

# A guide to reporting defects in the Solid Framework SDK

## Objectives of this document

We recognise that your time is valuable. As such, this document describes how to provide Solid Documents with the information that we require to identify, track down and fix problems as quickly as possible. Note: not everything in this document will be relevant in every situation.

## Describe the problem

Describe briefly what you were trying to achieve and what issue are you experiencing.

Which version of the Solid Framework SDK were you using?

What is the platform? - Windows, OSX, 32-bit, 64-bit, .NET, native. Please include version.

Does the problem occur with all files, or just a single file?

Can the problem be repeated? If so, then it does it happen every time, or just some times.

## Send example PDF files

Please include at least one PDF file and the reconstructed file (if one was created) that illustrates the problem.

## Send a Screenshot

If possible, take a screenshot of the PDF or reconstructed file and highlight the problem. Make the problem obvious to us by using an image. Please include comments to identify the issue, and which make it clear which is the reconstructed file.

PDF

# Brewprint

*The Newsletter of the Boston Wort Processors*  
Volume IX, Number 12 December 1996



## ELECTION RESULTS EDITION

THE PEOPLE SPEAK

# Brewprint

*The Newsletter of the Boston Wort Processors*  
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7818 Docx

Wrong background

## ELECTION RESULTS EDITION

THE PEOPLE SPEAK

### Error Messages

If an error message appears on screen then it may be possible to copy the contents of the message box onto the clipboard using Ctrl+C. These details can then be pasted into an email.

## Additional items to send if you are developing code:

### Source code

If possible, please include a snippet of source code that reproduces the problem.

### Call Stack

If the error occurs within a debugger, then please include a copy of the stack trace.

### Logging

Logging can be enabled within the Solid Framework by using the following code:

```
String logPath = @"c:\test\solidframework.log";  
if (System.IO.File.Exists(logPath)) {  
    System.IO.File.Delete(logPath);  
}  
SolidFramework.Plumbing.Logging.Instance.Path = logPath;
```

This will create a log file that contains details of exactly what was happening “behind the scenes” which can help us to quickly pinpoint problems.

**Note: Antivirus software has been found to interfere with the creation of log files, and can significantly reduce performance.**

**As such it is recommended to not have logging enabled unless you have a specific problem.**