

## How to send a bug report to Hirschmann

- 2022-01-10 - Industrial HiVision

If you have problems with Industrial HiVision, we always need the following information, the logfiles and - if possible - the project:

### Information

- Ind. HiVision:
  - Version
  - Patches
  - Is this version the first version you used on this computer or was it an update?  
From which version?
- System
  - Operating System
  - Physical memory
  - Do you use more than one network adapter?
- Network
  - How many nodes do you have?
    - Ping devices
    - Hirschmann switches
    - Other devices
- Actions leading to the problem
  - User action
  - Occured without user action
    - During Update
    - Traps
    - Polling

### Logfiles

The Logfiles are located in `<Install-Dir>\log\services`. We need the whole directory (all files) in one Zip-file.

If the Java VM crashes, additional Logfiles will be created in `<Install-Dir>\services`. Here we need all the \*.log files in a Zip-file.

If the files are too big (gigabytes), we need only the first megabyte of each file.

### Project or Database

In some cases it can be helpful if we have also your project:

- If you have an IHP-File of your project, we need it
- Otherwise the database-directory in one Zip-file: <Install-Dir>\database

If the database cannot be loaded, we can try to repair it:

- we need the IHP-File or database-directory (see above)
- If HiFusion generated PSMs are used (Ind. HiVision 05.0.00 or newer)
  - we also need them
  - and the psmlist.txt