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 provide those files when reporting an issue to the support team.