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	Reporting Hog 4 OS Errors to Support	1-Nov-2012	Rev A

In the event of software failure it is important to provide as much information as possible to support to help High End Systems engineers debug and solve the problems you are seeing.

Different computer configurations, other applications, and additional hardware may all have unexpected results. When reporting errors to the support department, please provide the following information:

Name

Console / or version of Windows PC Operating System

Software Version and build number

Number of external displays connected

Connected USB Devices

Networked Devices

Detailed description of the problem Instructions on how to reproduce the problem List any errors reported by the software

If your console crashes or fails the application will output a .dmp file in the logs folder of the file browser. Each process in the system can produce a .dmp file. The .dmp file will be named according to the process that created it. For example desktop-win32- golden.exe will produce a .dmp file named desktop-win32-golden.dmp. If a crash occurs look in the logs folder and copy the .dmp files whose "date created" time corresponds to the time of the crash. It would be best to delete the .dmp files after sending them to support so as not to confuse them later.

Please send all bug reports to support@highend.com