

Crash Logging

If you experience a crash with IPNetSentryX, please send us any crash log along with your report of a crash.

Often, we are not able to reproduce the crashing behavior ourselves due to different system configurations. A crash log is essential for quickly identifying and fixing the problem. With it, we can often diagnose and fix a crash in a matter of days.

If a crash occurs in any application, a file is created with that application's name in the ~/Library/Logs/CrashReporter/ folder. Subsequent crashes are appended to that same file. [The "~" in the file path refers to your home directory.]

To dispose of information about earlier crashes, put the crash log file in the Trash.

Kernel Panic

If you experience a grayed screen and dialog that says "You must restart your computer", this means there was a crash within the operating system kernel. In this case there is usually a "panic.log" file in /Library/Logs/ which provides critical information about the software component that crashed. Please include this file along with your report.