



MxManagementCenter Service Report

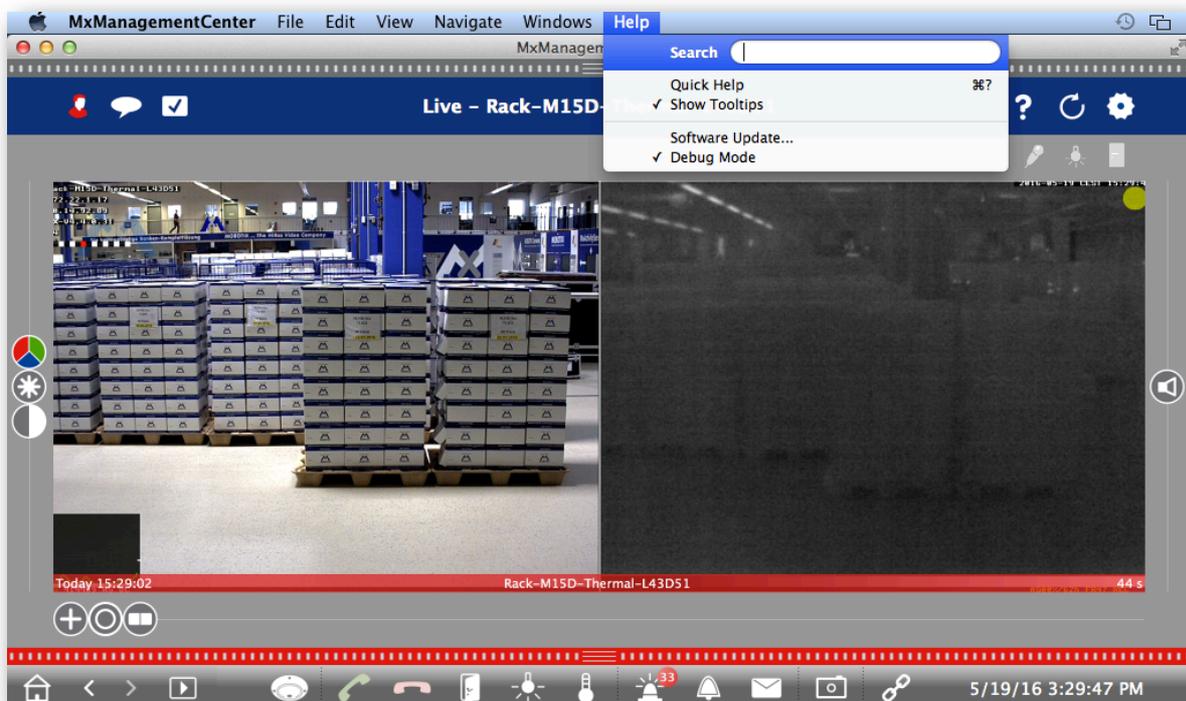
1. Introduction

In the event of problems while using MxManagementCenter (MxMC) the MxMC Service Report is one of the most important pieces of information that the Support Technician will need to analyze an issue. In addition to the service report, the Support Technician will need a complete description of the issue, the computer specifications, and any crash report or diagnostic reports available as well as what troubleshooting steps have been tried and what was the result, a complete camera report, and a description of the system. The sections below explain how to collect this information.

2. Exporting the Service Report

2.1. Debug Mode

The debug mode will need to be activated so that MxMc will start logging information that will be exported in the next steps. To activate the debug mode click on >Help and select Debug Mode as shown bellow. NOTE: you need to turn off the debug mode once you are finished exporting the Service Report because the log file will continue to grow and use up the available hard drive space on the computer.

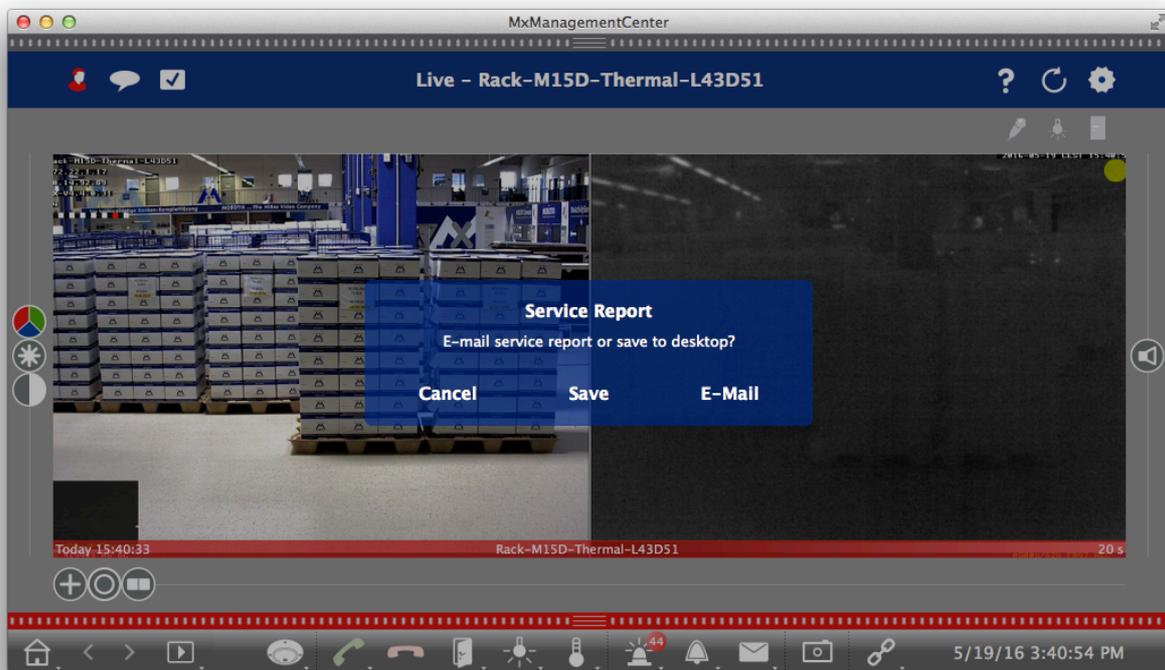


2.2. Reproduce the Issue

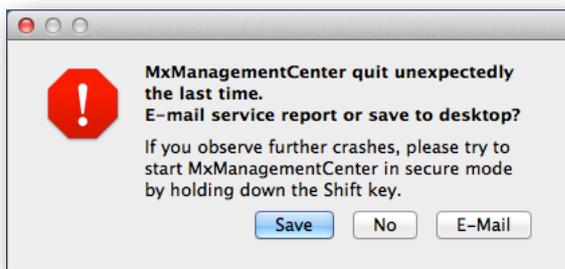
Once the Debug Mode is active, reproduce the steps necessary to duplicate the problem so that these actions will be added to the log file.

2.3. Export Dialog

When the problem has been reproduced it is time to export the Service report. This is done by long click (about five seconds) on the Gear symbol in the upper right hand corner of the MxMC window. If you do not see the Gear symbol, you may need to collapse the Camera bar/Camera Group bar so that it is visible. You then get a dialog that will allow you to email or save the Service Report to the desktop. The report should contain three files with a .dmp extension. Please save this file and attach to your support request email along with the other information described below.



If the program crashes you will see an export dialog when you start the program again that tells you that the program shut down unexpectedly and allow you to email or save the Service Report.



2.4. Starting in Safe Mode

If the problem is that MxMC is crashing on start you will need to try starting in Safe Mode which will start the program without loading the project configuration. To start the program in Safe Mode hold down the shift (⇧) key while starting the program. If the program starts properly in Safe Mode you can activate the Debug Mode, close the program, start the program normally, reproduce the crash, and then start again in Safe Mode to export the Service Report.

Note: It is also possible to start MxMC from scratch and delete any project configuration setting by holding down shift (⇧) + s + c + r and starting the program. If the program is started with this key combination the settings will be permanently lost.

3. System Information

As mentioned above, it is important to supply the Support Technician with the computer specifications and any crash report or diagnostic reports available from the computer system that is running MxMC. On a Windows PC it is best to use the suggested freeware applications to collect the information. On a Macintosh computer the system tools are sufficient to get the needed information.

3.1. Windows

PC Specifications

Speccy from Piriform is a useful tool to collect detailed information about your pc. The system information can be exported as an .xml or .txt file. The program can be downloaded from the following link.

<https://www.piriform.com/speccy/download>

Crash Report

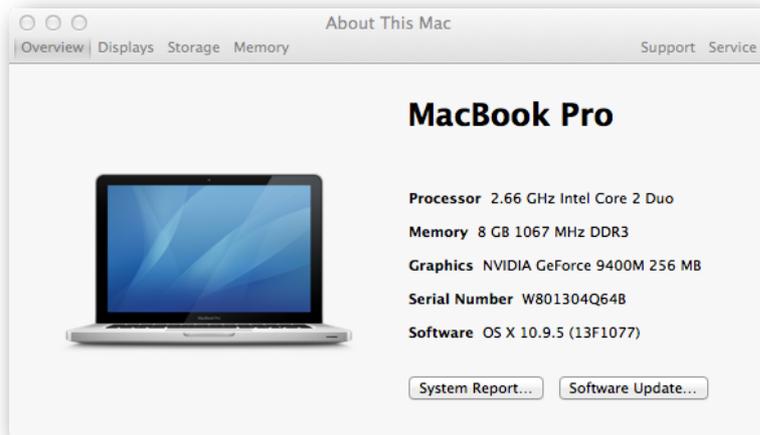
WinCrashReport is a freeware available from NirSoft which is used to collect information about program crashes. Something that is especially nice about using WinCrashReport is that it provides the same report format regardless of which version of Windows is used. The program can be downloaded from the following link.

http://www.nirsoft.net/utls/application_crash_report.html

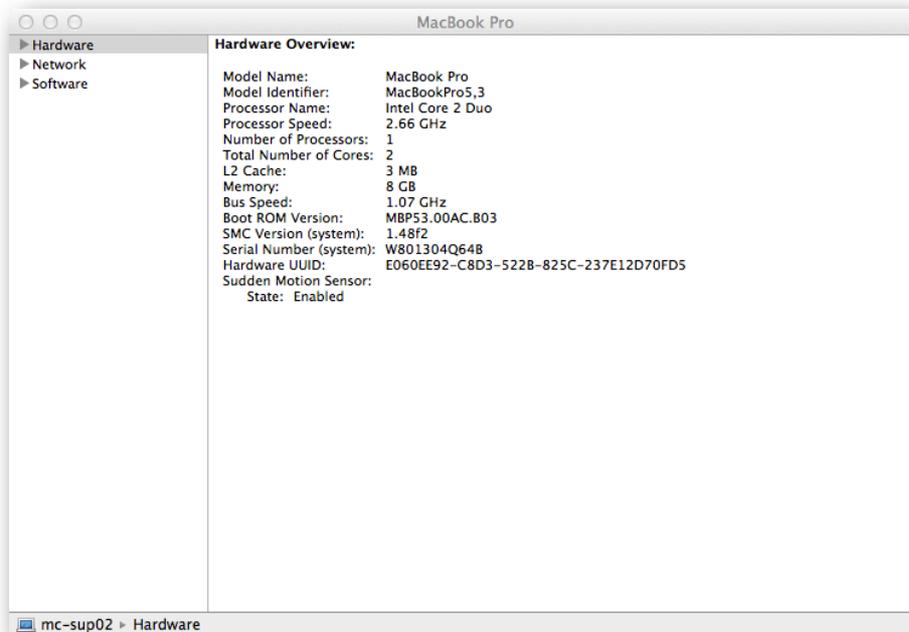
3.2. Mac

System Report

To get the System Report from a Macintosh computer, click on the apple in the upper left corner of the screen and select About This Mac to get the following About This Mac dialog.

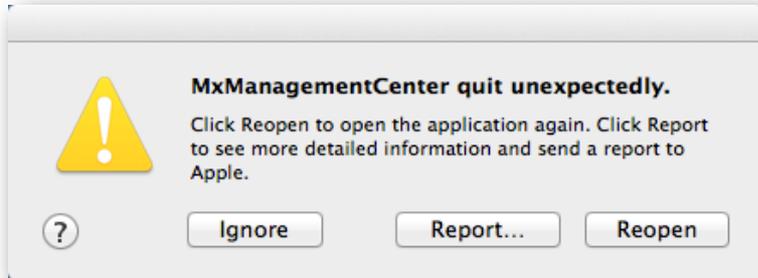


Then when you click on System Report... you will get the System Report which you can save by clicking on File and Save...



Diagnostic Report

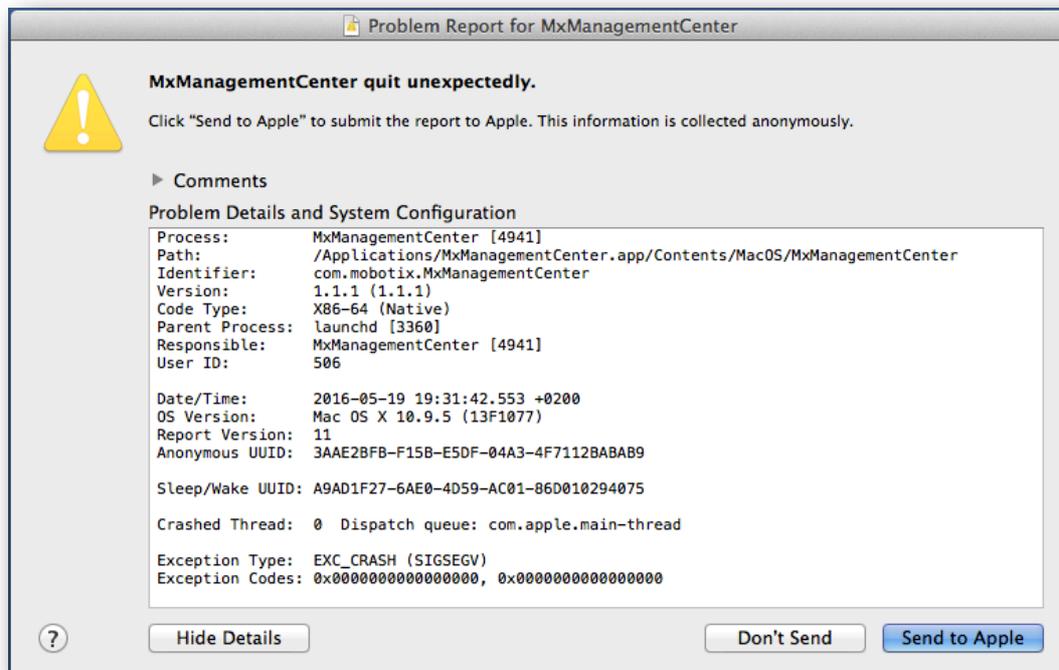
If MxMC has crashed the Mac OS should display a “quit unexpectedly” dialog.



By clicking on the Report... button, here you should click on Show Details to get the Diagnostic Report.



Here it is best to highlight all and then copy and paste into your support request email.



Alternatively you can find this file under /Users/<username>/Library/Logs/DiagnosticReports
The file name is formatted like this - MxManagementCenter_yyyy-mm-dd-nnnnnnnn_macname.crash

4. Required Troubleshooting Information

4.1. A Complete Description Of The Issue

Although this may seem obvious, it frequently happens that the problem description is insufficient. Please make sure that there is enough detail given so that the Support Technician can understand what the issue is.

4.2. What Troubleshooting Steps Have Been Tried And What Was The Result

This is important because often the results of trying to fix a problem can lead the Support Technician directly to the cause of the problem, usually a mis-configuration or conflict in the configuration. Details about the steps taken and the result can also assist the Support Technician in duplicating the issue when needed.

4.3. A Complete Camera Report

This is undoubtedly the most important tool that the Support Technician has to figure out what the issue is and how to correct it. The camera report, which is exported from the camera as an .eml file, includes up to twelve different files. There are Images from the camera, system messages, the camera configuration, the report file, and various logs are included. The report file can be exported from the cameras web browser interface under >Admin >Download Support Information.

4.4. System Description

This is probably the piece of information that needs to be asked for most often. Many support requests describe the problem and include a report file but the information about the rest of the system is missing. The system description should include: the number of cameras, network infrastructure, and the type of storage device.