Program Failure

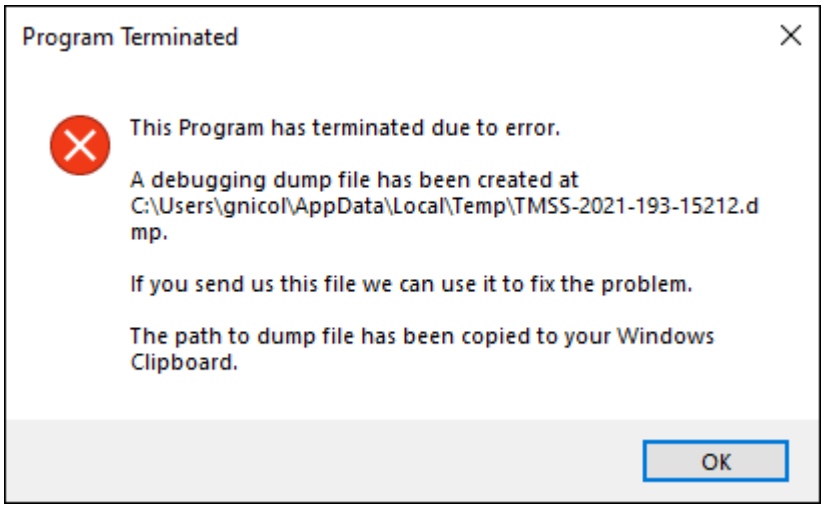
In the unlikely event a TapeTrack program (Desktop, Server or Command Line) failure or crash a memory dump file will be created.

The dump file will contain what processes and drivers that were running at the time of the crash as well as the Kernel-mode stack that stopped.

The information contained in the dump file is used to diagnose why the crash occurred and guide our technical department on creating a fix for the problem.

Desktop Programs

In the event of a program crash while using TapeTrack Desktop programs you will see a popup saying `Program Terminated`. This popup will let you know the program has terminated, or stopped running, due to a fatal error.



The name and location of the memory dump file will be displayed to help you locate the file. The location will also be automatically copied to your windows clipboard, allowing you to access the file easily using Windows File Explorer or paste into communication documents to your support staff.

This dump file can then be forwarded to the GazillaByte Help Desk to help in the diagnosis of the problem that caused the program termination.

Command Line Programs

In the event of a program crash while using TapeTrack Command Line programs you will see output that an abnormal termination has occurred.

<sxh> An abnormal termination condition has occured. A debugging dump file will be created. This dump file can be sent to support for diagnosis. File name is: ESP10-2021-193-4824.dmp Program terminating

C:\Users\GazillaByte> </sxh>

The dump file will be written to the current active directory, in this example `C:\Users\GazillaByte>`

This dump file can then be forwarded to the GazillaByte Help Desk to help in the diagnosis of the problem that caused the program terminate.

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