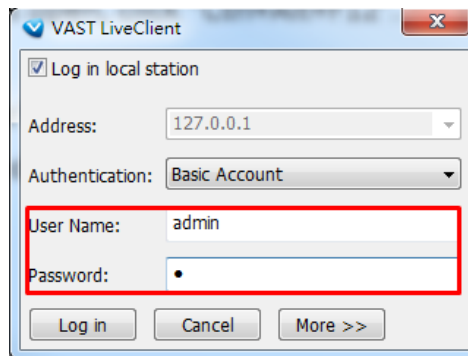# How to enable the full dump function in the VAST software
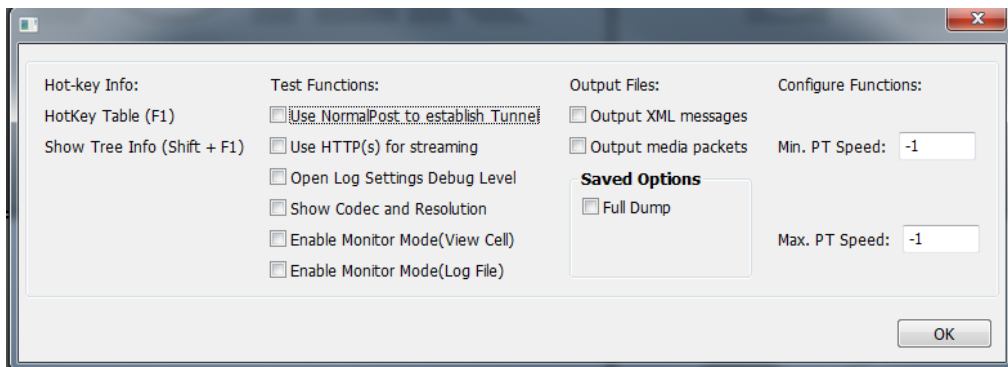
1. Open the VAST LiveClient

2. Access using your username and password credentials
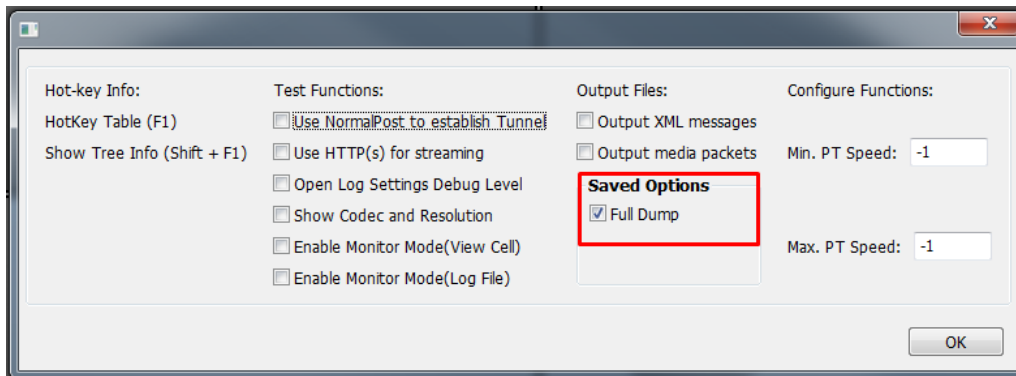

3. When the software is open, click "Ctrl+Alt+F12". An a window Will pop up (as showed below)

Note: Some software's set this as a hot key, so if there is any other software that pops-up you will need to disable its hot key.

4. In "Saved Options" check the "Full Dump" option.

5. When the issue happened (LiveClient crash, control crash, freeze) go to the following folder and copy the .dmp files and send them back to VIVOTEK Technical Support.

"C:\ProgramData\VIVOTEK Inc\VAST\Client\LiveClient\dumps"