Sport In The Box Support

How to create a debug log for SIB

Dmitri Peredera - 2024-01-23 - Comments (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.

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.
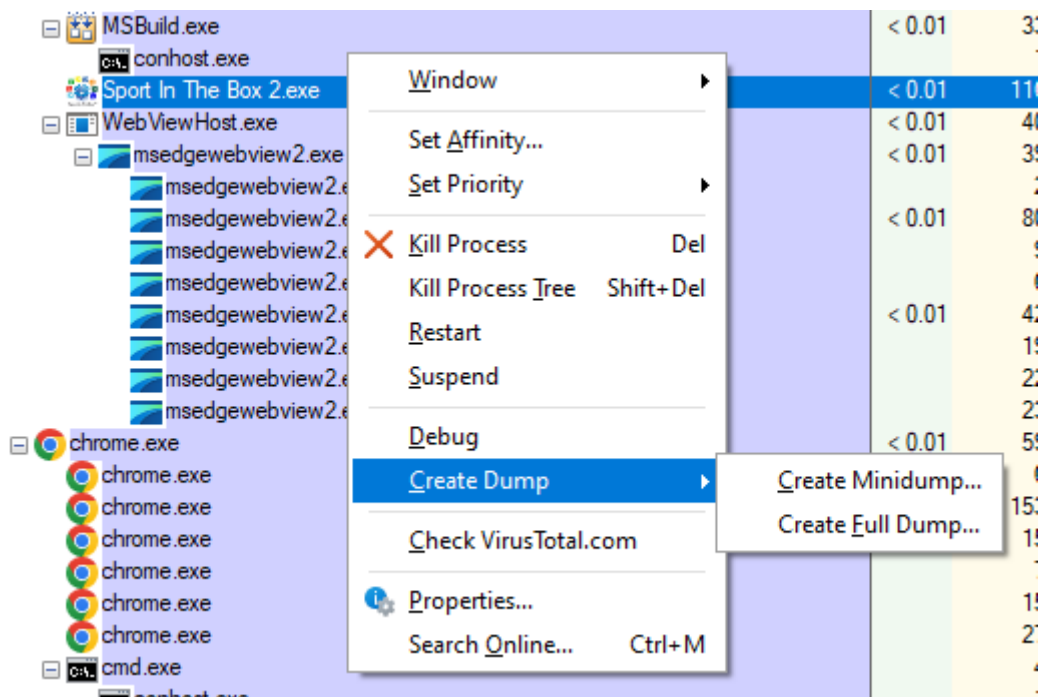
Save dumps in *C:\SIB\CrashDumps.*

When program crashes

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

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

Report bug

Upload *DUMP* files to file share like https://wetransfer.com/ or OneDrive.

Create new ticket at https://support.iccmediasport.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: ████████████
Utgångsdatum: 2030-10-04
Installation name: ████████████
Version: v2.17.8742.15004, 12/8/2023 8:20:08 AM

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