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Forcing a Crash Log or Diagnostic Report

Periodically it is necessary to force the application to create a diagnostic report. This assists the engineers in diagnosing issues which may affect the performance of the console.

Parts Required

USB Drive

Procedure

When the system hangs or when asked to by a service or support technician:

1. Insert USB drive into USB port on console.
2. On the keyboard press CTRL+ALT+DEL
3. Follow the prompts on the screen and email the reports to support@jandsvista.com or upload to <http://www.jandsvista.com/support/support-request-form>.