

# Support

 the information about the support, please visit <https://www.nomagic.com/support/general-support>

## Reporting an Issue

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 or memory heap into files and then provide those files when reporting an issue to the support team.

