Random Crash
Posted by spimps - 2011/07/05 05:55

Hi,

I'm using Rainlendar 2.9 BETA build 108 on Win7 SP1 x64. It's setup only to work with my exchange account via Outlook 2010 SP1.

Every now and then when I'm creating a To Do, which adds to Tasks in Outlook, it crashes. There doesn't seem to be any consistency, so the best I can provide for now is the problem signature from Win7. I hope it helps.

Problem signature:
Problem Event Name: APPCRASH
Application Name: Rainlendar2.exe
Application Version: 2.9.0.0
Application Timestamp: 4e0f0a52
Fault Module Name: StackHash_73ec
Fault Module Version: 6.1.7601.17514
Fault Module Timestamp: 4ce7ba58
Exception Code: c0000374
Exception Offset: 000ce653
OS Version: 6.1.7601.2.1.0.256.48
Locale ID: 5129
Additional Information 1: 73ec
Additional Information 2: 73ec45575304ecaa5352e4d66cfd8f5d
Additional Information 3: f3c8
Additional Information 4: f3c8233688a8b0074d2fa09beaa4e37f

I've read the sticky on using the ProcDump program, but as said I can't reproduce it, it just happens.

It's actually been like this for a while, since 2.6 with Outlook 2007, but never reported it... I've tried using official releases, but am now living dangerously with the betas.

Any help would be appreciated.

- Nick

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Re: Random Crash
Posted by Rainy - 2011/07/07 11:42

In Windows 7 you can also create the crash dump from the Task Manager. So, if you get the crash do not close the Windows crash dialog but instead open the Task Manager, switch to the Processes tab, right click on the Rainlendar2.exe process and choose "Create Dump File".

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Re:Random Crash
Posted by spimps - 2011/07/16 10:19

Sorry it took so long, I didn't get the chance to use Rainlendar enough to crash it.

http://db.tt/Q1gV1HZ

Appreciate you looking into this.

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Re:Random Crash
Posted by Rainy - 2011/07/18 03:33

The 64 bit operating system seems to mess up the crash dump so unfortunately I couldn't find out the place of the crash. Could you run Rainlendar in the debug mode and send the debug log to me (use the Rainlendar's support address) when the crash happens? I can try to check from it if there are some hints what could be causing the problem.

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Re:Random Crash

Posted by spimps - 2011/07/22 13:40

Only just got it crash. So as you can tell, it doesn't always happen and I can't tell you if there is pattern as it seems to be random.

I should have also mentioned that I am using Rainlendar with exchange running in Outlook.

Please download debug log from here: http://db.tt/9Z1H3QK

It's password protected, so let me know how to PM/email you.

Cheers.

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Re:Random Crash

Posted by Rainy - 2011/07/23 10:37

You can send the password to the Rainlendar's support email address.

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Re:Random Crash

Posted by spimps - 2011/07/23 12:27

Done. You should have received an email by now. Let me know if you haven't. Many thanks for looking into this.

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