## **Sport In The Box Support**

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# How to create a debug log for SIB

Dmitri Peredera - 2024-01-23 - Kommentarer (0) - Common questions

When there are problems that we can't resolve based on description or support team is unable to reproduce it on our side, we often ask you for a debug log.

#### Files to attach

We are, most likely will ask you to attach log files from Documents folder in %userprofile%\Documents\IC Control Media Sport\SITB2

Files are called *mainlog* with different numbers.

Take all of those.

Is is normal that those exists are not empty.



### When program hangs

When program hangs, actions must be taken while problem is still there. Don't close the program.

 $Download\ Process Explorer\ from\ \underline{https://learn.microsoft.com/en-us/sysinternals/downloads/process-explorer}$ 

Open downloaded file and run procexp64.exe.



Find *Sport In The Box 2.exe* in list and create crash dumps. Create both mini and full dumps.



Save dumps in C:\SIB\CrashDumps.

## When program crashes

Go to the folder  $C:\SIB\CrashDumps.$ 



There may be a few of dump files, take the latest two or three.

## **Report bug**

Upload DUMP files to file share like <a href="https://wetransfer.com/">https://wetransfer.com/</a> or OneDrive.

Create new ticket at  $\underline{\text{https://support.iccmediasport.com/en-US/new-ticket}}$  and attach  $\underline{\text{mainlog}}$  and  $\underline{\text{link}}$  to the uploaded  $\underline{\text{DUMP}}$  files.

Give us a clue of who you are by including license and installation name.

