How to retrieve Memory Dump Files of TrustDefender after a crash

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Bluescreen

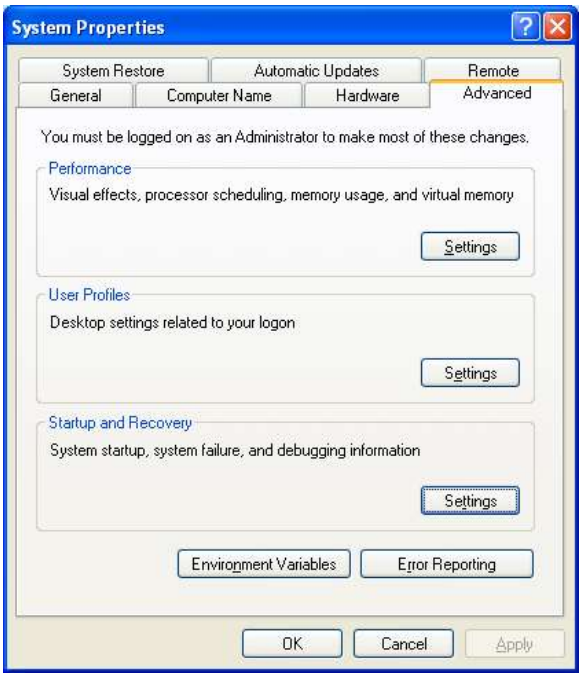
A bluescreen (BSOD) occurs if a kernel driver runs into problems. There is no possibility of any user interaction as the Windows Operating System will immediately take over, however Windows automatically creates a minidump of the crashing system. These minidumps can be found in the following directory: c:\WINDOWS\Minidump.

Please send the latest Minidump (.dmp file) to support@trustdefender.com for analysis

Configuration Option on XP/Vista

In XP, a user can actually configure the settings where the minidumps will be written to.

- Go to Control Panel
- Select System and then select the “Advanced” Tab



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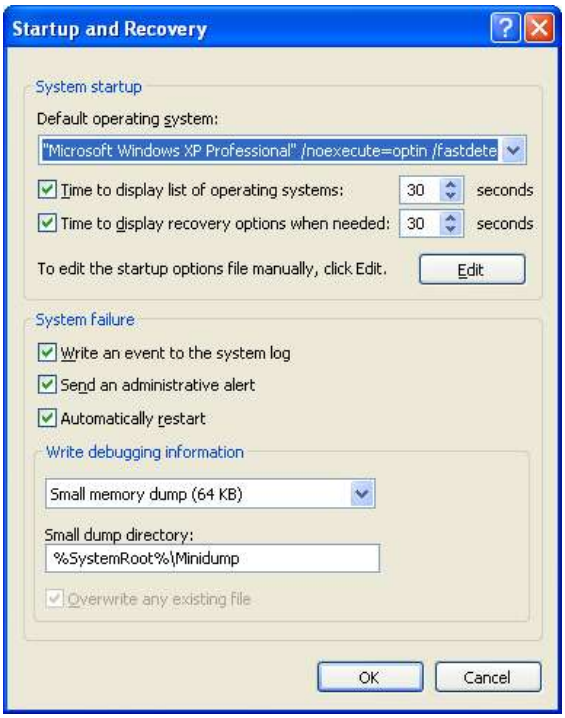
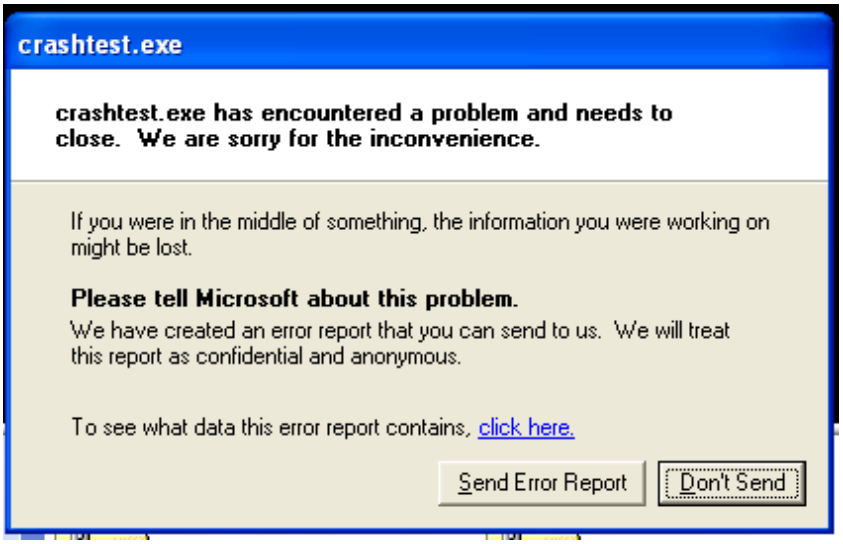
- Now click on “Startup and Recovery” Settings Button and you’ll see exactly where the minidumps will be written



Crash on XP

If either TDWatchdog.exe or trustdefender.exe crash on a Windows XP System, please follow the instructions below to retrieve the crash dump.

1) Crash



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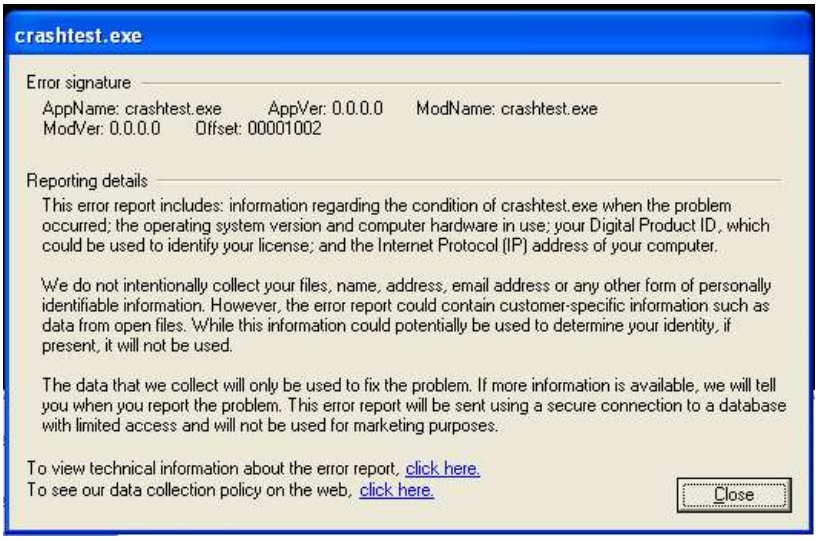
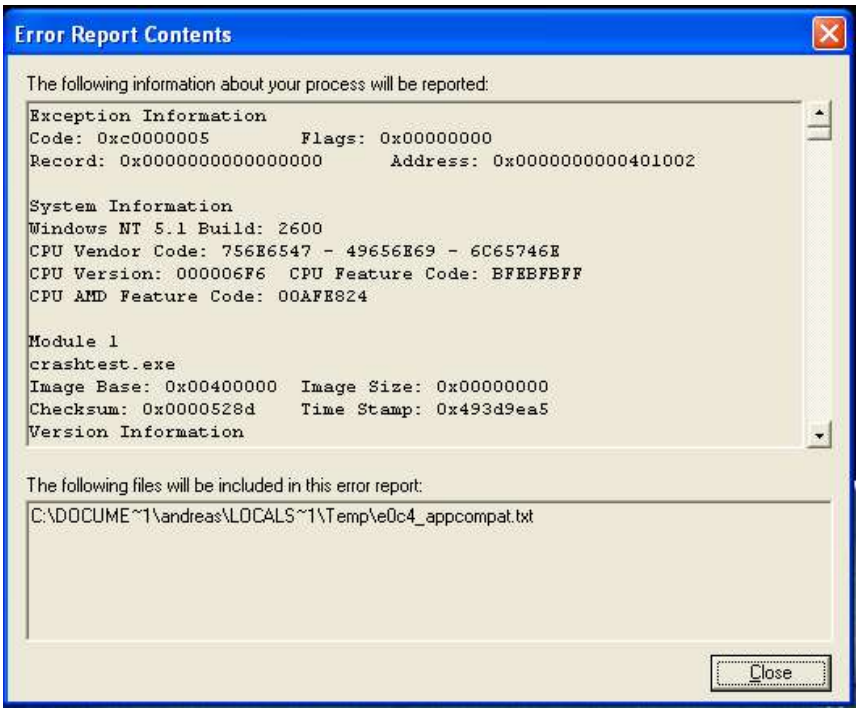
2) Click on “click here” at “To see what data this error report contains,“



3) Click on “To view technical information about the error report, click here”



4) Copy ALL (!) files of the section “The following files will be included in this error report” to e.g. the desktop

   a. Please note that the Dialog has to stay open when you do this step as the files are temporary and will be deleted once the dialog is closed

5) Zip them (select them all, right-click, Send-to → compressed folder)

6) And send them to support@trustdefender.com

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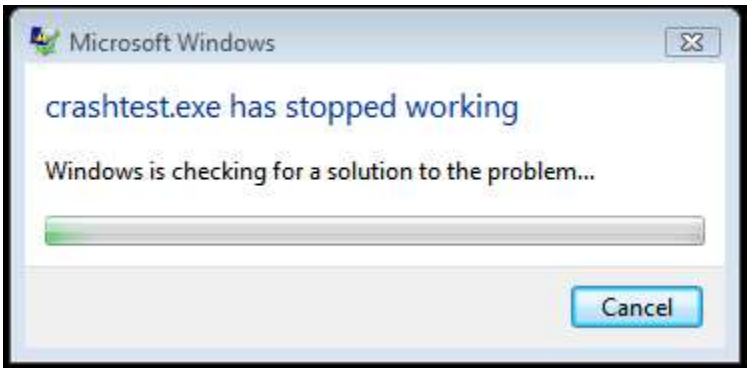
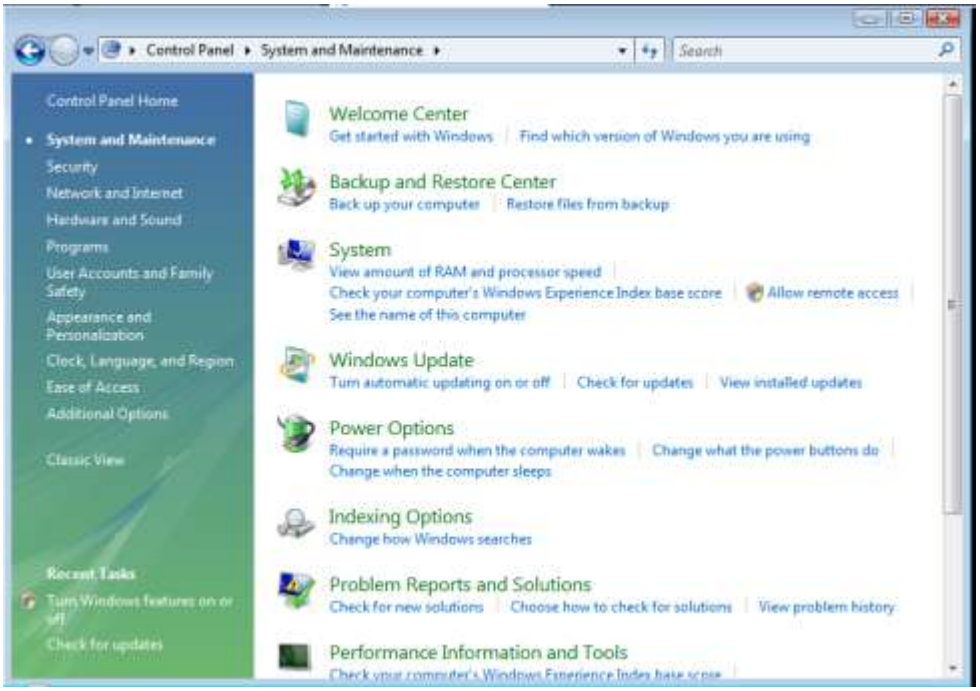
Crash on Vista

On Vista, the workflow is a bit different. By default, Windows will try to search for a solution (which it won't find anything as TrustDefender is not part of Windows). You'll see the following dialog



After this has happened, we can go into the Control Panel to check for the files we need.

- Go to Control Panel → System and Maintenance and click on "View Problem History" in the "Problem Reports and Solution" Section



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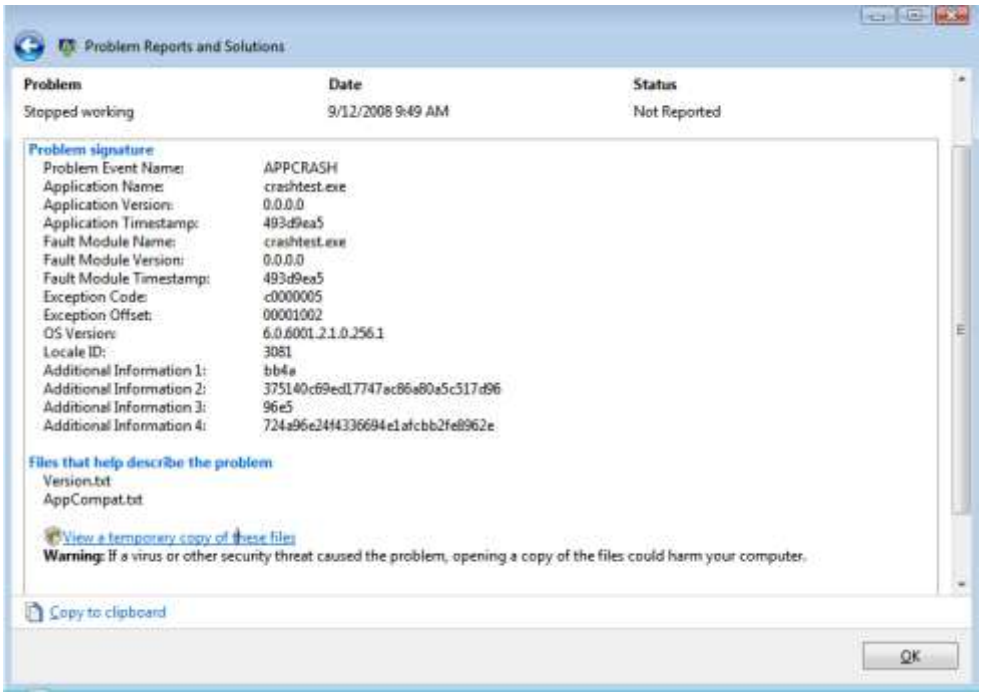
- Now locate TDWatchdog.exe or TrustDefender.exe and right-click on it and select “View Problem Details” and you’ll see the following screenshot



- Now click on “View a temporary copy of these files” and you’ll see an explorer window opening with these files.
- Zip the files (select all, right-click, send-to → compressed (zipped) folder)
- And send them to support@trustdefender.com

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