses a web view to collect payment information through a third party checkout page. The developer may have already developed the interface to the third party service for the online store front, and using the web view allows the developer to reuse the checkout code and avoid developing a separate solution for the mobile application.

(21) Web views and native code are often written in different languages, using different interface elements and libraries for operating on a mobile device, so some embodiments provide separate SDKs for the web views and the native code. In some embodiments a developer uses a separate SDK for the web view that provides the monitored data directly to the monitoring servers. However, in some cases, by communicating directly with the monitoring servers, the developer-specified code in the content of the web view is unable to track related context data (e.g., battery life, OS version, disk space, memory, application version number, etc.) or is otherwise limited due to a lack of certain features in the web view (e.g., persistent storage, etc.).

(22) In addition to the native code **135** and the web view **140**, the application **130** includes a monitoring agent **120** that monitors the application for various events (e.g., errors, breadcrumbs, transactions, etc.) in the application (or on the mobile device). In preferred embodiments, while a developer is provided with SDKs for both native code and for web views, both SDKs communicate with the monitoring agent **120**, allowing for consolidated and standardized outputs to the monitoring servers **110**. All the logging is done through the monitoring agent **120**, which also allows for the capture of additional context information (e.g., battery life, OS version, disk space, memory, application version number, etc.) by directly accessing system information and resources (e.g., persistent storage).

(23) In some cases, the monitoring agent **120** would have required additional services (e.g., cross origin resource sharing (CORS)) to handle requests (e.g., AJAX requests) from the web view. For example, if a page is loaded from xyz.com and the content from xyz.com contains JavaScript that needs to communicate with the monitoring servers **110**, the request would fail due to CORS. However, by performing all the monitoring through the monitoring agent **120**, the injected (and embedded) monitoring code for the web view **140** is simplified, as it no longer needs to perform its own networking and provide such services.

(24) In the example of FIG. 1, the first stage **101** shows that the content server **112** provides various content data (e.g., HyperText Markup Language (HTML) code, cascading style sheets (CSS), JavaScript, images, media files, monitoring code, etc.) to the mobile application **115**. Although shown as a single server, content server **112** may represent multiple different servers and/or services (e.g., image servers, web servers, cloud storages, etc.).

(25) In this example, the monitoring agent **120** captures all of the content data from the content server **112**. In some embodiments, the monitoring agent **120** only captures content data from the content server **112** that is destined for the web view **140**, while content data for the native code **135** is processed by the application **130** directly. In some embodiments, the monitoring agent **120** captures the content data for the web view **140** so that additional monitoring code can be injected into the content data before the content is displayed in the web view **140**.

(26) Once the monitoring agent **120** has processed the content data (e.g., by injecting monitoring code), the monitoring agent **120** sends (as shown in the second stage **102**) the content data to the native code **135** and the web view **140** of the application **130** to be presented to a user of the mobile device. In some embodiments, user interface (UI) elements (e.g., links, buttons, navigation elements, etc.) are included in the presented data of a web view or through an interface specified by the native code.

(27) In the third stage **103**, the application **130** monitors the application (i.e., the native code **135** and web view **140**) for various events (e.g., user interaction with UI elements, function calls, transaction data, error data, etc.). The third stage **103** also shows that both the native code **135** and web view **140** send the monitored information back to the monitoring agents **120**. In some embodiments, the monitoring agent **120** also collects additional context information from the mobile device to be sent along with the monitored information.

(28) In the fourth stage **104**, the monitoring agents **120** then send the collected monitored data to a monitoring server (or servers) **110**, which compiles and analyzes the monitored data to calculate various benchmarking metrics (e.g., monthly active users (MAU), daily active users (DAU), website loading statistics, etc.). In some embodiments, the monitoring servers **110** also provide various types of reporting for the developers (or other interested parties) of the hybrid mobile applications.

(29) As described above, the monitoring agents of some embodiments inject monitoring code into content data for a web view. FIG. 2 conceptually illustrates a process for injecting code and monitoring events for a web view of a hybrid application. In some embodiments, the process **200** is performed by a monitoring agent, similar to those described with reference to FIG. 1 above and FIG. 3 below. The process **200** begins by receiving (at **205**) content data from a content server.

(30) At **210**, the process **200** determines whether the received content is web view content (e.g., web pages, JavaScript code, etc.) that is to be presented in a web view. When the process **200** determines (at **210**) that the received content is web view content, the process **200** injects (at **215**) monitoring code into the received content data, allowing the process **200** to monitor events that occur in the web view. Once the process **200** has injected (at **215**) the monitoring code, or when the process **200** determines (at **210**) that the received content data is not web view content (i.e., native content), the process **200** sends (at **220**) the content data to the application to be presented on the mobile device.

(31) The process **200** then gathers (at **225**) the monitored web view data, native data, and system event data from the application. In some embodiments, the process **200** gathers some of the system data as context data for the web view and native data, providing additional information for developers regarding various system conditions (e.g., network connectivity, application crashes, etc.) for the various native and web view events.

(32) Finally, the process **200** sends (at **230**) the gathered monitor data to the monitoring server. In some embodiments, the process **200** sends the monitoring data periodically (e.g., every 10 minutes), while in other embodiments the process sends the monitoring data as it becomes available. In some embodiments, the process **200** sends the gathered monitored data upon receiving requests from the monitoring server.

(33) The monitoring server of some embodiments processes the gathered monitor data to identify

problems and usage patterns for the various instances of the hybrid application. In some embodiments, the process **200** performs a portion of the processing (e.g., selecting a list of breadcrumbs to send with transactions, aggregating data, calculating sessions lengths, etc.) prior to sending the gathered data to the monitoring server. However, in preferred embodiments, the majority of the processing is performed by the monitoring servers to maintain a simple and efficient monitoring agent.

(34) Although the process **200** is shown for a single transaction of content data with a monitoring agent, one skilled in the art will recognize that the process **200** of some embodiments is performed repeatedly as new content is requested and received by the application (e.g., in response to user interactions, etc.). FIG. 3 illustrates an example of a monitoring agent for a hybrid application of a mobile device. This example shows the monitoring server **310**, content server **312**, and a mobile device **315**, similar to the example of FIG. 1. However, this example provides a more detailed description of the elements of monitoring agent **320**.

(35) As described above, the content server **312** provides various resources (e.g., HTML code, cascading style sheets (CSS), JavaScript, images, media files, etc.) to the mobile application **330**.

(36) Although shown as a single server, content server **312** may represent multiple different servers and/or services (e.g., image servers, web servers, cloud storages, etc.). The mobile device **315** includes various system elements **340** (e.g., processor, operating system, network interfaces, etc.) and an application **330**, which provides monitored data to the monitoring server **310**. The monitoring server **310** of some embodiments collects and analyzes the monitored data that is collected from the various instances of the hybrid applications.

(37) The application **330** includes native code **350**, web view **355**, and a monitoring agent **320**. Although shown as separate elements in this example, the monitoring agent **320** and the native code **350** of some embodiments are implemented as portions (e.g., modules, etc.) of a single application. In some embodiments, the monitoring agent **320** is implemented through various monitoring calls that are made throughout the native code. The monitoring agent **320** of some embodiments describes code inserted (e.g., through an application programming interface (API) or software development kit (SDK)) into the customer's native code. In some embodiments, the developer uses the inserted code to identify specific web view instances of the hybrid application to be monitored.

(38) The monitoring agent **320** includes an injection module **332**, logging module **326**, system monitor **328**, monitor data store **324**, and output module **322**. The injection module **332** of some embodiments captures content data from the content server **312** when it is destined for the web view **355**, while native content data is processed directly by the native code **350**. The injection module **332** injects monitoring code into the captured content data prior to passing it on to the web view **355**. The injected monitoring code of some embodiments includes wrapping functions or callback hooks, which are called when specific portions of code (e.g., function calls, error handlers, etc.) in the content data are executed in the web view. The wrapping functions or hooks capture and/or modify different functions in the web content.

(39) In some cases, the injection module **332** uses wrapper functions that capture existing functions (e.g., JavaScript request/response functions) in the web content. For example, the injection module **332** of some embodiments identifies error handlers (e.g., window.onerror) in the received content

data and wraps each error handler with monitoring code that sends a monitoring message to the logging module **326** whenever the error handler gets called. In some embodiments, the error handlers are wrapped with monitoring code to record URL's, latency, and error codes as well as store the original member callbacks in safe storage (in case developer's code tries to get them via property access for any reason). The monitoring message provides the recorded information to the logging module **326** about the error each time the error handler is triggered.

(40) In addition to the injected monitoring code, in some embodiments, the content data (native and/or web view) received from the content server **312** includes embedded monitoring code. The monitoring code may be embedded in the content data for the native code **350** and/or the web view **355** using different SDKs for the different content data types. For example, in some embodiments, the embedded monitoring code for content data of a web view uses a JavaScript SDK, using JavaScript methods (e.g., `crittercism.leavebreadcrumb("hello world");`) to mark events for the content data, while the embedded monitoring code for content data of the native code uses a different SDK with different methods (e.g., `leaveBreadcrumb:@("hello world")`).

(41) In some embodiments, the web view **355** communicates with the logging module **326** by sending messages (e.g., JavaScript Object Notation (JSON) messages) between the web view and the monitoring agent **320**. In some embodiments, even when the SDKs for the native code and the web view are different, both SDKs use a single message format that the web view and the native code use to send monitoring data to the monitoring agent. In some embodiments, both the injected and embedded monitoring code may use a same message format to send the monitored data to the monitoring agent.

(42) The monitoring code of some embodiments uses a customized URL schema to pass monitoring messages from the application (the native code and/or the web view) to the monitoring agent **320**. For example, web view **355** may include network calls to send a monitoring message using a custom URL schema (e.g., `custom_schema://<appid>/log?url=billing.com&latency=30`) when the user makes a request to an outside website. In this example, the message indicates the requested website, as well as the latency for the request.

(43) Similarly, the native code **350** may include network calls to send a monitoring message using the custom URL schema, such as `custom_schema://<appid>/logBreadcrumb?text="view1"&value=4`, when the user brings up a particular view or screen in the native application. In this example, the message indicates a request to log a breadcrumb, with various attributes (i.e., `text="view1"&value=4`). Such breadcrumbs may be included by the developer for troubleshooting or to collect usage information.

(44) In some embodiments that use the custom URL schema, the logging module **326** of some embodiments captures all network traffic being sent on a device, and each request is handled based on the request's URL scheme (e.g., http, https, ftp, etc.). The logging module **326** identifies network traffic that uses the customized URL schema as a monitoring message.

(45) The logging module **326** of some embodiments gathers the monitoring messages generated by the monitoring code (both embedded and injected) generated by both the web view **355** and the native code **350**. In some embodiments, in addition to events and errors generated by the native code and/or the web view of the application, the logging module **326** of some embodiments also captures system events and properties through a system monitor **328**. In conjunction with the

application events, the captured system information provides context data (e.g., battery life, OS version, disk space, memory, application version number, etc.) for the different monitored events.

(46) The system monitor **328** of some embodiments accesses the system **340** of the mobile device **315** to determine statuses and attributes for the various native and web view events. In addition to providing context information for the logging module **326**, the system monitor **328** of some embodiments also monitors the system for particular system events (e.g., network connectivity, application crashes, etc.) that may not be directly related to events in the application **470**.

(47) In some embodiments, the logging module **326** and the system monitor **328** store the gathered monitored data in a monitor data store **324**. Output module **322** of some embodiments collects the monitored data from the data store **324** and sends it to the monitoring server **310**. In some embodiments, the output module **322** also performs some analysis or aggregation of the data prior to sending the monitoring data to the monitoring servers **310**.

(48) In some embodiments, the output module **322** sends the monitoring data periodically (e.g., every 10 minutes), while in other embodiments the output module **322** sends the monitoring data as it becomes available in the monitor data store **324**. In some embodiments, the monitoring server **310** sends requests to the output module **322** to retrieve the monitored data.

(49) Examples of operations of the monitoring agent are described below with reference to FIGS. 4-6. FIGS. 4A-B illustrates an example of monitoring native content based on embedded monitoring code in four stages **401-404**. In some embodiments the native content is monitored through calls to a library that are embedded into the code by the developer. There are various types of monitoring that are performed. User-identified events (e.g., transactions, handled errors, etc.) are embedded in the code by the developer. In some embodiments, other types of monitoring (e.g., service monitoring, error reporting, etc.) are automatically performed by other monitoring code that captures unhandled errors/exceptions. Each stage of this example shows the system **400** on the left side and the application operating on a mobile device **470** on the right side.

(50) The first stage **401** shows content server **312** sends content **450** with embedded monitoring code **455** to the mobile device **470**. In this example, the embedded monitoring code **455** is for tracking user interactions with the application. The content could include any data (e.g., map data, prices, inventory, images, scripts, etc.) that the application wants to present to a user or otherwise needs to operate on the mobile device. The right side of the first stage **401** shows that the application is loading.

(51) In the second stage **402**, the mobile device **470** has received the content **450** with the embedded monitoring code **455**. The embedded monitoring code of some embodiments is for tracking various system events (e.g., network connectivity, battery levels, operating system, etc.) and application events (e.g., user interactions, handled and unhandled errors, transactions, etc.). The right side of the second stage **402** shows that the application has loaded to show a map in the display area **460**.

(52) The third stage **403** shows that the user interacts with the map of the application to move the displayed map to the right. The monitoring code **455** captures the user's interaction with the map. In some embodiments, the monitoring code **455** causes the application to send a monitoring message **458** (and any other monitored data) to the monitoring server **310**, as shown in the fourth stage **404**.

The monitoring server **310** analyzes the monitored data **458**, along with the monitored data of other instances of the application operating on other mobile devices (not shown), and presents the monitored data to a developer of the application.

(53) FIGS. 5A-B illustrates an example of monitoring developer-specified web view content based on embedded monitoring code in four stages **501-504**. In some embodiments the web view content is monitored through calls to a monitoring library that are embedded into the code by the developer. Each stage of this example shows the system **500** on the left side and the application operating on a mobile device **570** on the right side.

(54) The first stage **501** shows content server **312** sends content **550** with embedded monitoring code **555** to the mobile device **570**. In this example, the embedded monitoring code **555** is for tracking user interactions with a web view of the application. The content could include any web view data (e.g., web pages, HTML, AJAX, JSON, etc.) that the web view can interpret and display for a user. The right side of the first stage **501** shows that the application is loading. In some embodiments, the web view is loaded from a native code interface. For example, in some cases, the application provides a native interface to show a particular set of information, but transitions to a web view interface for content that is more dynamic and frequently changed.

(55) In the second stage **502**, the mobile device **570** has received the web view content **550** with the embedded monitoring code **555**. The embedded monitoring code of some embodiments is for tracking various web view events (e.g., user interactions, hyperlink selection, handled and unhandled errors, transactions, etc.). The right side of the second stage **502** shows that the application has loaded to show food listings in the display area **560** of the mobile device **570**.

(56) The third stage **503** shows that the user interacts with the food listings of the application to select "Burgers" from the displayed food listings. The monitoring code **555** captures the user's interaction with the food listings and causes the application to send a monitoring message **558** (and any other monitored data) to the monitoring server **310**, as shown in the fourth stage **504**.

(57) The monitoring server **310** analyzes the monitored data **558**, along with the monitored data of other instances of the application operating on other mobile devices (not shown), and presents the monitored data to a developer of the application. The right side of the fourth stage **504** also shows that, in response to the user input of the third stage **503**, a detailed restaurant listing based on newly received content **575** (in response to the user input) is shown in the display area **560**.

(58) FIGS. 6A-B illustrates an example of injecting monitoring code to monitor web view events in four stages **601-604**. In some embodiments the monitoring code is automatically injected into content provided for an application by a monitoring agent that operates with the application. Each stage of this example shows the system **600** on the left side and the application operating on a mobile device **670** on the right side.

(59) The first stage **601** shows content server **312** sends content **650** to the mobile device **670**, but unlike the example of FIG. 5, the content **650** does not yet show any monitor code. The content **650** could include any web view data (e.g., web pages, HTML, AJAX, JSON, etc.) that the web view can interpret and display for a user. The right side of the first stage **601** shows that the application is loading in the display area **660**.

(60) In the second stage **602**, the mobile device **670** has received the content **650**. The second stage **602** also shows that a monitoring agent (not shown) injects monitoring code **655** into the content **650**. As described above, the injection in some embodiments performed through wrapper functions and callbacks. The injected monitoring code of some embodiments is for tracking various web view events (e.g., user interactions, network calls, handled and unhandled errors, transactions, etc.). In some embodiments, the monitoring agent automatically injects monitoring code for monitoring standard system events and errors, so that the developer only needs to embed special monitoring code for specific events that the developer wishes to track (e.g., breadcrumbs, transactions, etc.).

(61) In this example, the content **650** was not shown to include any embedded monitoring code, but in some embodiments, the content **650** uses both embedded monitoring code and injected monitoring code to monitor the application. The right side of the second stage **602** shows that the application has loaded to show the food listings in the display area **660**.

(62) The right side of the third stage **603** shows that the mobile device **670** has triggered a scripting error **620** while displaying the content **650**. The injected monitoring code **655** captures the scripting error **620** (e.g., through wrapper functions and/or callbacks) and causes the application to send a monitoring message **658** (and any other monitored data) to the monitoring server **310**, as shown in the fourth stage **604**. The monitoring server **310** analyzes the monitored data **658**, along with the monitored data of other instances of the application operating on other mobile devices (not shown), and presents the monitored data to a developer of the application.

(63) FIG. 7 conceptually illustrates an electronic system **700** with which some embodiments of the invention are implemented. The electronic system **700** may be a computer (e.g., a desktop computer, personal computer, tablet computer, server computer, mainframe, a blade computer etc.), or any other sort of electronic device. This electronic system can be the network controller or a host computing device that executes some embodiments of the invention. As shown, the electronic system includes various types of computer readable media and interfaces for various other types of computer readable media. Specifically, the electronic system **700** includes a bus **705**, processing unit(s) **710**, a system memory **725**, a read-only memory **730**, a permanent storage device **735**, input devices **740**, and output devices **745**.

(64) The bus **705** collectively represents all system, peripheral, and chipset buses that communicatively connect the numerous internal devices of the electronic system **700**. For instance, the bus **705** communicatively connects the processing unit(s) **710** with the read-only memory **730**, the system memory **725**, and the permanent storage device **735**. From these various memory units, the processing unit(s) **710** retrieve instructions to execute and data to process in order to execute the processes of the invention. The processing unit(s) may be a single processor or a multi-core processor in different embodiments.

(65) The read-only-memory (ROM) **730** stores static data and instructions that are needed by the processing unit(s) **710** and other modules of the electronic system. The permanent storage device **735**, on the other hand, is a read-and-write memory device. This device is a non-volatile memory unit that stores instructions and data even when the electronic system **700** is off. Some embodiments of the invention use a mass-storage device (such as a magnetic or optical disk and its corresponding disk drive) as the permanent storage device **735**.

(66) Other embodiments use a removable storage device (such as a floppy disk, flash drive, etc.) as the permanent storage device. Like the permanent storage device **735**, the system memory **725** is a read-and-write memory device. However, unlike storage device **735**, the system memory is a volatile read-and-write memory, such as a random access memory. The system memory stores some of the instructions and data that the processor needs at runtime. In some embodiments, the invention's processes are stored in the system memory **725**, the permanent storage device **735**, and/or the read-only memory **730**. From these various memory units, the processing unit(s) **710** retrieve instructions to execute and data to process in order to execute the processes of some embodiments.

(67) The bus **705** also connects to the input and output devices **740** and **745**. The input devices enable the user to communicate information and select commands to the electronic system. The input devices **740** include alphanumeric keyboards and pointing devices (also called "cursor control devices"). The output devices **745** display images generated by the electronic system. The output devices include printers and display devices, such as cathode ray tubes (CRT) or liquid crystal displays (LCD). Some embodiments include devices such as a touchscreen that function as both input and output devices.

(68) Finally, as shown in FIG. 7, bus **705** also couples electronic system **700** to a network **765** through a network adapter (not shown). In this manner, the computer can be a part of a network of computers (such as a local area network ("LAN"), a wide area network ("WAN"), or an Intranet, or a network of networks, such as the Internet. Any or all components of electronic system **700** may be used in conjunction with the invention.

(69) Some embodiments include electronic components, such as microprocessors, storage and memory that store computer program instructions in a machine-readable or computer-readable medium (alternatively referred to as computer-readable storage media, machine-readable media, or machine-readable storage media). Some examples of such computer-readable media include RAM, ROM, read-only compact discs (CD-ROM), recordable compact discs (CD-R), rewritable compact discs (CD-RW), read-only digital versatile discs (e.g., DVD-ROM, dual-layer DVDROM), a variety of recordable/rewritable DVDs (e.g., DVD-RAM, DVD-RW, DVD+RW, etc.), flash memory (e.g., SD cards, mini-SD cards, micro-SD cards, etc.), magnetic and/or solid state hard drives, read-only and recordable Blu-Ray® discs, ultra density optical discs, any other optical or magnetic media, and floppy disks. The computer-readable media may store a computer program that is executable by at least one processing unit and includes sets of instructions for performing various operations. Examples of computer programs or computer code include machine code, such as is produced by a compiler, and files including higher-level code that are executed by a computer, an electronic component, or a microprocessor using an interpreter.

(70) While the above discussion primarily refers to microprocessor or multi-core processors that execute software, some embodiments are performed by one or more integrated circuits, such as application specific integrated circuits (ASICs) or field programmable gate arrays (FPGAs). In some embodiments, such integrated circuits execute instructions that are stored on the circuit itself.

(71) As used in this specification, the terms "computer", "server", "processor", and "memory" all refer to electronic or other technological devices. These terms exclude people or groups of people. For the purposes of the specification, the terms display or displaying means displaying on an electronic device. As used in this specification, the terms "computer readable medium," "computer

readable media,” and “machine readable medium” are entirely restricted to tangible, physical objects that store information in a form that is readable by a computer or electronic device. These terms exclude any wireless signals, wired download signals, and any other ephemeral or transitory signals.

(72) While the invention has been described with reference to numerous specific details, one of ordinary skill in the art will recognize that the invention can be embodied in other specific forms without departing from the spirit of the invention. Therefore, one of ordinary skill in the art would understand that the invention is not to be limited by the foregoing illustrative details, but rather is to be defined by the appended claims.

Claims

1. A monitoring system for monitoring a plurality of instances of an application on a plurality of devices, the system comprising: a set of content servers for providing content data to the plurality of application instances; a plurality of monitoring agents operating on the plurality of devices, a monitoring agent monitoring both native code and a web view of the application instance; a set of monitoring servers for receiving monitor data from the plurality of monitoring agents; and wherein the monitoring agent comprises an injection module that, when executed, causes a processor of the plurality of devices to at least: receive the content data; determine whether the received content is associated with the native code or the web view; and inject monitoring code into the content data when the received content data is associated with the web view.
2. The monitoring system of claim 1, further comprising: generating, by at least one of the monitoring servers, a report comprising the monitor data, wherein the monitor data comprises a first set of monitor data generated from the native code and a second set of monitor data generated in the web view of the application instance.
3. The monitoring system of claim 1, wherein the content data comprises at least one of HyperText Markup Language (HTML), JavaScript code, multimedia files, and cascading style sheets (CSS).
4. The monitoring system of claim 1, wherein the injected code comprises at least one of wrapper functions and callbacks.
5. The monitoring system of claim 1, wherein the injected code is for monitoring errors triggered in the web view.
6. The monitoring system of claim 1, wherein the monitoring agent is implemented using a first software development kit (SDK).
7. The monitoring system of claim 1, wherein the monitoring agent comprises a logging module that receives a first set of monitoring data generated from the native code and a second set of monitoring data generated in the web view.
8. The monitoring system of claim 7, wherein the second set of monitoring data comprises monitoring data generated from both embedded code specified by a developer of the application and the injected code.

9. The monitoring system of claim 8, wherein the embedded code and the injected code use a single messaging format to communicate monitor data with the monitoring agent.
10. The monitoring system of claim 9, wherein the single messaging format is a custom uniform resource locator (URL) protocol, wherein the monitoring agent is further for: capturing network requests of the application instance; and detecting the custom URL protocol to identify the monitor data.
11. The monitoring system of claim 7, wherein the monitoring agent further comprises a system monitor that monitors system data of the device, wherein the logging module compiles system data with the first and second sets of monitoring data.
12. The monitoring system of claim 11, wherein the system data comprises at least one of a battery life of the device, an operating system (OS) version operating on the device, disk space, memory, application version number, network connectivity, and crash reports.
13. The monitoring system of claim 1, wherein the monitoring agent is a part of the native code of the application instance.
14. A method for monitoring a plurality of instances of an application on a plurality of devices, the method comprising: providing content data to the plurality of application instances; operating a plurality of monitoring agents on the plurality of devices, a monitoring agent monitoring both native code and a web view of the application instance, wherein the monitoring agent: receives the content data; determines whether the received content is associated with the native code or the web view; and injects monitoring code into the content data when the received content data is associated with the web view; and receiving monitor data from the plurality of monitoring agents.
15. The method of claim 14, wherein the monitoring agent comprises a logging module that receives a first set of monitoring data generated from the native code and a second set of monitoring data generated in the web view.
16. The method of claim 14, wherein the second set of monitoring data comprises monitoring data generated from both embedded code specified by a developer of the application and injected code that is inserted by the monitoring agent at the particular device.
17. The method of claim 14, wherein the monitoring agent is implemented using a software development kit (SDK).
18. The method of claim 14, wherein the injected code comprises at least one of wrapper functions and callbacks.
19. The method of claim 14, further comprising: generating a report comprising the monitor data, wherein the monitor data comprises a first set of monitor data generated from the native code and a second set of monitor data generated in the web view of the application instance.
20. The method of claim 14, wherein the monitoring agent comprises a logging module that receives a first set of monitoring data generated from the native code and a second set of monitoring data generated in the web view.