
How to report a crash bug

Posted by Rainy - 2007/04/28 06:06

If you find a bug that causes Rainlendar to crash here's what you should do:

Upgrade to the latest beta version and see if you can still reproduce the crash with it.

Windows XP

Download ProcDump tool from Microsoft. Extract the ProcDump.exe to the same folder where Rainlendar is installed. When Rainlendar crashes keep the Windows error dialog visible and open the command prompt. Change to the Rainlendar's folder (CD C:\Program Files\Rainlendar2) and run the procdump tool (PROCDUMP Rainlendar2). A *.DMP file will be created which you can upload to a website (you can use e.g. Dropbox or Google Drive). Send a link to the *.DMP file to Rainlendar's support address and include also a description of the exact steps how the bug can be reproduced and a screenshot of the crash dialog.

Windows Vista/7/8/10

While the Windows crash dialog is shown (do not close it) open the Task Manager and switch to the Processes tab in it. Find the Rainlendar2.exe process from the list and right click it. From the context menu choose "Create dump file". A file called Rainlendar2.DMP will be created to your temp folder. The file can be quite large so you need to upload it to a website (you can use e.g. Dropbox or Google Drive). Send a link to the *.DMP file to Rainlendar's support address and include also a description of the exact steps how the bug can be reproduced and a screenshot of the crash dialog.

Mac OS X

Copy everything from the crash dialog to an email and send it to the Rainlendar's support address. Include also a description of the exact steps how the bug can be reproduced.

Linux

Start Rainlendar with gdb in a debug mode. You can do it like this:

```
gdb ./rainlendar2
```

When the debugger has been started run the application in debug mode:

```
run --debug
```

This will start Rainlendar. Now make Rainlendar to crash and in gdb write:

```
bt
```

This will display the backtrace of the function calls which lead to the crash. Make a copy of all the output (there might be multiple pages of it).

Rainlendar will write it's own debug log either to `~/rainlendar2/rainlendar2.log` or `~/config/rainlendar2/rainlendar2.log` depending on your system configuration. Create an archive from the log and the gdb's backtrace and send them to Rainlendar' support address with details how the bug can be reproduced.

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