

How to troubleshoot if IP Cam Secure produce a dump file ?

Scenario

IP Cam Secure will terminate and create a dump file when the program encounters a critical error. The dump file contains information needed to solve the problem. Please send the dump file to support@level1.com and please also run information collector and send us the log.



The dump file can be found inside the [dump] folder in the IP Cam Secure installation directory.

Example

C:\Program Files\LevelOne\IPCamSecure Pro\dump

For Professional version

Or

C:\Program Files\LevelOne\IPCamSecure\dump

For Lite version.

A. Information collector

Information collector is a tool that collects necessary information of hardware and software installed on your computers. When you experience problems running our software, please download the information collector and run it.

The information it collects includes:

Configurations of IP Cam Secure
System information
Information of installed programs
IP config

It is the configuration of your LAN “ipconfig”. We can't know your WAN IP from this.

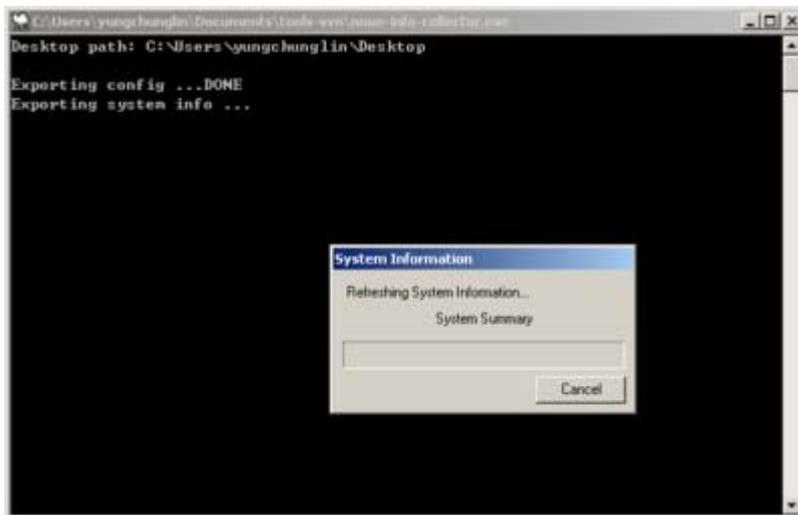
Log files of IP Cam Secure
mdb files of IP Cam Secure
Dump files of IP Cam Secure within the past 30 days

Please download the tool from [here](#).

B. Run the Information Collector

- 1.) Unzip the file to your desktop

- 2.) Double-click on the tool
- 3.) It opens up a command-line window and starts to collect information



- 4.) When it is finished, file explorer will open up and you can find a file SYSTEM_INFO.zip on your desktop.
- 5.) Send the file to support@level1.com



Please note if the output zip file grows too large, please remove FileRecord.mdb, and send the rest files to us.

C. What if information collector doesn't work?

On some Windows platforms, this small tool does not seem to work very well. Whenever it produces an error message or you can not find the zip file produced by the tool, please follow the following steps to collect necessary information for us.

Find the version

- 1.) Open up main console and go to Config
- 2.) Click on About MainConsole
- 3.) Send the screenshot to Support@level1.com

Save the configuration

- 1.) Open up main console and go to Config
- 2.) Go to Save/Load Configurations
- 3.) Save configurations to a file
- 4.) Send the file to support@level1.com

Run msinfo32

- 1.) Press Windows key + R
- 2.) Type 'msinfo32'
- 3.) Export your system information to a .nfo file
- 4.) Send the file to support@level1.com

Get IP configuration

- 1.) Press Windows key + R
- 2.) Type 'cmd'
- 3.) A black-and-white window will open up and type 'ipconfig'
- 4.) Take the screenshot of the window and send to support@level1.com

Get mdb files



1.) Go to the installation folder of IP Cam Secure main console. The main path is C:\Program Files\LevelOne\IPCamSecure by default.

2.) Please send the .mdb files under the installation folder to support@level1.com

Get log files

1.) Go to the installation folder of IP Cam Secure main console. The main path is C:\Program Files\LevelOne\IPCamSecure by default.

2.) Please send the .log files under the installation folder to support@level1.com

Get dump files

1.) Go to the installation folder of IP Cam Secure main console. The main path is C:\Program Files\LevelOne\IPCamSecure by default.

2.) Find a folder named 'dump'

3.) Send the dump files generated when main console is closed abnormally to support@level1.com