



Reporting Hog 3PC Errors to Support

In the event of a failure with Hog 3PC, it is important to provide as much information as possible. 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:

Date:

Software Version and build number:

Operating System:

Computer Specs:

Number of displays:

Connected USB Devices:

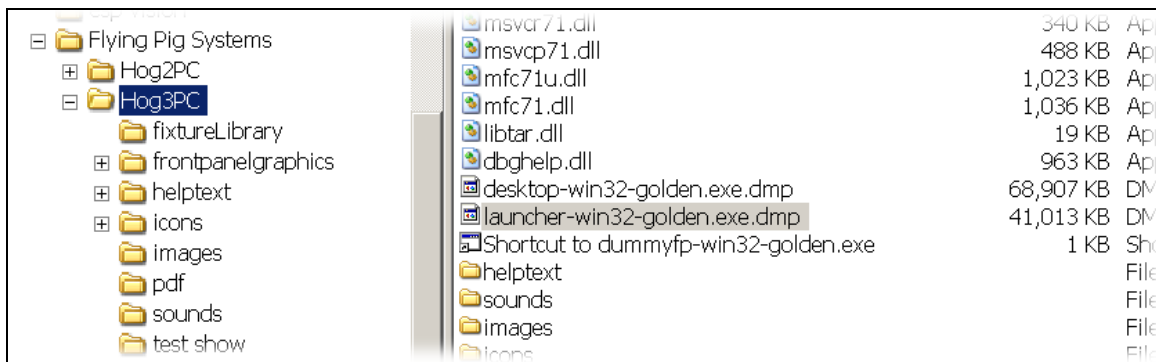
Networked Devices:

Other running applications:

Detailed description of the problem including instructions to reproduce (if possible) and exact syntax used:

List any errors reported by the software:

If Hog 3PC crashes or fails, Hog 3PC will output a .dmp file in the application directory for example "C:\Program Files\Flying Pig Systems\Hog3PC" if the default location was accepted at installation time.



Each process in the Hog 3PC system can produce a .dmp file. The .dmp file will be named according to the process which 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 application directory 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@flyingpig.com