

SHELL 22.1

SHELL 22.1 - Contents

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Configuring crash handling and Minidump files

All the Oasys Ltd software contains a “crash handler” to deal with the consequences of a crash. On Windows platforms this can write a minidump file which, if sent to Oasys Ltd for debugging, can sometimes enable us to determine the cause of the crash and suggest a solution. It also allows us to improve the software by fixing bugs.

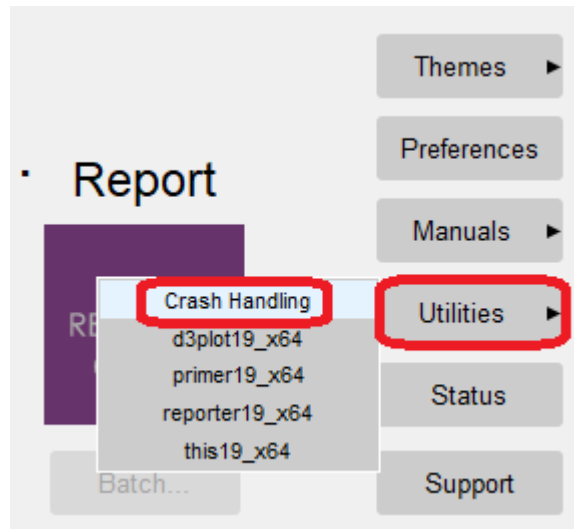
Historically these minidump files have been written in an obscure directory which is difficult for users to find so in V22 a new feature has been added which can:

- Compose an email automatically using the machine’s default email client software.
- Attach the minidump file
- Include further information about the crash
- Give the user opportunity to add more information.

This email is ***not*** sent automatically, the user must choose to send it and can decide not to. The feature can also be turned off.

Configuring crash handling and Minidump files (ctd)

- This can be configured on a per-programme basis but it is likely that most users will want all the Oasys Ltd software to behave in the same way. To make this easier configuration can be performed from within the Shell using “Utilities, Crash Handling”:



A screenshot of the 'Crash handling and configuration' dialog box. The dialog has several sections with 'Explain' buttons. The 'Action to be taken after a crash' section has four radio buttons: 'Minidump file and exit' (selected), 'Trap and continue', 'Trace and exit', and 'No action'. The 'Preference files to update' section has checkboxes for 'ADMIN directory', 'INSTALL directory', and 'User's HOME directory' (checked). The 'Code(s) to configure' section has checkboxes for 'All Oasys Ltd products' (checked), 'PRIMER', 'D3PLOT', 'THIS', 'REPORTER', and 'SHELL'. The 'Minidump files' section has checkboxes for 'Save minidump files' (checked) and two radio buttons for 'Default' and 'User-def' (selected). The 'Feedback email details' section has a checked 'Compose emails' checkbox and a 'Test email' button. The 'Email method' section has radio buttons for 'Best effort', 'Default client', 'Outlook CLI' (selected), 'URL mailto:', and 'Custom method:'. The 'Outlook CLI' option has a text field with the path 'C:\Program Files\Microsoft Office\root\Office16\OUTLOOK.EXE'.

New preferences

Preference	Description
<code>oasys*javascript_maximum_memory_size</code>	Maximum memory allocated for garbage collection (MB)
<code>oasys*cd_compose_email</code> <code>shell*cd_compose_email</code>	Whether or not to offer to compose an email for sending minidump files.
<code>oasys*cd_email_address</code> <code>shell*cd_email_address</code>	Email address in To: field of crash dump emails.
<code>oasys*cd_cc_addresses</code> <code>shell*cd_cc_addresses</code>	Email address(es) in Cc: field of crash dump emails.
<code>oasys*cd_custom_email</code> <code>shell*cd_custom_email</code>	Custom method of sending emails.
<code>oasys*cd_dump_directory</code> <code>shell*cd_dump_directory</code>	Directory in which to save crash dump files
<code>oasys*cd_email_method</code> <code>shell*cd_email_method</code>	Method used to create crash dump emails.
<code>oasys*cd_minidump_file</code> <code>shell*cd_minidump_file</code>	Whether or not to create minidump files, and what to do with them.

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