[MS-MERX]:
Microsoft Error Reporting Extension to Corporate Error Reporting
Version 1.0 Protocol Specification

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Revision Summary

Date	Revision History	Revision Class	Comments
04/04/2008	0.1		Initial Availability
04/25/2008	0.2	Editorial	Revised and edited the technical content
06/27/2008	1.0	Major	Revised and edited the technical content
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1 Introduction

This document specifies the Microsoft Error Reporting Extension to Corporate Error Reporting Version 1.0 Protocol (MERX Protocol), a set of extensions to the Corporate Error Reporting Version 1.0 Protocol Specification, as specified in [MS-CER]. This specification assumes that the reader has familiarity with the concepts and requirements specified in [MS-CER]. Concepts and requirements specified in [MS-CER] are not repeated in this specification, except where required to specify how they are extended.

1.1 Glossary

The following terms are defined in [MS-GLOS]:

ASCII
globally unique identifier (GUID)
registry
Unicode
Universal Naming Convention (UNC)
UTF-16

The following terms are defined in [MS-OFCGLOS]:

bucket
bucket table identifier
error report
error signature
error subpath
Microsoft Error Reporting Extension (MERX) client
Microsoft Error Reporting Extension (MERX) file share
URL (Uniform Resource Locator)

The following terms are specific to this document:

MAY, SHOULD, MUST, SHOULD NOT, MUST NOT: These terms (in all caps) are used as described in [RFC2119]. All statements of optional behavior use either MAY, SHOULD, or SHOULD NOT.

1.2 References

1.2.1 Normative References

We conduct frequent surveys of the normative references to assure their continued availability. If you have any issue with finding a normative reference, please contact dochelp@microsoft.com. We will assist you in finding the relevant information. Please check the archive site, http://msdn2.microsoft.com/en-us/library/E4BD6494-06AD-4aed-9823-445E921C9624, as an additional source.

[DMTF-DSP004] Distributed Management Task Force, "Common Information Model (CIM) Infrastructure Specification", Version 2.3, October 2005, http://www.dmtf.org/standards/published_documents/DSP0004V2.3_final.pdf

[MS-CER] Microsoft Corporation, "Corporate Error Reporting Version 1.0 Protocol Specification", May 2007.

[MSDN-CAB] Microsoft Corporation, "Microsoft Cabinet SDK", March 1997, http://msdn.microsoft.com/en-us/library/ms974336.aspx

[MS-SMB] Microsoft Corporation, "Server Message Block (SMB) Protocol Specification", July 2007.

[RFC2119] Bradner, S., "Key words for use in RFCs to Indicate Requirement Levels", BCP 14, RFC 2119, March 1997, http://www.ietf.org/rfc/rfc2119.txt

[RFC5234] Crocker, D., Ed., and Overell, P., "Augmented BNF for Syntax Specifications: ABNF", STD 68, RFC 5234, January 2008, http://www.ietf.org/rfc/rfc5234.txt

[UNICODE] The Unicode Consortium, "Unicode Home Page", 2006, http://www.unicode.org/

1.2.2 Informative References

[MS-GLOS] Microsoft Corporation, "Windows Protocols Master Glossary", March 2007.

[MS-OFCGLOS] Microsoft Corporation, "Microsoft Office Master Glossary", June 2008.

1.3 Protocol Overview (Synopsis)

This specification specifies a set of extensions to the Corporate Error Reporting Version 1.0 Protocol, as specified in [MS-CER]. These extensions add new capabilities to the Corporate Error Reporting Version 1.0 Protocol.

This specification uses the same section headings as [MS-CER] for straightforward interleaving of the base specification and the extension specification. The specific areas of extension are as follows:

- A minor extension to the Crash.Log file, specified in section 2.2.2.2 of this document.
- Many additional formats in the File Share Folder Structure section, specified in section 2.2.3 of this document.
- Several additional entries in the Status.Txt file, specified in section 2.2.5 of this document.
- An additional segment, section 2.2.6 of this document, which covers requirements for the error reporting file.
- Several minor changes to the Other Local Events segment, specified in section 3.1.7 of this document.
- Two additional example segments, found in section 4.3 and section 4.4 of this document, which reflect the extensions in this specification.

1.4 Relationship to Other Protocols

This protocol extends the original Corporate Error Reporting Version 1.0 Protocol to support additional kinds of error reporting, additional options for existing protocol details, and more specific requirements about error report contents.

There are no protocols that depend on the MERX Protocol.

1.5 Prerequisites/Preconditions

This section conforms to [MS-CER] section 1.5.

1.6 Applicability Statement

This section conforms to [MS-CER] section 1.6.

1.7 Versioning and Capability Negotiation

This section conforms to [MS-CER] section 1.7.

1.8 Vendor-Extensible Fields

This section conforms to [MS-CER] section 1.8.

1.9 Standards Assignments

This section conforms to [MS-CER] section 1.9.

2 Messages

The following sections specify the message syntax for the MERX Protocol.

2.1 Transport

The MERX Protocol MUST use the transport protocol specified in [MS-CER] section 2.1.

2.2 Common Message Syntax

The MERX Protocol transmits messages using the same method specified in [MS-CER] section 2.2. This section details the specific additions and changes to those messages for the MERX Protocol.

2.2.1 Count.Txt

The format of this file MUST be as specified in [MS-CER] section 2.2.1.

2.2.2 Tracking files

2.2.2.1 Hits.Log

The format of this file MUST be as specified in [MS-CER] section 2.2.2.1.

2.2.2.2 Crash.Log

The format of this file MUST be as specified in [MS-CER] section 2.2.2.2, with the following alteration to the "ErrorInfo" rule based on the **bucket (2)**, the **bucket table identifier**, and **error subpath** values as specified in [RFC5234]:

ErrorInfo = BucketIDs / ErrorSubPath

BucketIDs = BucketID HTAB BucketTableID

BucketTableID = (%x31-39)*DIGIT / 0

ErrorInfo: The **MERX client** MUST write the **BucketIDs** to the Crash.Log file if it found a bucket (2) in the Status.Txt file (section 2.2.5 of this document) for the error in question; otherwise it MUST write the error subpath for the error as specified in section 2.2.3 of this document.

BucketTableID: If the Status.Txt file (section 2.2.5 of this document) for the error in question contains a bucket table identifier, this MUST be that positive decimal integer. If the Status.txt file does not contain a bucket table identifier, this MUST be zero.

2.2.3 MERX File Share Folder Structure

This section conforms to [MS-CER] section 2.2.3, and specifies several additional formats supported by the MERX Protocol.

As in [MS-CER], the following terms in brackets ("<" and ">") are placeholders, not literals.

The MERX protocol supports two flexible error reporting models, simple error reporting (section 2.2.3.2.4 of this document) and generic error reporting (section 2.2.3.4 of this document). The parameters used in these types of reports MUST conform to the following syntax with **ASCII** characters, as specified in [RFC5234]:

Param = 1LeadingChar[1*254FollowingChar]

LeadingChar = (%d33-36) / (%d40-41) / (%d43) / (%d45-46) / (%d48-57) / (%d59) / (%d61) / (%d64-91) / (%d93-123) / (%d125-126) ; ASCII characters except " ", "%", "&", "'", "*", ",", "/", ":", "<", ">", "?", "\", "|", and "DEL".

FollowingChar = LeadingChar / %d32

Param: This string MUST conform to the requirements specified in [MS-CER] section 2.2 with respect to prohibited file names in addition to the specific characters called out in the ABNF, as specified in [RFC5234]<1>.

2.2.3.1 Application Fault or Hang Reports

This type of report MUST conform to [MS-CER] protocol requirements, as specified in section 2.2.3.1. However, a MERX client SHOULD instead use the Extended Application Fault or Hang Report format, specified in section 2.2.3.3.

2.2.3.2 Specialized Reporting Types

The MERX protocol supports several specialized reporting type formats in addition to those described in [MS-CER] section 2.2.3.2.

2.2.3.2.1 Kernel Fault Reports

This type of report MUST conform to [MS-CER] protocol requirements, as specified in section 2.2.3.2.1.

2.2.3.2.2 Shutdown Reports

This type of report MUST conform to [MS-CER] protocol requirements, as specified in section 2.2.3.2.2.

2.2.3.2.3 Application Compatibility Reports

The error subpath for this type of report MUST be "appcompat", and the specific file **Universal Naming Convention (UNC)** paths used in making this type of report MUST be as follows.

- <UNC file share path>\cabs\appcompat\<error reporting file>
- <UNC file share path>\cabs\appcompat\Hits.Log
- <UNC file share path>\status\appcompat\Status.Txt
- <UNC file share path>\counts\appcompat\Count.Txt

2.2.3.2.4 Simple Reports

To use the simple error reporting model, the error reporting software MUST specify a category name for the reports. The category name MUST conform to the "Param" rule specified in the introduction to section 2.2.3 of this document.

The error subpath for this type of report MUST be "simple\<category name>", and the specific file paths used in making this type of report MUST be as follows.

- <UNC file share path>\cabs\simple\<category name>\<error reporting file>

- <UNC file share path>\cabs\simple\<category name>\Hits.Log
- <UNC file share path>\status\simple\<category name>\Status.Txt
- <UNC file share path>\counts\simple\<category name>\Count.Txt

2.2.3.2.5 Setup Error Reports

To use the setup error reporting model, the MERX client MUST obtain values for the following parameters from the software installation process<2>.

Property	Description
ProdCode	This parameter represents the product code for the software installation. It SHOULD be a **globally unique identifier (GUID)**. If the product code is not available, the value of this parameter SHOULD be the literal character "x" and MUST NOT be empty.
ProdVer	This parameter represents the product version for the software installation. If the product version is not available, the value of this parameter SHOULD be the literal character "x" and MUST NOT be empty.
Action	This parameter represents the name of action that caused the installation failure. If the action name is not available, the value of this parameter SHOULD be the literal character "x" and MUST NOT be empty.
ErrNum	This parameter represents the number of this particular error. If the error number is not available, the value of this parameter SHOULD be the literal character "x" and MUST NOT be empty.
Err0	This parameter represents additional information about this error. If no further information is necessary, the value of this parameter SHOULD be the literal character "x" and MUST NOT be empty.
Err1	This parameter represents additional information about this error. If no further information is necessary, the value of this parameter SHOULD be the literal character "x" and MUST NOT be empty.
Err2	This parameter represents additional information about this error. If no further information is necessary, the value of this parameter SHOULD be the literal character "x" and MUST NOT be empty.

The error subpath for this type of report MUST be

"setup\<ProdCode>\<ProdVer>\<Action>\<ErrNum>\<Err0>\<Err1>\<Err2>"

The specific file paths used in making this type of report MUST be as follows.

- <UNC file share path>\cabs\setup\<ProdCode>\<ProdVer>\<Action>\<ErrNum>\<Err0>\<Err1>\<Err2>\<error reporting file>
- <UNC file share path>\cabs\setup\<ProdCode>\<ProdVer>\<Action>\<ErrNum>\<Err0>\<Err1>\<Err2>\Hits.Log
- <UNC file share path>\status\setup\<ProdCode>\<ProdVer>\<Action>\<ErrNum>\<Err0>\<Err1>\<Err2>\Status.Txt

- <UNC file share path>\counts\setup\<ProdCode>\<ProdVer>\<Action>\<ErrNum>\<Err0>\<Err1>\<Err2>\Count.Txt

2.2.3.3 Extended Application Fault or Hang Reports

A MERX client SHOULD obtain additional, error-differentiating data for application fault or hang reports, and make an Extended Application Fault or Hang Report. In order for the MERX client to make such a report, it MUST obtain all of the following data in addition to that specified in [MS-CER] section 2.2.3.1:

Property	Description
AppStamp	This parameter represents the timestamp of the build time of the faulting application binary. This MUST be represented as 8 hexadecimal digits without a leading 0x, for example, 1A2B3C4D.
ModStamp	This parameter represents the timestamp of the build time of the faulting module binary. This MUST be represented as 8 hexadecimal digits without a leading 0x, for example, 1A2B3C4D.
fDebug:	This parameter represents whether the executable includes detailed debugging information. The value "1" MUST be used to indicate True, while the value "0" MUST be used to indicate False.

For this type of report, the error subpath MUST be

"<AppName>\<AppVer>\<AppStamp>\<ModName>\<ModVer>\<ModStamp>\<fDebug>\<Offset>"

The specific file paths used in making this type of report MUST be as follows.

- <UNC file share path>\cabs\<AppName>\<AppVer>\<AppStamp>\<ModName>\<ModVer>\<ModStamp>\<fDebug>\<Offset>\<error reporting file>
- <UNC file share path>\cabs\<AppName>\<AppVer>\<AppStamp>\<ModName>\<ModVer>\<ModStamp>\<fDebug>\<Offset>\Hits.Log
- <UNC file share path>\status\<AppName>\<AppVer>\<AppStamp>\<ModName>\<ModVer>\<ModStamp>\<fDebug>\<Offset>\Status.Txt
- <UNC file share path>\counts\<AppName>\<AppVer>\<AppStamp>\<ModName>\<ModVer>\<ModStamp>\<fDebug>\<Offset>\Count.Txt

2.2.3.4 Generic Error Reports

To use the Generic Error Reporting model, the error reporting software implementer MUST specify an EventTypeName and MUST specify an ordered set of parameters. There MUST be a minimum of one and a maximum of 10 parameters. The MERX client MUST combine the EventTypeName and parameters to create the error subpath directory fragment.

The EventTypeName and each parameter value MUST conform to the Param syntax, as specified in the introduction to section 2.2.3 of this document.

The 10 possible generic **error signatures** MUST be combined into error subpath strings as follows.

- 1 parameter: "generic\<EventTypeName>\<Parameter #1 Value>"
- 2 parameters: "generic\<EventTypeName>\<Parameter #1 Value>\<Parameter #2 Value>"
- 3 parameters: "generic\<EventTypeName>\<Parameter #1 Value>\<Parameter #2 Value>\<Parameter #3 Value>"
- 4 parameters: "generic\<EventTypeName>\<Parameter #1 Value>\<Parameter #2 Value>\<Parameter #3 Value>\<Parameter #4 Value>"
- 5 parameters: "generic\<EventTypeName>\<Parameter #1 Value>\<Parameter #2 Value>\<Parameter #3 Value>\<Parameter #4 Value>\<Parameter #5 Value>"
- 6 parameters: "generic\<EventTypeName>\<Parameter #1 Value>\<Parameter #2 Value>\<Parameter #3 Value>\<Parameter #4 Value>\<Parameter #5 Value>\<Parameter #6 Value>"
- 7 parameters: "generic\<EventTypeName>\<Parameter #1 Value>\<Parameter #2 Value>\<Parameter #3 Value>\<Parameter #4 Value>\<Parameter #5 Value>\<Parameter #6 Value>\<Parameter #7 Value>"
- 8 parameters: "generic\<EventTypeName>\<Parameter #1 Value>\<Parameter #2 Value>\<Parameter #3 Value>\<Parameter #4 Value>\<Parameter #5 Value>\<Parameter #6 Value>\<Parameter #7 Value>\<Parameter #8 Value>"
- 9 parameters: "generic\<EventTypeName>\<Parameter #1 Value>\<Parameter #2 Value>\<Parameter #3 Value>\<Parameter #4 Value>\<Parameter #5 Value>\<Parameter #6 Value>\<Parameter #7 Value>\<Parameter #8 Value>\<Parameter #9 Value>"
- 10 parameters: "generic\<EventTypeName>\<Parameter #1 Value>\<Parameter #2 Value>\<Parameter #3 Value>\<Parameter #4 Value>\<Parameter #5 Value>\<Parameter #6 Value>\<Parameter #7 Value>\<Parameter #8 Value>\<Parameter #9 Value>\<Parameter #10 Value>"

The specific file paths used in making this type of report MUST be as follows.

- <UNC file share path>\cabs\<ErrorSubPath>\<error reporting file>
- <UNC file share path>\cabs\<ErrorSubPath>\Hits.Log
- <UNC file share path>\status\<ErrorSubPath>\Status.Txt
- <UNC file share path>\counts\<ErrorSubPath>\Count.Txt

2.2.4 Policy.Txt

The format of this file MUST be as specified in [MS-CER] section 2.2.4.

2.2.5 Status.Txt

The use of Status.Txt is unchanged from that described in [MS-CER] section 2.2.5. The format of the file MUST be as specified in [MS-CER] section 2.2.5, with the changes and additions specified as follows, as specified in [RFC5234]. As in [MS-CER], note that the terms in the "StatusRule" rule can appear in any order and all permutations are not illustrated in the ABNF for brevity and clarity.

StatusRule = [Response] [DisplayType] [LightweightOptions]

[BucketID] [BucketTableID]

[iData] [RegKeyValues] [RegTreeValues] [fDoc]

[WQLKeyValues] [MemoryDump]

[GetFileKeyValues] [GetFileVersionKeyValues]

[Tracking] [CrashesPerBucket] [URLLaunch]

[NoSecondLevelCollection] [NoFileCollection]

[NoExternalURL]

; terms can appear in any order

DisplayType = %d68.105.115.112.108.97.121.84.121.112.101.61 ("0" / "1" / "2" / "3") CRLF ; the encoded characters spell case-sensitive "DisplayType="

LightweightOptions = %d84.114.105.100.101.110.116.79.112.116.105.111.110.115.61 LightweightOptionsValue CRLF ; the encoded characters spell case-sensitive "TridentOptions="

LightweightOptionsValue = 1*CHAR ; see the following for delimiter handling

BucketTableID = %d66.117.99.107.101.116.84.97.98.108.101.61 (%x31-39)*DIGIT CRLF ; the encoded characters spell case-sensitive "BucketTable="

RegTreeValues = %d82.101.103.84.114.101.101.61 RegKeyList CRLF ; the encoded characters spell case-sensitive "RegTree="

DisplayType: This term represents instructions on how to display the Response term. It is meaningful only given a MERX client that displays a user interface (UI).

- 0 informs the MERX client that it SHOULD show the Response **URL** as a link in its UI.
- 1 informs the MERX client that it SHOULD start the Response URL automatically.
- 2 informs the MERX client that it SHOULD indicate to the user that the Response URL is a user survey.
- 3 informs the MERX client that it SHOULD show the Response URL in a lightweight browser display UI.

This term MUST NOT be present if a Response term is not present in the Status.Txt file. If this term is not present and a Response term is present, the MERX client SHOULD use a default value of "0" for this term.

LightweightOptions: The text value associated with the LightweightOptions parameter represents configuration details for the lightweight browser display UI and is implementation dependent. This term MUST NOT be present if a DisplayType term with the value "3" is not present in the Status.Txt file.

LightweightOptionsValue: A CRLF pair MUST NOT appear in the LightweightOptionsValue, because that is reserved as the line delimiter.

BucketTableID: A positive decimal integer. This MUST be a positive integer, and MUST NOT be zero.

RegTreeValues: This parameter lists any number of semicolon-delimited registry key names. The MERX client MUST collect the values of these keys if they are present in the **registry**, as well as the values of all of their descendants. The MERX client MUST include this information in the error reporting file.

GetFile: In addition to the definition specified by [MS-CER] section 2.2.5, this file path notation MUST support wildcard characters. This means that an asterisk (*) in the file path can substitute for any zero or more characters, and the question mark (?) can substitute for any one character.

GetFileVersion: In addition to the definition specified by [MS-CER] section 2.2.5, this file path notation MUST support wildcard characters.

2.2.6 Error Reporting File

In the MERX Protocol, the name of the error reporting file MUST be generated to avoid naming conflicts within the "cabs\<ErrorSubPath>" directory (as specified in 2.2.3). The name of the error reporting file MUST end with ".Cab".

The format of the file SHOULD be the CAB file format as specified in [MSDN-CAB]. The MERX Client SHOULD include whichever types of data files are relevant for the error in question within the required single CAB file.

2.2.6.1 Wql.Txt File

The MERX Client MUST generate and include a Wql.Txt file in the Error Reporting file if it finds a WQL parameter in the Status.Txt file (section 2.2.5 of this document) and if it can successfully execute the queries specified by the value of that parameter. This file MUST be a **Unicode** text file, as specified by [UNICODE].

The Wql.Txt file MUST conform to the following syntax, including **UTF-16** encoding, as specified in [RFC5234]:

WqlText = WqlItem / (WqlItem CRLF WqlText)

WqlItem = 1*CHAR ; UTF-16 encoding

WqlItem: the result of a single WQL query represented in Managed Object Format, as specified in [DMTF-DSP004]. All CR characters inside the resulting text MUST be transformed into CRLF pairs during construction of the Wql.Txt file.

3 Protocol Details

3.1 Client to Server Details

3.1.1 Abstract Data Model

This section is as specified in [MS-CER] section 3.1.1.

3.1.2 Timers

This section is as specified in [MS-CER] section 3.1.2.

3.1.3 Initialization

This section is as specified in [MS-CER] section 3.1.3.

3.1.4 Higher-Layer Triggered Events

This section is as specified in [MS-CER] section 3.1.4.

3.1.5 Message Processing Events and Sequencing Rules

This section is as specified in [MS-CER] section 3.1.5.

3.1.6 Timer Events

This section is as specified in [MS-CER] section 3.1.6.

3.1.7 Other Local Events

This section varies from that specified in [MS-CER] section 3.1.7.

When a system or application error occurs, if the client is configured to use the MERX Protocol (as specified in section 3.1.1 of this document), the client MUST perform the following actions, using this document as the reference for the format of each file:

1. This step MUST be as specified in [MS-CER] section 3.1.7, step 1.
2. This step MUST be as specified in [MS-CER] section 3.1.7, step 2.
3. This step MUST be as specified in [MS-CER] section 3.1.7, step 3.
4. This step MUST be as specified in [MS-CER] section 3.1.7, step 4.
5. This step MUST be as specified in [MS-CER] section 3.1.7 step 5, except that if the Status.Txt file additional data requests include a WQL parameter, the data gathered for that request MUST conform to the format specified in section 2.2.6.1 of this document.
6. This step MUST be as specified in [MS-CER] section 3.1.7 step 6, except the MERX client MUST compress the complete report information into a single error reporting file, which SHOULD be in the CAB file format (as described in section 2.2.6 of this document).
7. This step MUST be as specified in [MS-CER] section 3.1.7, step 7. In addition, the name of the copied error reporting file MUST end with ".Cab".

8. This step SHOULD be as specified in [MS-CER] section 3.1.7, step 8.

9. This step MUST be as specified in [MS-CER] section 3.1.7, step 9.

4 Protocol Examples

4.1 Application Fault

This example is as described in [MS-CER] section 4.1.

4.2 Kernel Fault

This example is as described in [MS-CER] section 4.2.

4.3 Extended Application Fault

1. An application fault occurs while running TestApplication.exe.
2. The system creates an **error report**.
3. The MERX client checks to see whether a **MERX file share** has been configured (as specified in section 3.1.1 of this document). The following value is set:

```
DWFileTreeRoot = "\\MyMERXServer\MERXFileShare\"
```

4. The MERX client checks for the existence of a Policy.Txt file at the location specified by DWFileTreeRoot. No Policy.Txt file exists.
5. The MERX client constructs the following folder structure based on the information specified in section 2.2.3.3 of this document:

```
\\MyCerServer\CERFileShare\status\TestApplication\1.0.0.0\00000000\TestModule\1.0.0.0\
00000000\0\00000000\Status.Txt
```

6. A Status.Txt file exists at this location. The MERX client parses the Status.Txt file, which includes the following parameters and values:

```
Tracking=YES
Crashes per bucket=10
Bucket=12345
BucketTable=1
RegTree=HKLM\Software\Microsoft\PCHealth\ErrorReporting;HKLM\Software\Microsoft\PCHeal
th\Test
iData=1
GetFileVersion=%WINDIR%\system32\*.exe
```

7. This Status.Txt file has specified a "Crashes per bucket" value of 10, so the MERX client checks to make sure that 10 error reporting files have not already been collected for this problem. It does this by looking at the Count.Txt file for the error:

```
\\MyMERXServer\MERFileShare\counts\TestApplication\1.0.0.0\00000000\TestModule\1.0.0.0
\00000000\0\00000000\Count.Txt
```

   The Count.Txt file has the following contents:

```
Cabs Gathered=6
```

```
Total Hits=17
```

Because 6 is fewer than 10, the MERX client continues the data collection process.

8. This Status.Txt file has specified that data should be collected for this error signature, and that additional data be added to the error report, specifically two registry tree enumerations and version information for all .Exe files in a particular directory. The MERX client collects this information and compresses all of the report files into a single CAB-format file with the name of "Ov53rw8i.Cab".

9. The MERX client copies the error reporting file to the MERX file share:

```
\\MyCerServer\CERFileShare\cabs\TestApplication\1.0.0.0\00000000\TestModule\1.0.0.0\00
000000\0\00000000\Ov53rw8i.Cab
```

10. The MERX client updates the following file on the MERX file share to increment the number of hits and the number of copied error reporting files.

```
\\MyMERXServer\MERXFileShare\counts\TestApplication\1.0.0.0\00000000\TestModule\1.0.0.
0\00000000\0\00000000\Count.Txt
```

The Count.Txt file now has the following contents:

```
Cabs Gathered=7
Total Hits=18
```

11. The Status.Txt file for this error signature has enabled internal tracking, so the MERX client opens the Crash.Log file on the MERX file share for this problem:

```
\\MyMERXServer\MERXFileShare\Crash.Log
```

12. The MERX client appends the following text to the Crash.Log file:

```
"15:32:23  04-23-2007   TestMachine   TestUser   12345   1"
```

13. The MERX client also opens the Hits.Log file on the MERX file share:

```
\\MyMERXServer\MERXFileShare\cabs\TestApplication\1.0.0.0\00000000\TestModule\1.0.0.0\
00000000\0\00000000\Hits.Log
```

14. The MERX client adds the following information to the Hits.Log file on the MERX file share for this problem:

```
"15:32:23  04-23-2007   TestMachine   TestUser   Ov53rw8i.Cab"
```

4.4 Generic Error Reporting

1. An error occurs while installing TestProduct.

2. The TestProduct installer creates an error report. Its Generic EventTypeName is "TestProductSetup", and that EventTypeName is defined to have 3 parameters. The TestProduct installer determines that for this particular event, the first parameter has the value "0", the second has the value "1.0.0.0", and the third has the value "sample".

3. The MERX client checks to see whether a MERX file share has been configured as specified in section 3.1.1 of this document. The following value is set:

```
DWFileTreeRoot = "\\MyMERXServer\MERXFileShare\"
```

4. The MERX client checks for the existence of a Policy.Txt file at the location specified by DWFileTreeRoot. No Policy.Txt file exists.

5. The MERX client constructs the following folder structure based on the information specified in section 2.2.3 of this document:

```
\\MyMERXServer\MERXFileShare\status\generic\TestProductSetup\0\1.0.0.0\sample\Status.T
xt
```

6. The MERX client attempts to read the Status.Txt file, and finds that no Status.Txt file exists.

7. Because no Policy.Txt and no Status.Txt file exist, this error is subject to the default "Crashes per bucket" value of 5. The MERX client checks to make sure that 5 error reporting files have not already been collected for this problem. It does this by looking at the Count.Txt file for the error:

```
\\MyMERXServer\MERFileShare\counts\generic\TestProductSetup\0\1.0.0.0\sample\Count.Txt
```

   The Count.Txt file has the following contents:

```
Cabs Gathered=3
Total Hits=17
```

   Because 3 is fewer than 5, the MERX client continues the data collection process.

8. Because there is no Status.Txt file, the MERX client does not add any additional data to the error report. The MERX client compresses the original report files into a single CAB-format file with the randomly generated name of "3tu58e7c.Cab".

9. The MERX client copies the error report file to the MERX file share:

```
\\MyMERXServer\MERXFileShare\cabs\generic\TestProductSetup\0\1.0.0.0\sample\3tu58e7c.C
ab
```

10. The MERX client updates the following file on the MERX file share to increment the number of hits and the number of copied error reporting files.

```
\\MyMERXServer\MERXFileShare\counts\generic\TestProductSetup\0\1.0.0.0\sample\Count.Tx
t
```

   The Count.Txt file now has the following contents:

```
Cabs Gathered=4
Total Hits=18
```

5 Security

5.1 Security Considerations for Implementers

This section is as specified in [MS-CER] section 5.1.

5.2 Index of Security Parameters

This section is as specified in [MS-CER] section 5.2

6 Appendix A: Product Behavior

The information in this specification is applicable to the following Microsoft products or supplemental software. References to product versions include released service packs:

- The 2007 Microsoft® Office system
- Microsoft® Office 2010 suites

Exceptions, if any, are noted below. If a service pack or Quick Fix Engineering (QFE) number appears with the product version, behavior changed in that service pack or QFE. The new behavior also applies to subsequent service packs of the product unless otherwise specified. If a product edition appears with the product version, behavior is different in that product edition.

Unless otherwise specified, any statement of optional behavior in this specification that is prescribed using the terms SHOULD or SHOULD NOT implies product behavior in accordance with the SHOULD or SHOULD NOT prescription. Unless otherwise specified, the term MAY implies that the product does not follow the prescription.

<1> Section 2.2.3: This list of blocked characters is because of the fact that the Param values can be used in SMB filepaths (as specified in [MS-SMB]) and in other scenarios, which each contribute restrictions on which characters may be used. The MERX client used by Office performs simple character substitutions (for example, the underscore "_" character in place of prohibited punctuation characters, or the letter "X" replacing the first letter of prohibited words) to bring the parameters into conformance.

<2> Section 2.2.3.2.5: Many products, including Office, now use Generic Error Reporting (as specified in section 2.2.3.4 of this document) to report installation failures since it allows each product to define an appropriate parameter set for its error reports.

7 Change Tracking

No table of changes is available. The document is either new or has had no changes since its last release.

8 Index

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