Creating Dump Files

This page provides assistance for creating dump files.

Steps to Report a Problem

If you encounter any crashes, a VRay.dmp file might be very useful for our Support Team as it contains information that helps troubleshooting and fixing the issue.
Below you can find detailed steps on where to find the needed file or how to generate it.

Collecting the Dump File when Created Automatically

How to get the minidump file?

When the app crashes, a minidump file is automatically created in its designated folder. When using the app on Windows, the minidump file is stored in the %temp% folder by default.

Collecting the Dump File when Not Created Automatically

If your V-Ray application crashes, a crash dump file, is automatically created.

In case the crash dump file is missing from the its designated folder, you can create it manually. Depending on the OS you are using, you can do so: