
Rainlander crash, Win7 x64, howto crash dump

Posted by van der Velden - 2010/12/29 07:45

Hi there,

I have installed Rainlander Pro on a Win7 x64 computer (using Rainlander 64-bit installer) and whatever I do, as soon as I want to put an appointment on the shared disk (LaCie network drive, works OK on other computers) Rainlander stops responding (and keeps that way).

I want to report this with a crash dump but it doesn't seem to work like that on Win7 x64. Windows tells me it's not appropriate for my system? I did find however a help-page by Microsoft telling me I need to download something else instead but I'm a bit lost in the instructions (the example is not really meant for this case I guess).

Please find: <http://support.microsoft.com/kb/286350/en-us>

I downloaded what I think I need but I need some help on how to get about.

Thank you for your time!

(I did purchase Rainlander Pro)

Hans ;-)

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Re: Rainlander crash, Win7 x64, howto crash dump

Posted by Rainy - 2010/12/29 10:43

Try the ProcDump instead. Just extract it e.g. to C:\Temp folder, open command prompt, change the folder (cd \Temp) and start the tool to monitor Rainlendar (ProcDump.exe Rainlendar2.exe). It should then create the crash dump automatically when Rainlendar crashes.

And please use the latest beta version of Rainlendar.

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Re:Rainlander crash, Win7 x64, howto crash dump

Posted by van der Velden - 2011/02/10 06:41

So far, so good. I used the command "procdump.exe rainlendar2.exe -64 -h" and at the crash (not responsive) it created the dump file in the C:\TEMP folder. I attached the dump file.

Many thanks, Hans

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Re:Rainlander crash, Win7 x64, howto crash dump

Posted by van der Velden - 2011/02/10 06:42

and now for the attachment :P

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Re:Rainlander crash, Win7 x64, howto crash dump

Posted by van der Velden - 2011/02/10 06:44

I used 7z instead of zip. Please try with winzip if not working change extension back to 7z
http://www.rainlendar.net/cms/images/fbfiles/files/Rainlendar2_110210_133012.zip

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Re:Rainlander crash, Win7 x64, howto crash dump

Posted by Rainy - 2011/02/11 08:18

The hang happens in one of the 3rd party libraries when the ics file is being read. Does this happen also if you create an empty ics file and add an event to there?

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Re:Rainlander crash, Win7 x64, howto crash dump

Posted by van der Velden - 2011/02/11 08:42

I do not quite understand what you mean but if I write an event to the local (local hard drive) calendar all goes well, as soon as I write this event to the calendar on the network-drive (shared) as well then Rainlander hangs. Does this answer your question?

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Re:Rainlander crash, Win7 x64, howto crash dump

Posted by Rainy - 2011/02/13 04:53

Does the calendar on the network drive have any previous events or is it empty?

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Re:Rainlander crash, Win7 x64, howto crash dump

Posted by van der Velden - 2011/02/13 05:08

The calendar on the network drive has previous tasks and events. Should I try an empty one? Really want to keep those events but I could close this one down and start a new one :-/
Maybe important: the same calendar on the network is used by another user with a different version (not x64 and not latest beta release).

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Re:Rainlander crash, Win7 x64, howto crash dump

Posted by Rainy - 2011/02/13 05:43

Yes, try with an empty one. There has been at least one other case where reading large ics file from a network drive was really slow for some reason.

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