

Application note

(For Crashing of the PhysLogger Desktop Application)

Crashes are inevitable for software applications; PhysLogger Desktop App is no exception. Thus, Team Qosain has developed a software crash reporting system and encourages you to provide us with a crash report every time you confront a software crash.

When to send a crash report?

Since the Physlogger Desktop App is in constant development mode, following are the few situations where we urge you to submit us a crash report:

- If the same actions are causing the same error or if there is a pattern.
- If a crash occurs when performing an operation documented in the manual.

When the software simply stops responding, follow the *golden rule of computer troubleshooting* and it is advised to not file a crash report for this issue.

The Golden Rule of Computer Troubleshooting

“If the “Physlogger” is not responding, try restarting it.”

How to send a crash report?

Everytime PhysLogger Desktop App crashes, you may see a broken robot displayed on your computer screen. Click on “Send us the crash report” and you will be taken to the “Report an Error” screen.

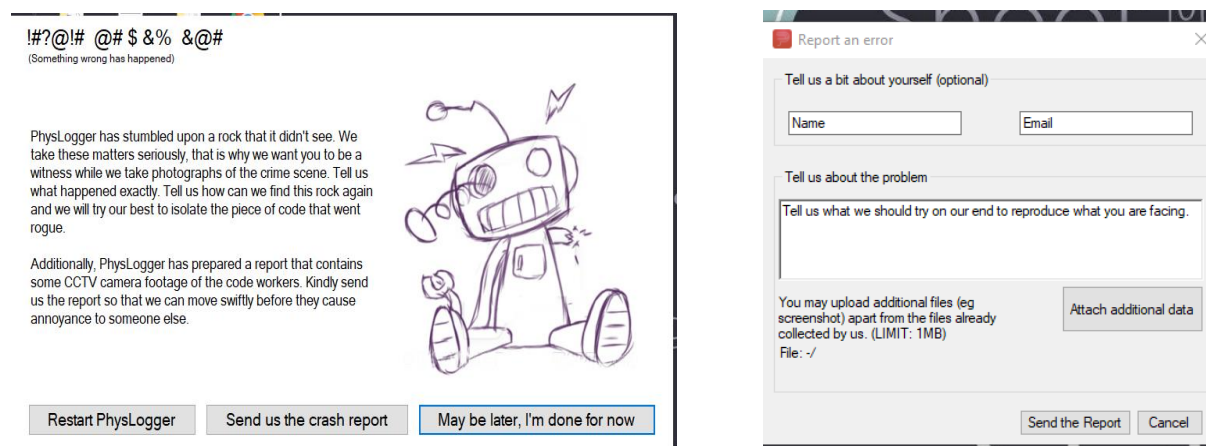


Figure 1: Display screen of Physlogger Desktop App when it crashes

Before sending us a crash report, make sure to read the following instructions.

1. Remember to use the same username and email address every time you submit a crash report. This allows all complaints from the same user to be consolidated in one place on the server cloud. For example, a person with the name Ali Ahmad may choose to use ali.ahmad as his username every time.
2. While writing the description of your problem, be as descriptive as possible. This allows the server to accurately gauge the environment when the crash occurred and enables us to reproduce the error on our end.
3. As there is an option of attaching additional data files as well, you may add screenshots of the displayed error window or any other similar data.
4. Finally, click on “Send the Report”.