Reporting Issues

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Need help? Send notifications of a problem, suggest improvements for our modeling tools, or ask about new features.

Report an issue when the program is unresponsive

If you encounter an issue or the modeling tool becomes unresponsive, a separately executable tool is provided for analyzing the status of the process to aid in bug submission. In these situations, manually start the *submit_issue.exe* file (located in the *<modeling tool installation directory>\bin folder*). After you start *submit_issue.exe*, the **Report an Issue** dialog opens.

In this dialog, you can easily dump threads, memory heap, or memory histogram into files and provide those files when reporting an issue to the support team.

🔀 Report an Is	sue (Offline mode)	_		×		
Tell us if you have any problems						
If you encounter a problem, perform thread and memory heap analysis. Attach thread and memory heap dumps when reporting an issue. These reports help us address problems in a timely manner, as well as speeding up maintenance releases with fixes that are free of known defects.						
	[Instance_0]	~				
	Dump Threads to Lo	ig File				
	Dump Memory Heap	to File				
	Dump Memory Histogra	am to File				
		Close	ł	Help		

The Report an Issue dialog in the offline mode

First of all, select the specific instance of the modeling tool to dump reports from. Then, click one of the following:

- Dump Threads to Log File threads will be dumped into a Log file.
- Dump Memory Heap to File memory heap will be dumped to a new .hprof file.
- Dump Memory Histogram to File a memory histogram will be dumped to a new .txt file.

to use the Dump Memory Histogram to File functionality, the application must run with the JDK or JRE that comes with the installation.

View and Submit Internal Errors

Internal errors are displayed as notifications by default. The internal error does not necessarily mean damage to your data but can be a reason for unexpected tool behavior. We highly recommend submitting internal errors to No Magic for further investigation. We strongly recommend attaching the log file. An internal error message appears at the bottom of the modeling tool.

Internal Cameo Enterprise Architecture error occurred. This does not necessary mean some damage to your data, but can be a reat You can view details of the problem by choosing one of available options below:	son of unexpected tool behavior.
 Click the button in this alert Click the notification icon on the status bar below Select menu item Help -> View Internal Errors 	
	View internal errors Support

Example of Internal Error message in MagicDraw modeling tool

To view internal errors

To view internal errors you must open the Internal Errors dialog, using one of the two methods outlined below:

- Click the View internal errors button in the Notification Window.
- Click the notification icon on the status line.

To submit an error

1. Open the Internal Errors dialog.

Click the Export To File button.	×
These internal errors will not be shown for one day or until Cameo Enterprise	
Architecture is restarted after clicking Clear And Close button.	
Thu Feb 06 13:23:09 EET 2020	^
Error count: 4	
java.lang.UnsupportedOperationException: Test unhandled exception, thrown on purpose	
at com.nomagic.magicdraw.ui.actions.g\$c.actionPerformed(g\$c.java:286)	
at javax.swing.AbstractButton.fireActionPerformed(Unknown Source)	
at javax.swing.AbstractButton\$Handler.actionPerformed(Unknown Source)	\sim
Export To FileN Clear And Close Close	

- Specify the name and location of the error log file and click Export.
 Report an issue to the customer support and attach the exported error log file.

Internal errors will not be shown for 24 hours (or until you restart your modeling tool) after clicking the Clear And Close buttons.

To Display Internal Errors

- 1. From the Options menu, select Environment. The Environment options dialog will open.
- In the General options group, click Internal Errors.
 In the Internal Errors options list change the Display Internal Errors option value to *true* to display internal errors.

Related pages

- SupportConfiguration files