

# Sport In The Box Support

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## How to create a debug log for SIB

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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.





	mainlog.0.txt	2023-11-21 12:58	TXT-fil	294 kB
	mainlog.1.txt	2023-11-21 13:42	TXT-fil	293 kB
	mainlog.txt	2023-12-05 11:10	TXT-fil	194 kB

### When program hangs

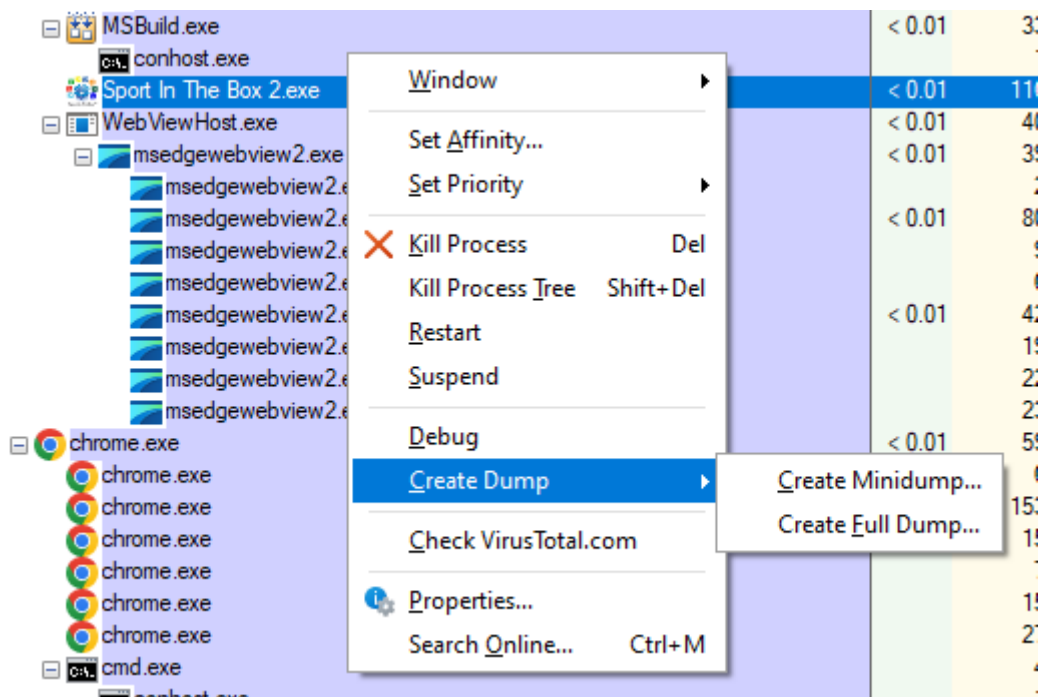
When program hangs, actions must be taken while problem is still there. Don't close the program.

Download ProcessExplorer from <https://learn.microsoft.com/en-us/sysinternals/downloads/process-explorer>

Open downloaded file and run *procexp64.exe*.

Namn	Typ	Komprimerad storlek	Lösenords...	Storlek
 Eula.txt	TXT-fil	4 kB	Nej	8 kB
 procexp.exe	Program	1 702 kB	Nej	4 462 kB
 procexp64.exe	Program	905 kB	Nej	2 341 kB
 procexp64a.exe	Program	823 kB	Nej	2 365 kB


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*.

Namn	Senast ändrad	Typ	Storlek
 Sport In The Box 2.dmp	2023-12-08 08:30	Memory Dump File	30 771 kB

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

## Report bug

Upload *DUMP* files to file share like <https://wettransfer.com/> or OneDrive.

Create new ticket at <https://support.iccm mediasport.com/en-US/new-ticket> and attach *mainlog* and link to the uploaded *DUMP* files.

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

License, Full

IC CONTROL MEDIA SPORT AB

Licens ID: [REDACTED]

Utgångsdatum: 2030-10-04

Installation name: [REDACTED]

Version: v2.17.8742.15004, 12/8/2023 8:20:08 AM



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