Support

information about the support, please visit: https://www.3ds.com/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>lbin 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 provide those files when reporting an issue to the support team.

🔀 Report an Issue (Offline mode)	—		×
Tell us if you have any problems			
If you encounter a problem, perform thr analysis. Attach thread and memory hea an issue. These reports help us address manner, as well as speeding up maintena that are free of known defects.	ap dumps v problems	when repo in a timely	orting /
Dump Threads to Log	File		
Dump Memory Heap to	o File		
	Close		Help