

MBS REALbasic BugReporter Kit

Version 1.0, © 2010 by Christian Schmitz

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About the BugReporter Kit

Features

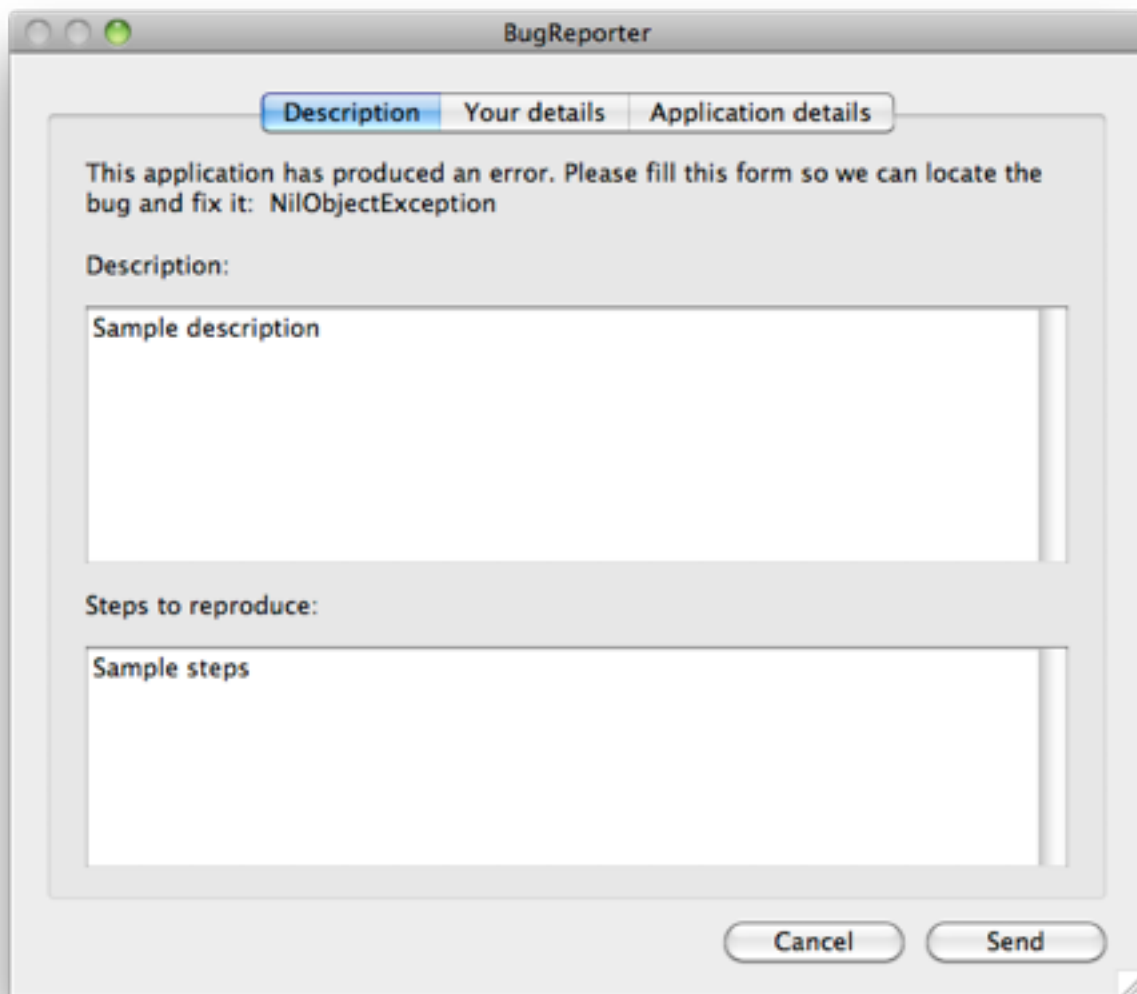
1. Collect bug reporter data and send to server for delivery as email (or insert to database)
2. Handle unhandled exceptions. The plugin reports the exception class name and message.
3. Find Mac OS X crash reports and report them.
4. Run bug reporter for feature request.
5. Catch Windows System Exceptions.
6. Catch Signals on Mac OS X and Linux.
7. Catch unhandled C++ exceptions. Our plugins can catch this C++ exceptions on Mac OS X and Linux, but not on Windows. There is a feedback report about REAL Studio not capturing C++ exceptions if the runtime allocates memory: [12072](#)

Note to 4-6: If those exceptions are not handled, your application crashes. We try to show a bug reporter dialog before that and terminate the application after the dialog is done.

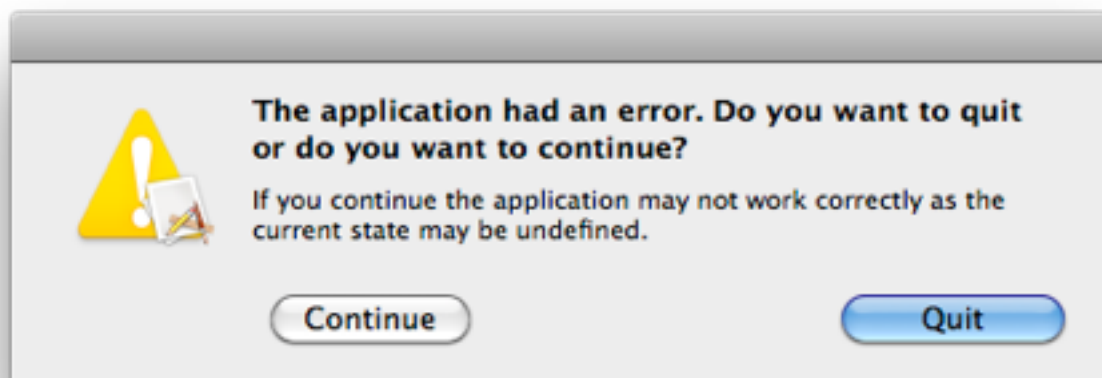
Version History

1.0, first release

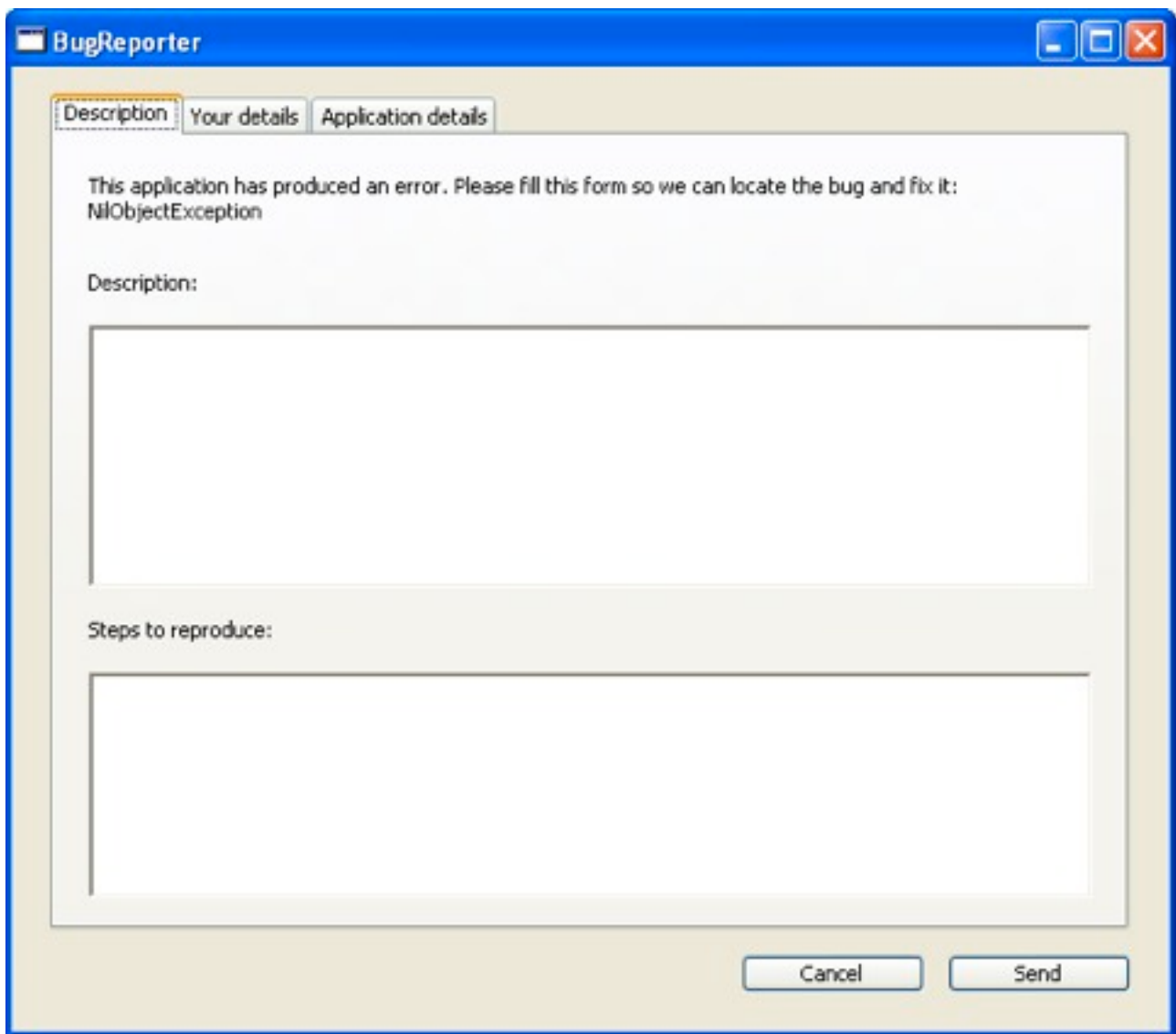
Screenshots



The bug reporter dialog on Mac OS X.



The question whether the application should continue.



BugReporter on Windows

The image shows a Windows-style application window titled "BugReporter". The window has a blue title bar with standard minimize, maximize, and close buttons. Inside the window, there are three tabs: "Description", "Your details" (which is selected and highlighted with an orange underline), and "Application details". The "Your details" tab contains several input fields and a dropdown menu:

- "Your name:" with a text box containing "Christian Schmitz".
- "Your Company:" with an empty text box.
- "Your email address:" with an empty text box.
- "Ihr Computer:" with a text box containing "WINDOW/XP".
- "Product:" with a text box containing "BugReporter 1.0".
- "Classification:" with a dropdown menu showing "Performance".
- "Comments:" with a text area containing "BugReporter 1.0".

At the bottom right of the window, there are two buttons: "Cancel" and "Send".

and second tab.

Installation

To get your projects working with this Bug Reporter, you need to follow a few steps. The installation of the php script on your website is only done one time. You can use one script for several applications without problems.

Installation into an application

- Add the following items to your application:
 - BugReporter.rbw
 - BugReporterConfiguration.rbo
 - MyGlobalExceptionHandlerMBS.rbo
 - MySignalHandlerMBS.rbo
 - MyWinExceptionMBS.rbo
- Configure the BugReporterConfiguration module:
 - Change the script URL to your webserver.
 - Change your support email address. This email address will be displayed to users without Internet connection.
 - If you want to allow the user to continue with your application after an unhandled exception, you should set AllowContinueAfterException to true. Else set it to false.
 - With the AutoSendBugreportAfterDelay constant you can define if the bug reporter should automatically send the bug report in case the user does not react. You should set this to true for applications which run most time without user interaction.
 - If ReportNetworkInterfaces is true, the network interfaces on the users computer are reported.
 - And TextFileTypename tells which file type to use for text files. You need to define a FileType Set with a file type of this text.
- Go to the open event in the app class and add the "BugReporter.init" line to your code.
- For the UnhandledException event in the app class, please add there a line „return BugReporter.UnhandledException(error)“.
- Add to your project a menu command or button and call "BugReporter.showBugReport" and "BugReporter.showFeatureRequest" in suitable places.

Installation on your webserver

- Open the bugreporter.php file and check the config lines on the top. You should change the email addresses here!
- Upload the files in the "PHP Script" folder to your webserver.
- Check the permissions so every file is readable. If your web server requires executable permissions set, please set them.
- You can access the url of the bugreporter.php file directly in the browser and you see an OK message. You are now getting an email.

Requirements

You need REALbasic 2009 or newer. We did not test with older versions, but you can if you need.

We recommend you get a Complete license for the MBS REAL Studio Plugins. On Mac OS X you need the following plugins: Util and Mac OS X. On Windows you need the Util and the Win Plugin part as minimum. Theoretically you can remove code or rewrite parts of our Bug Reporter Kit to reduce the dependencies.

License

Summary:

- You may use BugReporter Kit only with one licensed REALbasic installation.
- You agree not to share the BugReporter Kit or use someone else's BugReporter Kit copy.

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You agree not to share your MBS REALbasic BugReporter Kit with anyone. If you share source code with a client, do not include the BugReporter Kit Utility.

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Christian Schmitz Software GmbH does not charge royalties or deployment fees for REALbasic applications.

Contact

Christian Schmitz Software GmbH
Plaidter Straße 31a
56645 Nickenich
Germany

Email: support@monkeybreadsoftware.de

Phone: +49 26 32 95 89 55 (Office) or +49 17 58 36 37 10 (Mobile)