Program Failure

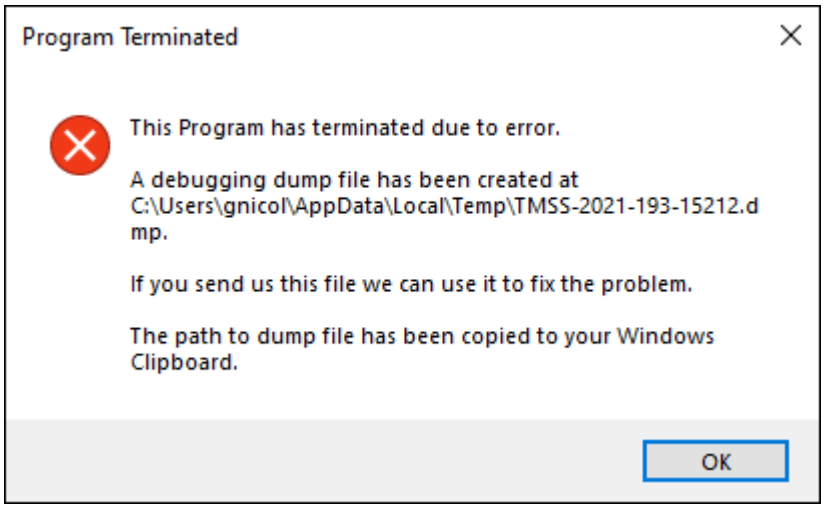
In the unlikely event a TapeTrack program (Desktop, Server or Command Line) failure or crash a memory dump file will be created.

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

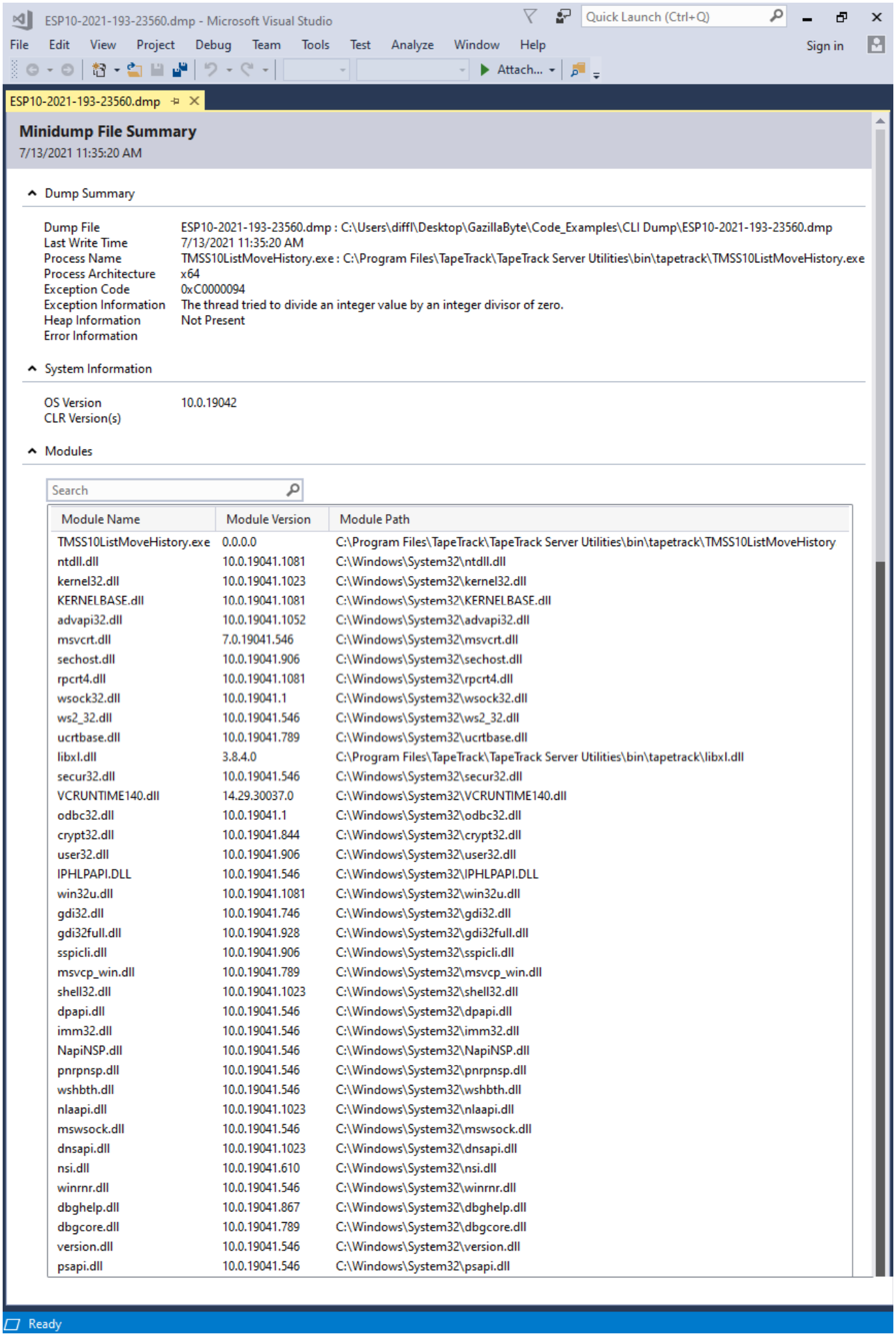
C:\Users\GazillaByte> </sxh>

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.

Dump File Example

While all dump files will differ based on the program, time of execution and error encountered, here is an example of a dump file from the Command Line program TMSS10ListMoveHistory that had an error purposely added to the code to cause a crash. The code that caused the crash is not included in any publicly available release and was only included here to obtain a sample dump file.


ESP10-2021-193-23560.dmp - Microsoft Visual Studio
Quick Launch (Ctrl+Q)
File Edit View Project Debug Team Tools Test Analyze Window Help
Sign in
Attach...
ESP10-2021-193-23560.dmp
Minidump File Summary
7/13/2021 11:35:20 AM
Dump Summary
Dump File ESP10-2021-193-23560.dmp : C:\Users\diffl\Desktop\GazillaByte\Code_Examples\CLI Dump\ESP10-2021-193-23560.dmp
Last Write Time 7/13/2021 11:35:20 AM
Process Name TMSS10ListMoveHistory.exe : C:\Program Files\TapeTrack\TapeTrack Server Utilities\bin\tapetrack\TMSS10ListMoveHistory.exe
Process Architecture x64
Exception Code 0xC0000094
Exception Information The thread tried to divide an integer value by an integer divisor of zero.
Heap Information Not Present
Error Information
System Information
OS Version 10.0.19042
CLR Version(s)
Modules
Search
Module Name Module Version Module Path
TMSS10ListMoveHistory.exe 0.0.0.0 C:\Program Files\TapeTrack\TapeTrack Server Utilities\bin\tapetrack\TMSS10ListMoveHistory
ntdll.dll 10.0.19041.1081 C:\Windows\System32\ntdll.dll
kernel32.dll 10.0.19041.1023 C:\Windows\System32\kernel32.dll
KERNELBASE.dll 10.0.19041.1081 C:\Windows\System32\KERNELBASE.dll
advapi32.dll 10.0.19041.1052 C:\Windows\System32\advapi32.dll
msvcrt.dll 7.0.19041.546 C:\Windows\System32\msvcrt.dll
sechost.dll 10.0.19041.906 C:\Windows\System32\sechost.dll
rpcrt4.dll 10.0.19041.1081 C:\Windows\System32\rpcrt4.dll
wsock32.dll 10.0.19041.1 C:\Windows\System32\wsock32.dll
ws2_32.dll 10.0.19041.546 C:\Windows\System32\ws2_32.dll
ucrtbase.dll 10.0.19041.789 C:\Windows\System32\ucrtbase.dll
libxl.dll 3.8.4.0 C:\Program Files\TapeTrack\TapeTrack Server Utilities\bin\tapetrack\libxl.dll
secur32.dll 10.0.19041.546 C:\Windows\System32\secur32.dll
VCRUNTIME140.dll 14.29.30037.0 C:\Windows\System32\VCRUNTIME140.dll
odbc32.dll 10.0.19041.1 C:\Windows\System32\odbc32.dll
crypt32.dll 10.0.19041.844 C:\Windows\System32\crypt32.dll
user32.dll 10.0.19041.906 C:\Windows\System32\user32.dll
IPHLPAPI.DLL 10.0.19041.546 C:\Windows\System32\IPHLPAPI.DLL
win32u.dll 10.0.19041.1081 C:\Windows\System32\win32u.dll
gdi32.dll 10.0.19041.746 C:\Windows\System32\gdi32.dll
gdi32full.dll 10.0.19041.928 C:\Windows\System32\gdi32full.dll
sspicli.dll 10.0.19041.906 C:\Windows\System32\sspicli.dll
msvcp_win.dll 10.0.19041.789 C:\Windows\System32\msvcp_win.dll
shell32.dll 10.0.19041.1023 C:\Windows\System32\shell32.dll
dpapi.dll 10.0.19041.546 C:\Windows\System32\dpapi.dll
imm32.dll 10.0.19041.546 C:\Windows\System32\imm32.dll
NapiNSP.dll 10.0.19041.546 C:\Windows\System32\NapiNSP.dll
pnrpnsp.dll 10.0.19041.546 C:\Windows\System32\pnrpnsp.dll
wshbth.dll 10.0.19041.546 C:\Windows\System32\wshbth.dll
nlaapi.dll 10.0.19041.1023 C:\Windows\System32\nlaapi.dll
mswsock.dll 10.0.19041.546 C:\Windows\System32\mswsock.dll
dnsapi.dll 10.0.19041.1023 C:\Windows\System32\dnsapi.dll
nsi.dll 10.0.19041.610 C:\Windows\System32\nsi.dll
winrnr.dll 10.0.19041.546 C:\Windows\System32\winrnr.dll
dbghelp.dll 10.0.19041.867 C:\Windows\System32\dbghelp.dll
dbgcore.dll 10.0.19041.789 C:\Windows\System32\dbgcore.dll
version.dll 10.0.19041.546 C:\Windows\System32\version.dll
psapi.dll 10.0.19041.546 C:\Windows\System32\psapi.dll
Ready

technote, dump file, cli, desktop, tapemaster, light, checkpoint

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