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	Reporting Errors to Support	26-Jan-11	Rev B

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:

<p>Name Console / Operating System Software Version and build number Number of displays Connected USB Devices Networked Devices Detailed description of the problem Instructions on how to reproduce the problem List any errors reported by the software</p>
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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@flyingpig.com