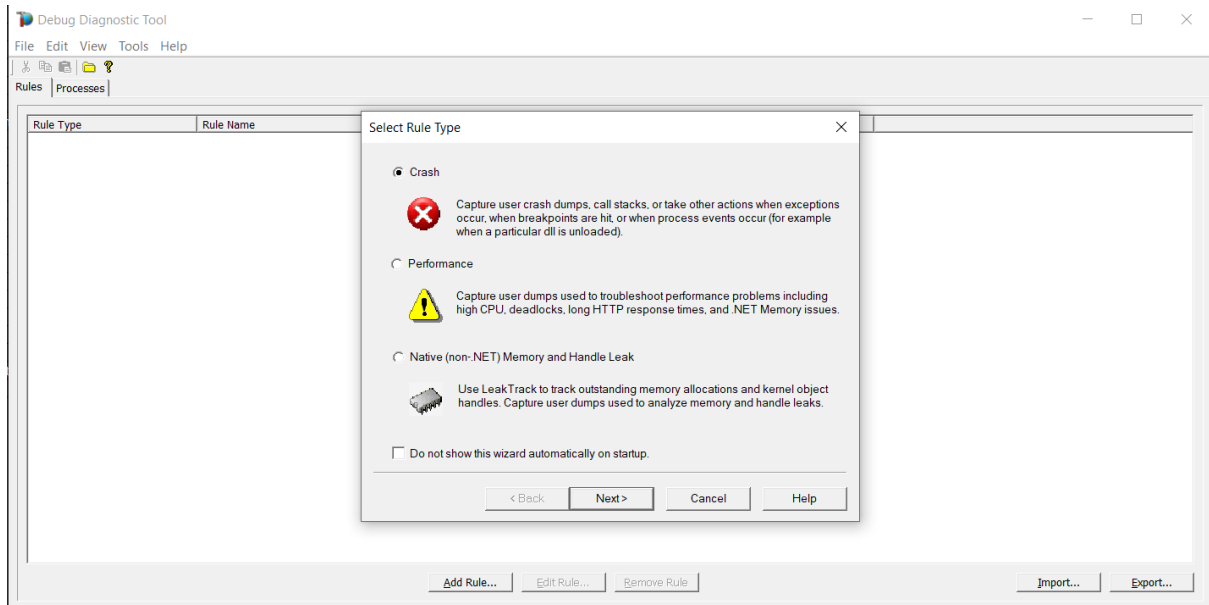


1) Download debug diagnostics

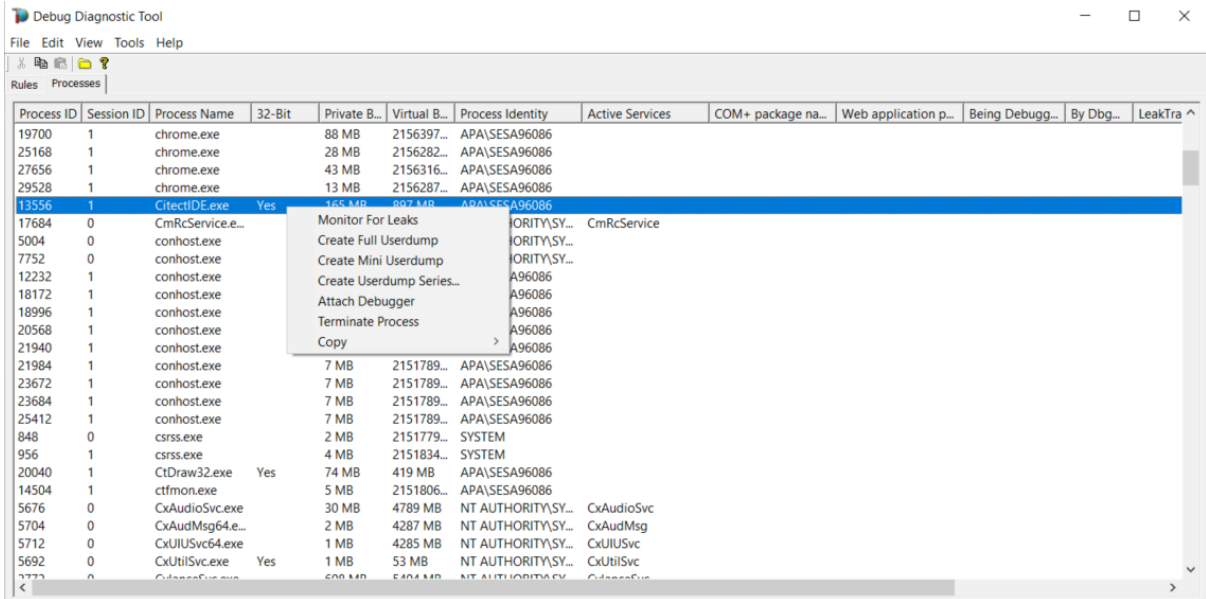
<https://www.microsoft.com/en-us/download/details.aspx?id=58210>

2) Start up the “DebugDiag 2 Collection” application and press “Cancel” on the “Select Rule Type” popup.

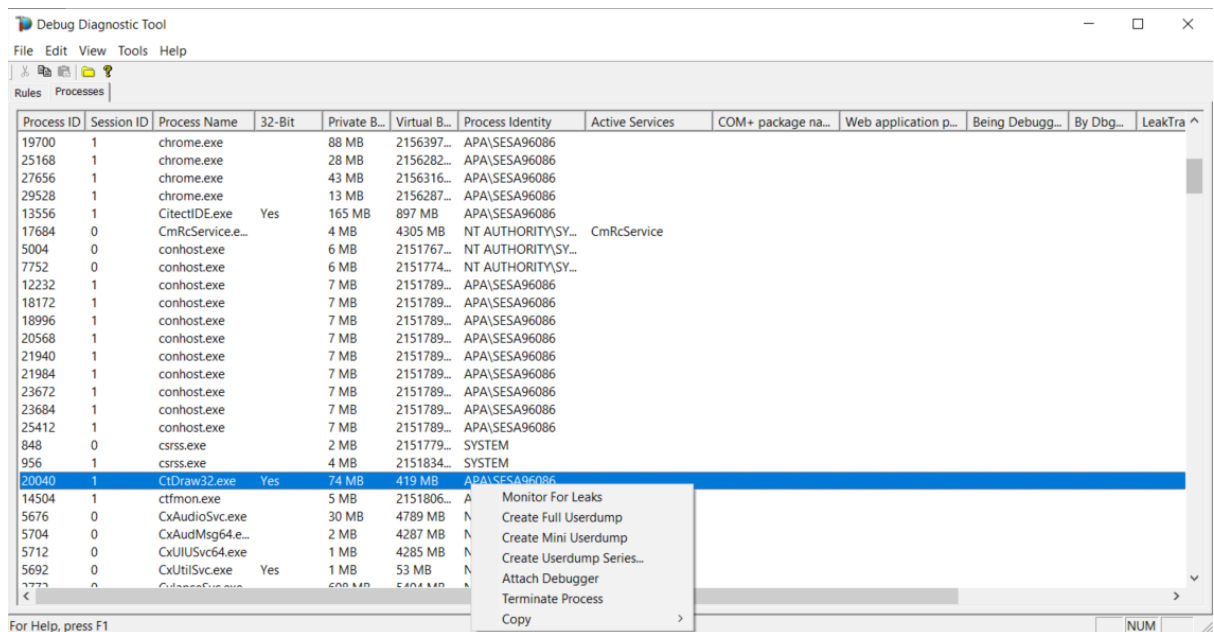


3) Switch to the "Processes" tab

4) Select the "CitectIDE.exe" process, right click and select "Create Full Userdump"



5) Select the "CtDraw32.exe" process, right click and select "Create Full Userdump"



6) Collect the two dumps from the specified location and send them to support!

