Make JMP Better by Reporting Your Crashes and Telemetry

jmp®

Introduction

- JMP team members are dedicated to delivering feature releases regularly with high quality. However, it is simply not possible to find every single bug before JMP ships.
- JMP is dedicated to fixing "escaped bugs" – problems we missed, but that customers find in production releases.
- JMP customers are creative and prolific bug reporters, working directly with technical support or through the JMP community.
- We want to hear from you if you ever have the misfortune to encounter a JMP crash. **If you receive a prompt, please send us your crash files so we can continue to improve JMP.**
- The JMP Crash System helps us quickly determine the status of your crash – known or novel, fixed or not yet resolved.
- You can also opt in to send anonymous telemetry on your JMP 18 usage to help us understand what features you use.

Overview — *click graphics to enlarge*

- JMP makes it easy for customers to send crash diagnostic reports back to JMP for analysis.
  - Crashes can be sent anonymously or you can provide your email address to work with JMP TS.
  - JMP development uses crash data to identify "crash signatures" that map to specific JMP bugs.
  - We use your crash data to attempt to diagnose, replicate and fix bugs in a future release.
  - ***Please share detailed information about what you were doing when JMP crashed!***
- JMP usage telemetry can also be sent anonymously with no personally identifying details.
  - Telemetry helps us better understand how our customers use JMP.
  - We can also learn about operating system and JMP language use by customers.

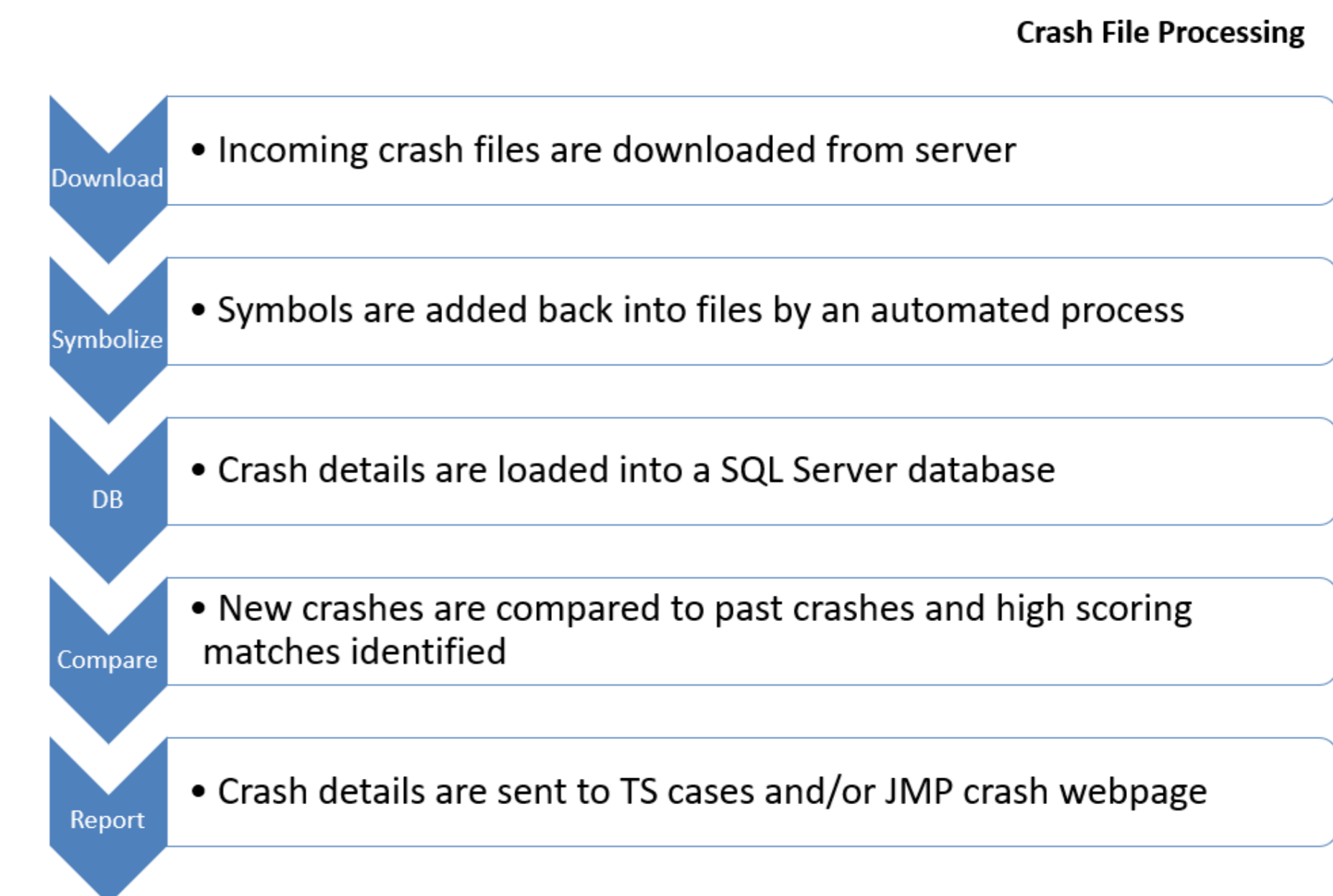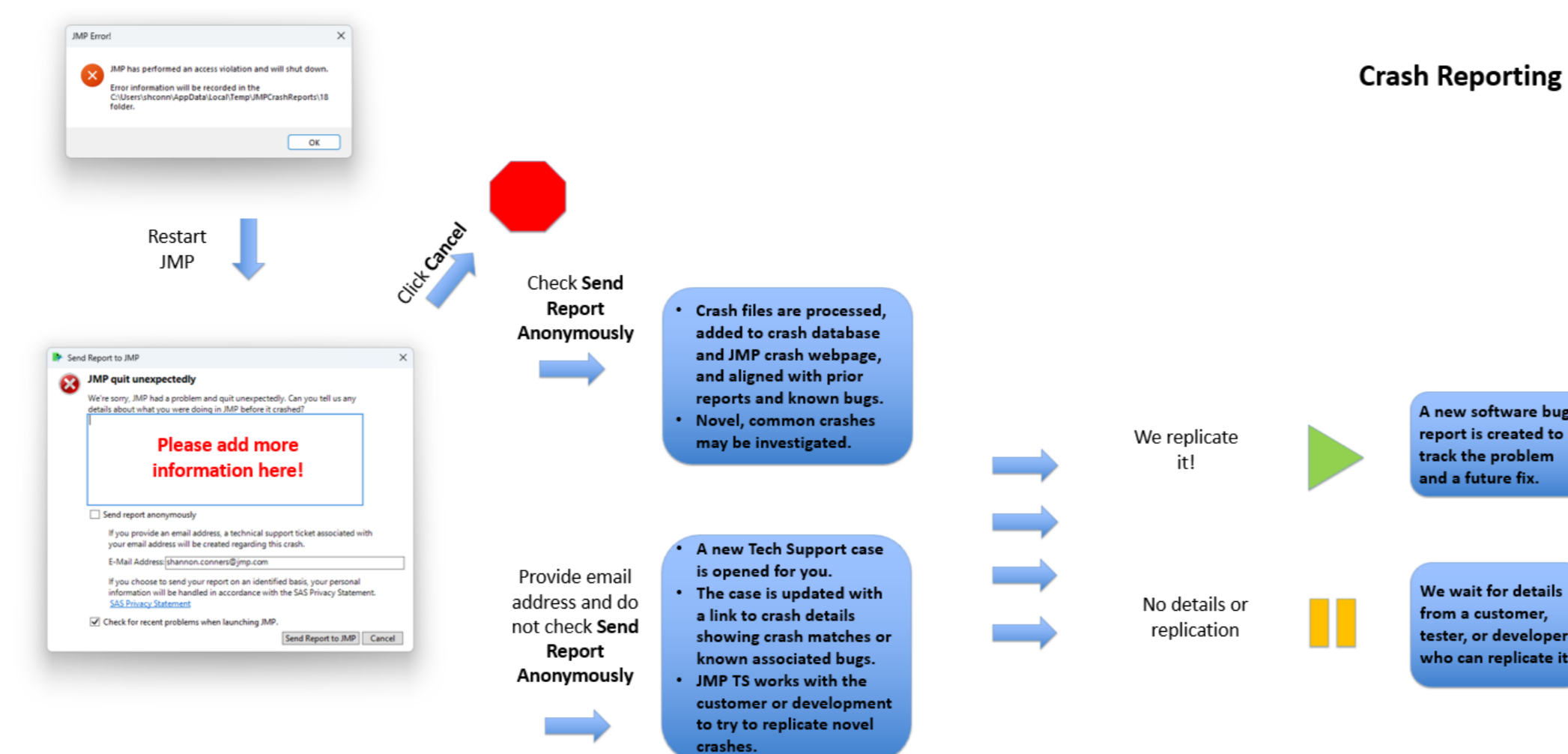## Crash Reporting

- The JMP DevOps team maintains an automated crash analysis pipeline in collaboration with JMP Technical Support and the JMP Hosting and Interfaces group.
- Incoming crash files are processed and loaded into a database and web page for further analysis.
- When a crash can be replicated, we open a Jira issue for development.
- Though some crashes can be solved using just your crash files, this is not always possible.
- Customer notes often provide critical clues and test case scenarios for replication and fix verification.
- Problems found by customers can inspire exploration of similar cases elsewhere in JMP code.
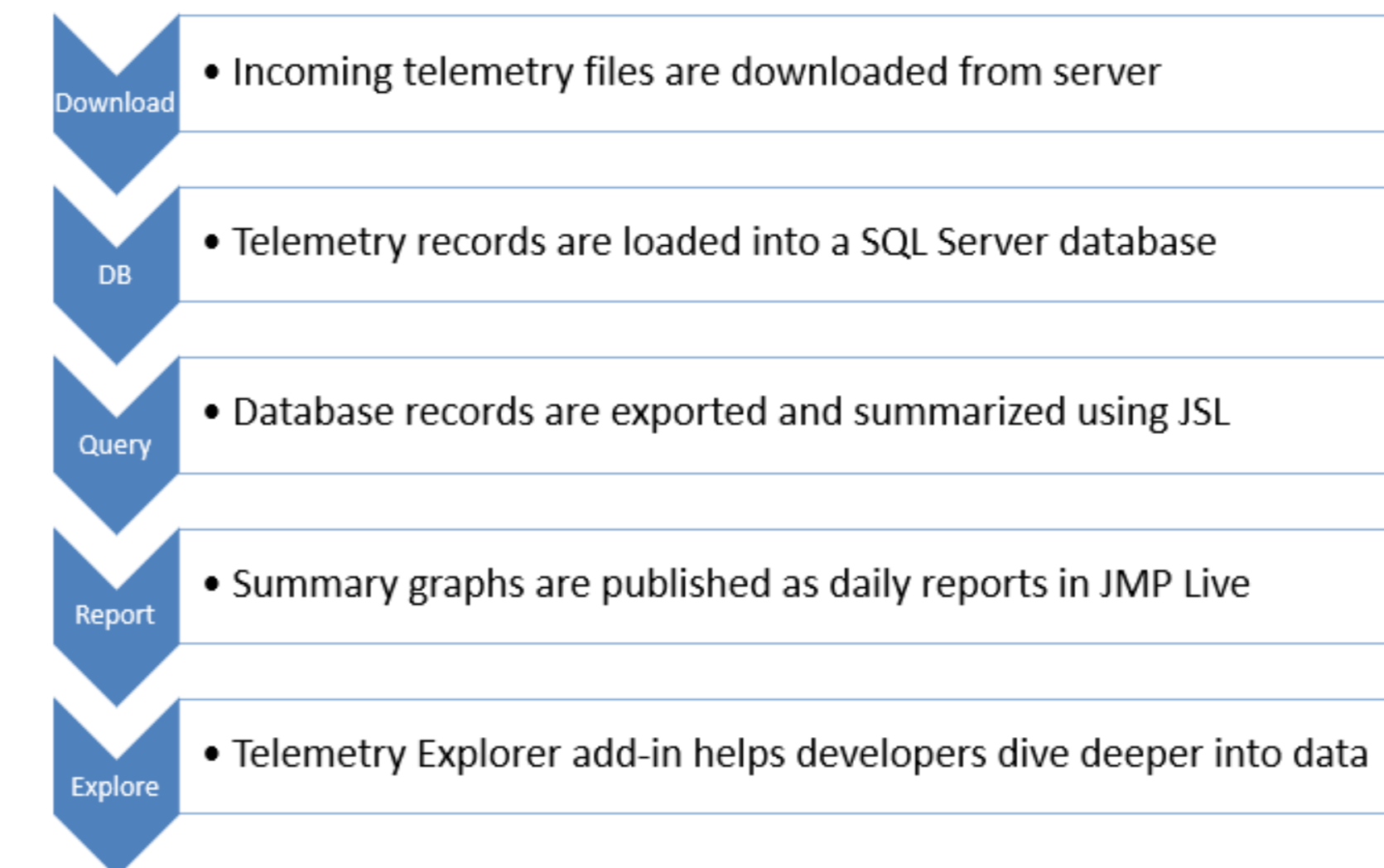
Crash Processing — *click graphics to enlarge*

Crash Reporting

Crash File Processing

- **Download** • Incoming crash files are downloaded from server
- **Symbolize** • Symbols are added back into files by an automated process
- **DB** • Crash details are loaded into a SQL Server database
- **Compare** • New crashes are compared to past crashes and high scoring matches identified
- **Report** • Crash details are sent to TS cases and/or JMP crash webpage

Make JMP Better by Reporting Your Crashes and Telemetry

jmp

Telemetry Reporting

- The JMP DevOps and Hosting and Interfaces groups maintain a telemetry processing pipeline.
- Incoming telemetry files are loaded into a database and reports published to JMP Live on a schedule.
- Developers explore telemetry to ask questions like:
  - When are customers adopting new versions?
  - How do customers get data into JMP?
  - What features do customers use when they open JMP?
  - What results are exported from JMP, and how?
  - What operating systems are customers using?
  - Are customers using JMP in English or other languages?

Telemetry Processing

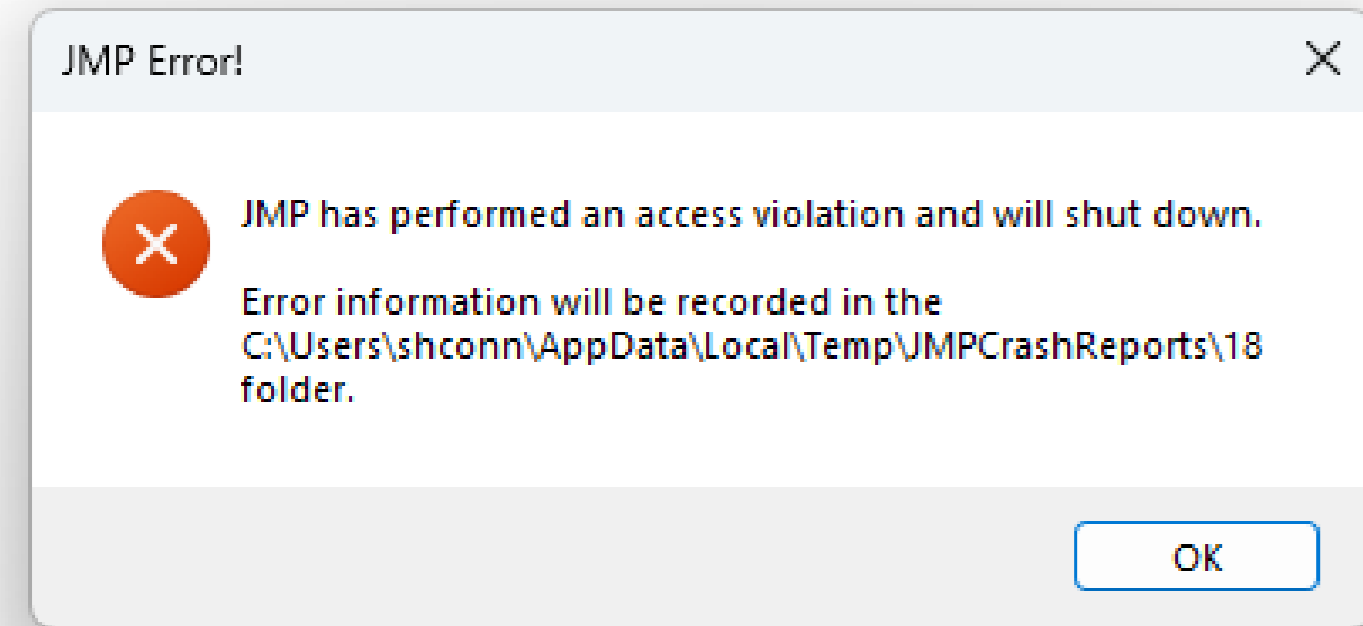|	
Download	• Incoming telemetry files are downloaded from server
DB	• Telemetry records are loaded into a SQL Server database
Query	• Database records are exported and summarized using JSL
Report	• Summary graphs are published as daily reports in JMP Live
Explore	• Telemetry Explorer add-in helps developers dive deeper into data

Conclusions

- You can help shed light on how things can go wrong when using JMP. When you provide details about what you were doing when JMP shuts down unexpectedly, you improve the chances that we can replicate your problem. Please work with JMP technical support if you can, whether you are reporting a crash or a bug.

- You can contribute to our understanding of how customers use JMP by submitting anonymous telemetry data. This helps us better understand how new and existing features are being used by our customers.

- Internal people at JMP use JMP products like many of our customers do! We leverage JMP and JSL to interact with databases, reshape and reformat tables, create interactive graphics, and publish results to JMP Live.
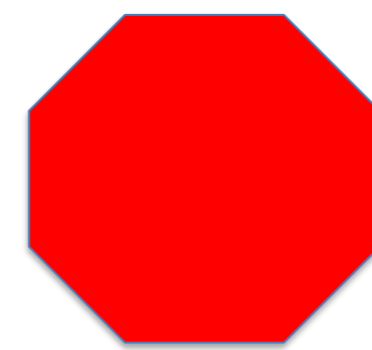
References & Acknowledgements

AMERICAS
DISCOVERY
SUMMIT
EXPLORING DATA
INSPIRING INNOVATION

jmp

Crash Processing

JMP Error! ✕

JMP has performed an access violation and will shut down.

Error information will be recorded in the
C:\Users\shconn\AppData\Local\Temp\JMPCrashReports\18
folder.

OK

Restart
JMP

Click **Cancel**

Send Report to JMP ✕

❌ **JMP quit unexpectedly**

We're sorry, JMP had a problem and quit unexpectedly. Can you tell us any details about what you were doing in JMP before it crashed?

**Please add more
information here!
(Click for examples)**

☐ Send report anonymously

If you provide an email address, a technical support ticket associated with your email address will be created regarding this crash.

E-Mail Address: shannon.conners@jmp.com

If you choose to send your report on an identified basis, your personal information will be handled in accordance with the SAS Privacy Statement.

SAS Privacy Statement

☑ Check for recent problems when launching JMP.

Send Report to JMP   Cancel 🚫

Check **Send
Report
Anonymously**
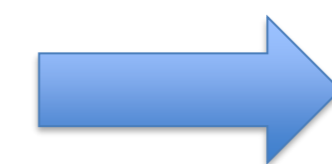
- **Crash files are processed, added to crash database and JMP crash webpage, and aligned with prior reports and known bugs.**
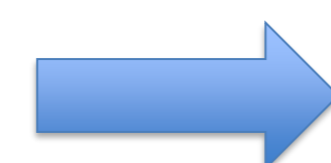- **Novel, common crashes may be investigated.**

We replicate
it!

or

A new software bug report is created to track the problem and a future fix.

Provide email
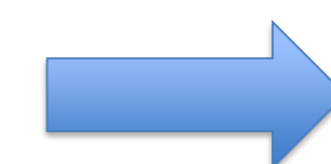address and do
not check **Send
Report
Anonymously**

- **A new Tech Support case is opened for you.**
- **The case is updated with a link to crash details showing crash matches or known associated bugs.**
- **JMP TS works with the customer or development to try to replicate novel crashes.**

No details or
replication

We wait for details from a customer, tester, or developer who can replicate it.

Return to poster

Least useful →————————————————————→ Most useful

Crash File Processing

Download
- Incoming crash files are downloaded from a server

Symbolize
- Symbols are added back into files by an automated process

DB
- Crash details are loaded into a SQL Server database

Compare
- New crashes are compared to past crashes and high scoring matches identified

Report
- Crash details are sent to TS cases and/or JMP crash webpage

Privacy Preferences

Help Improve JMP Software

By allowing anonymous usage information to be collected, you can help improve the quality, reliability, and performance of JMP software.

What sort of information is collected?

• JMP will collect information about which analyses and services are used.
• JMP will collect information about features used within a platform.
• JMP will note the context in which features are utilized.

What sort of information is NOT collected?

• No personal information is collected.
• We do not collect your data, reports, graphs, scripts, or other analytical content.

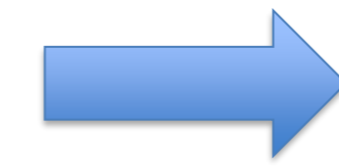☑ Help improve JMP by sending anonymous usage statistics.

Handling Unexpected Errors

By reporting problems such as unexpected application termination, you can help improve the reliability of JMP software.

If a problem is detected, you will be prompted to report the issue.

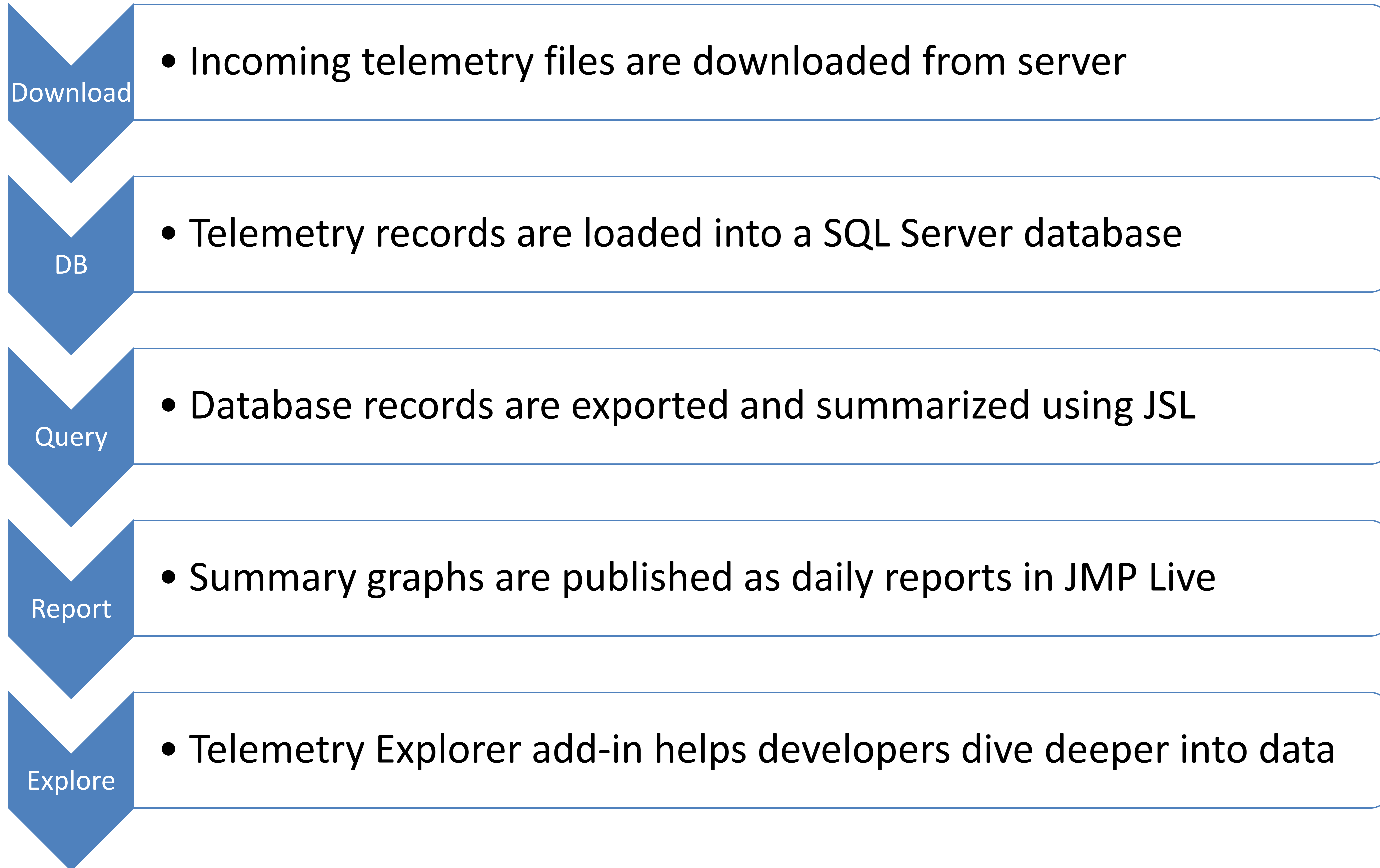☑ Check for recent problems when launching JMP.

JMP Privacy Statement

Telemetry files are sent periodically to JMP indicating which features you use

You will be prompted to report it if JMP closes unexpectedly

Return to poster

AMERICAS
DISCOVERY
SUMMIT
EXPLORING DATA
INSPIRING INNOVATION

jmp

Telemetry File Processing

Download
- Incoming telemetry files are downloaded from server

DB
- Telemetry records are loaded into a SQL Server database

Query
- Database records are exported and summarized using JSL

Report
- Summary graphs are published as daily reports in JMP Live

Explore
- Telemetry Explorer add-in helps developers dive deeper into data

Return to poster