

## MBox Viewer Crash Notes

While MBox Viewer is tested extensively, rare crash may happen. Standard mboxview.exe executable in the installation root folder doesn't handle execution exceptions. In case the mboxview.exe crashed, user need to rerun the problem case by running the mboxview.exe located under the ReleasePlusStackTrace sub-folder.

The mboxview.exe under the ReleasePlusStackTrace directory was enhanced to catch execution exceptions and dump the stack trace and optionally dump the suspect raw mail data to the text files.

In case the standard mbox viewer crashes, please change the directory to the ReleasePlusStackTrace directory and re-run the mbox viewer.

If the mbox viewer in ReleasePlusStackTrace directory crashes, it will generate one of two text files that can help to diagnose the problem:

mboxview\_UnhandledException\_StackDump.txt  
mboxview\_UnhandledException\_MailDump.txt

Please raise the ticket on the sourceforge or github and attach the generated files.

The mboxview\_UnhandledException\_MailDump.txt file should contain two raw user mails so please review these files to make sure they don't contain sensitive information.

<https://sourceforge.net/projects/mbox-viewer/>  
<https://github.com/eneam/mboxviewer>

NOTE: Performance of both versions of the mboxview.exe is basically identical. However, the mbox viewer under the ReleasePlusStackTrace directory should be run only to help to resolve crash of the mbox viewer under the main directory.