

How to Report a Bug

Overview

While simulating or rendering, you could get incorrect results or unexpected behavior, artifacts, or even a crash. This could indicate a “bug” in the code. If you think you’ve come across a bug, it’s best to contact our [Chaos Support team](#) and get assistance.

We will try to find a workaround so you can continue working. If the problem is indeed a bug, we have to fix it so it won’t trouble you or anybody else anymore. First, we need to make the problem occur here (reproduce the problem) and find out what is causing it. For this, we will need you to help us with as much information as possible.

- **Describe the problem in details.**
- **Provide information about the environment: OS, Phoenix version, V-Ray version, Hardware, GPU drivers.**
- **Provide a step-by-step guide to recreate the problem.**
- **Attach files: renders, scenes, assets, logs, screen captures, screenshots.**

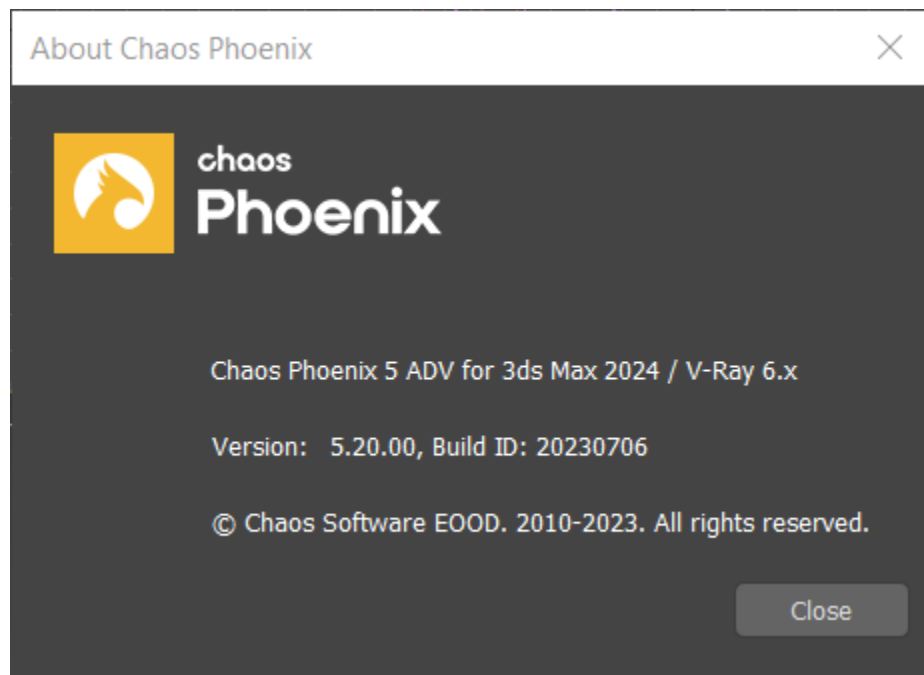
Summary of the problem

Very often this is the answer to the question “What is the observable result?”. Some examples may be: rendering artifacts; over bright pixels; particles floating in the air; liquid emitting from the wrong places.

Environment

The exact software version helps identify the state of the code that could have the bug.

Phoenix version and **Build ID** - for example - 5.20.00, Build ID: 20230706.



In order to find out the exact **Phoenix version** you can check the About info window.

3ds Max [Top](#) [3ds Max Phoenix FD Menu](#) [About Phoenix](#).

V-Ray version - for example - 3.60.05 or 4.02.01.

You can find the **V-Ray version** in the Render settings window [Settings tab](#) [About V-Ray rollout](#).

Third-Party plugins - Is the scene using any third-party plugins such as thinkingParticles or tyFlow? Providing information about the additional plugins used (and their version) is really helpful.

Operating system - Although rarely, code can perform slightly differently on different operating systems. Share information about the operating system and its versions. Example - Windows 7 , 8 or 10 and the exact update.

Hardware information - Although rarely, code can perform slightly differently between different CPU and GPU makes and models. This information may be crucial to replicating the bug. Example - Intel Xeon E5236 or NVIDIA RTX 2080Ti. When the bug concerns GPUs, please also share the version of the GPU drivers, for example NVIDIA GTX 1080, driver versions 381.64.

Steps to reproduce

Provide as much information about your actions leading to the problem as possible.

This is basically a step-by step guide for the Chaos team to replicate the same result. Here's an example:

1. Make a sphere.
2. Apply a Phoenix Fire simulation preset.
3. Simulate up to frame 15.
4. Enable V-Ray GPU rendering.
5. Render a sequence.

File Attachments

Any files that can help identify and replicate the problem can be extremely useful. This ensures that your report is understood and that the Chaos team knows what to look for when reproducing the issue. If the problem is animation flickering - attach a few rendered frames where the flickering is visible; if it is something that happens with the user interface - attach a screen-captured video that shows what was clicked and what happened. There are a few key files that you can always attach.

Scene files

Providing a scene is a great way for us to recreate the issue and fix it.

A checkbox enabling a minor option that was thought to irrelevant to the issue can be the difference between failing to reproduce the issue based on the 'steps to reproduce' and replicating it right away.

Often times the entire scene is not necessary, as long as it replicates the issue - you can simplify the scene by removing any sensitive or unneeded content - if the issue is related to incorrect simulation, probably you could skip the HDR files used for lighting the scene.

Make sure to include any external assets if they are crucial to replicating the issue - such as proxy files or textures.

In case the scene file is too big - the [Chaos support team](#) will let you know how to send it.

Make sure to include any assets used by Third-party plugins such as **thinkingParticles** or **tyFlow** in your scene if they are relevant to reproducing the issue.

Screen capture videos, rendered images, or screenshots

A picture is worth a thousand words. Attaching rendered images that show the incorrect result helps ensure that the Chaos team is looking at the right thing.

Recording a video capture of your screen with your steps is even better and there are a number of easy and free screen-capturing tools to use.

Crash Dump files

If you get a crash and an Autodesk error report window pops up afterwards, please click the "View Report Details" button on the error report window, find where "3dsmax_minidump.dmp" is saved on your machine and include that file in your email.



A software problem has caused 3ds Max to close unexpectedly.

We apologize for the inconvenience. An error report has been generated. Please click Send Report to help us analyze the cause of the problem.

[Learn more about how error reports are used](#)

Benefits

- Quickly checks for a solution to the problem.
- Details you provide below may help us analyze and resolve the issue.
- If you include your email address, Autodesk may notify you when a solution becomes available or contact you regarding your error report.

Email Address:

Note: Data gathered will be used in accordance with the Autodesk Privacy Policy.

[Read Privacy Policy](#)

Details

Providing a step-by-step description of what you were doing when the problem occurred will help us resolve the issue:

[Example description](#)

[View Report Details](#)

Send Report

The usual location of the crash dump files is:

`C:\Users\<username>\AppData\Local\Temp`

Crash dump files can often tell us exactly where the crash happens so it would be very easy for us to fix it.

If you send us a crash dump, it can only help us if you also include your exact 3ds Max version, Phoenix version and V-Ray version - see above how to find them.

Log files

Please grab the Phoenix log immediately after the crash. If you start 3ds Max again, it would be overwritten.

Phoenix Log files

The Phoenix log is created in: `C:\ChaosPhoenix`

You can also browse to it from the [Phoenix FD Global preferences window](#).

V-Ray Log files

The V-Ray log files can be usually found in the Temp folder on your PC.

`C:\Users\<username>\AppData\Local\Temp`

Recap

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