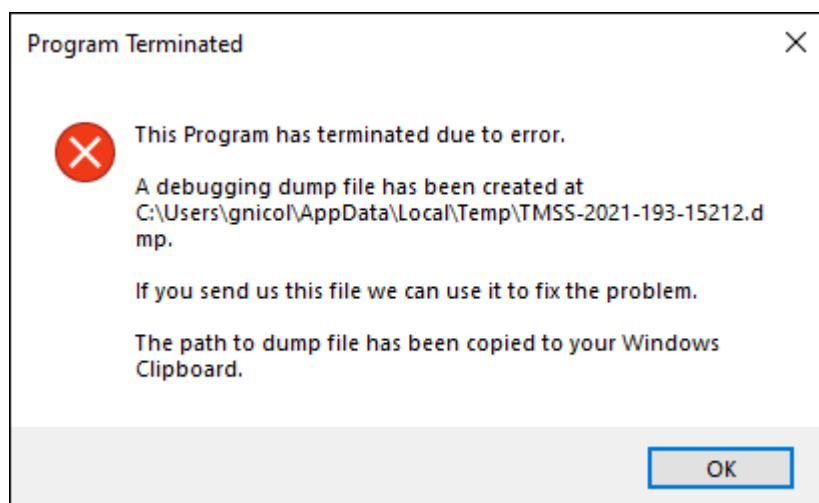# Program Failure

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 contains what processes and drivers 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.

```
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>
```

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

File   Edit   View   Project   Debug   Team   Tools   Test   Analyze   Window   Help

Quick Launch (Ctrl+Q)   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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