Reporting Issues

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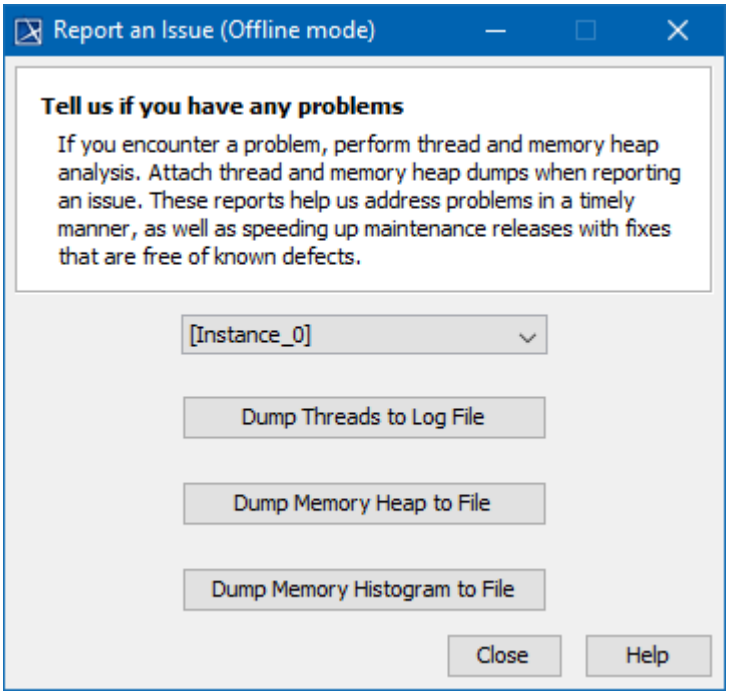
Need help? Send notifications of a problem, suggest improvements for our modeling tools, or ask about new features.

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.



The Report an Issue dialog in the offline mode

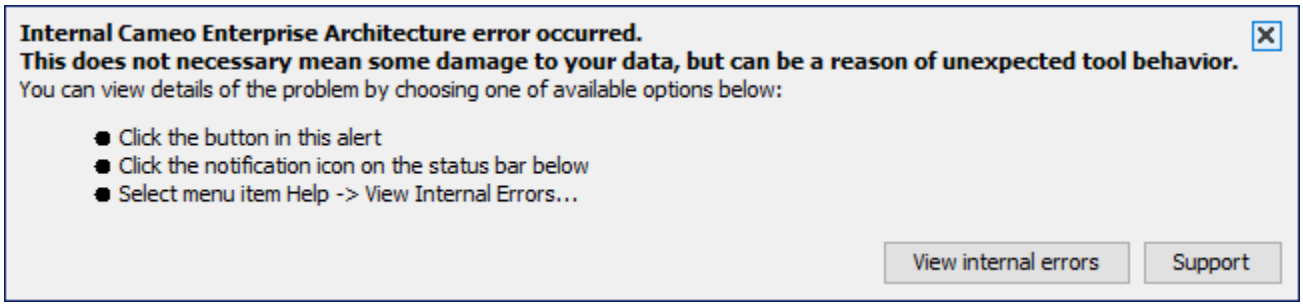
First of all, select the specific instance of the modeling tool to dump reports from. Then, click one of the following:

- **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.



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

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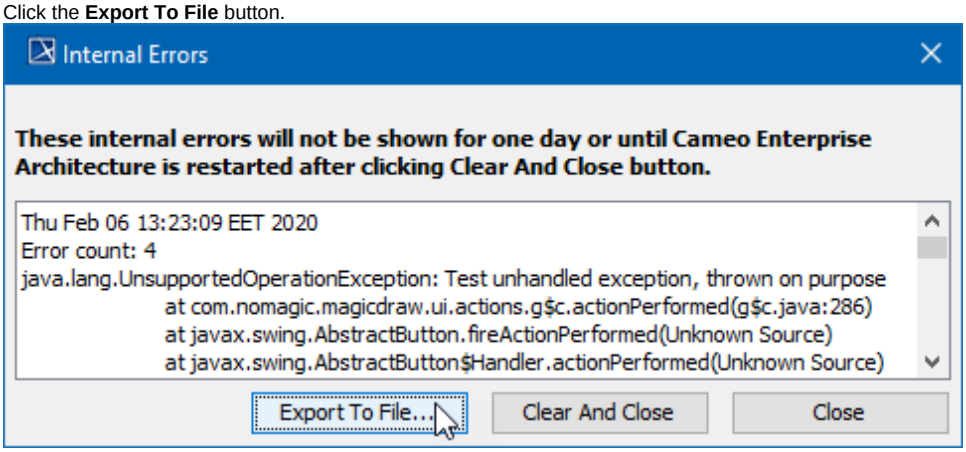
1. Open the **Internal Errors** dialog.
2. Click the **Export To File** button.



3. Specify the name and location of the error log file and click **Export**.
4. 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

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

Related pages

- Support
- Configuration files