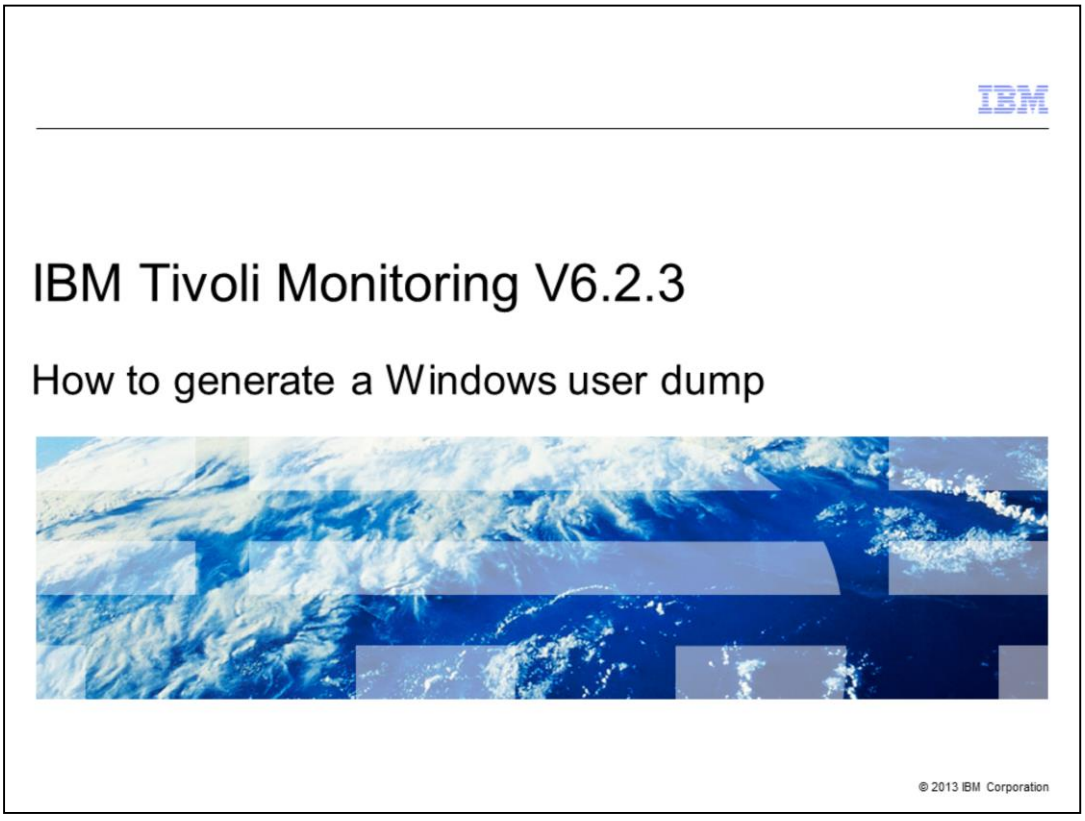
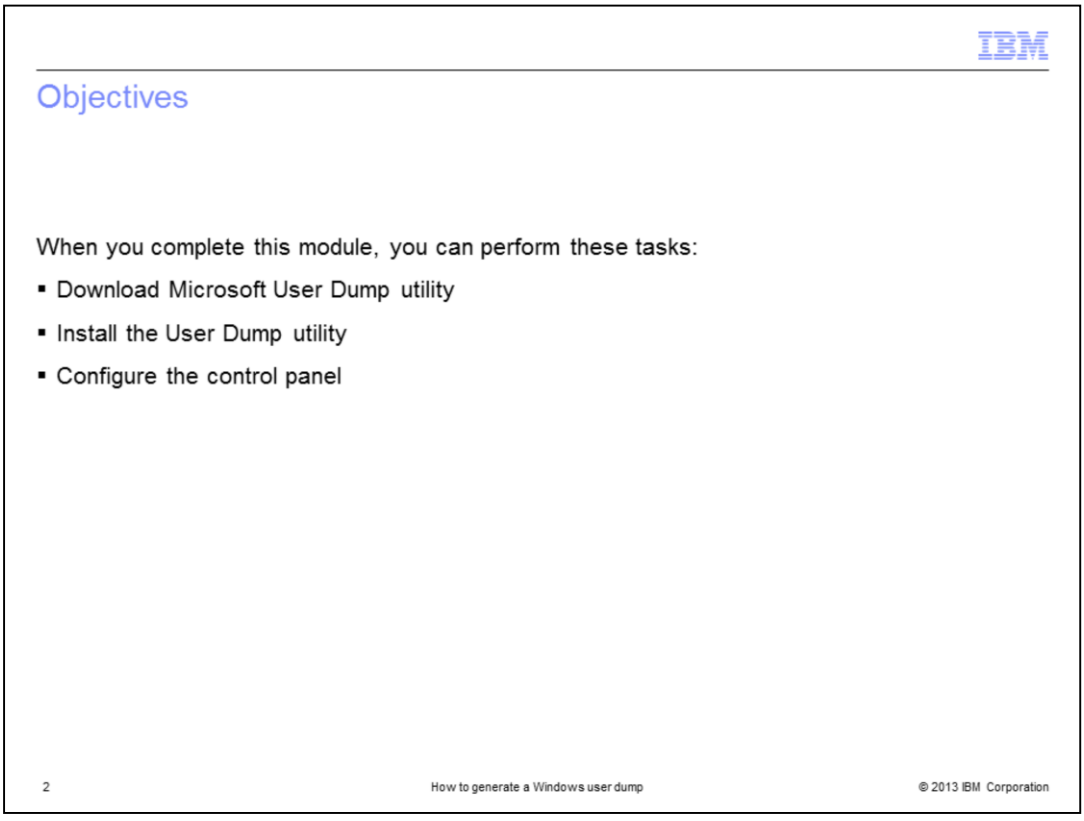
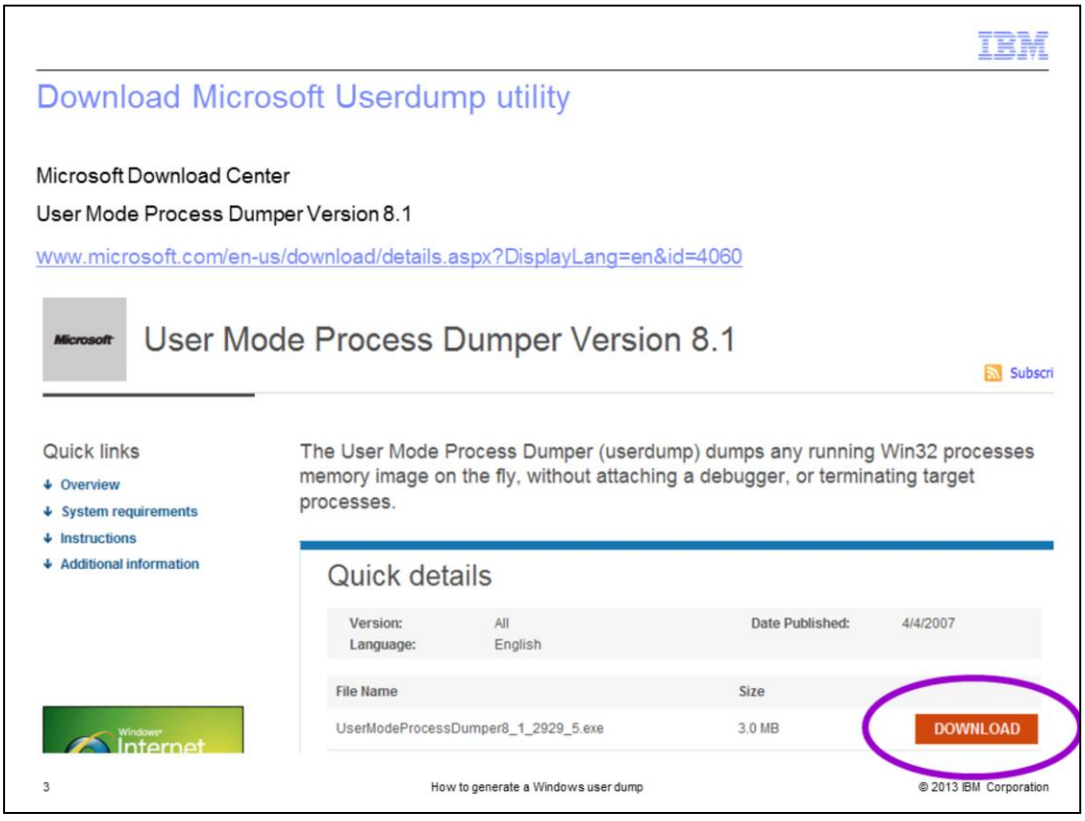


IBM Support might request that you generate a dump file for a particular process because of a hang condition or because the process stops unexpectedly. This presentation explains the steps to generate a user dump for Windows® systems.



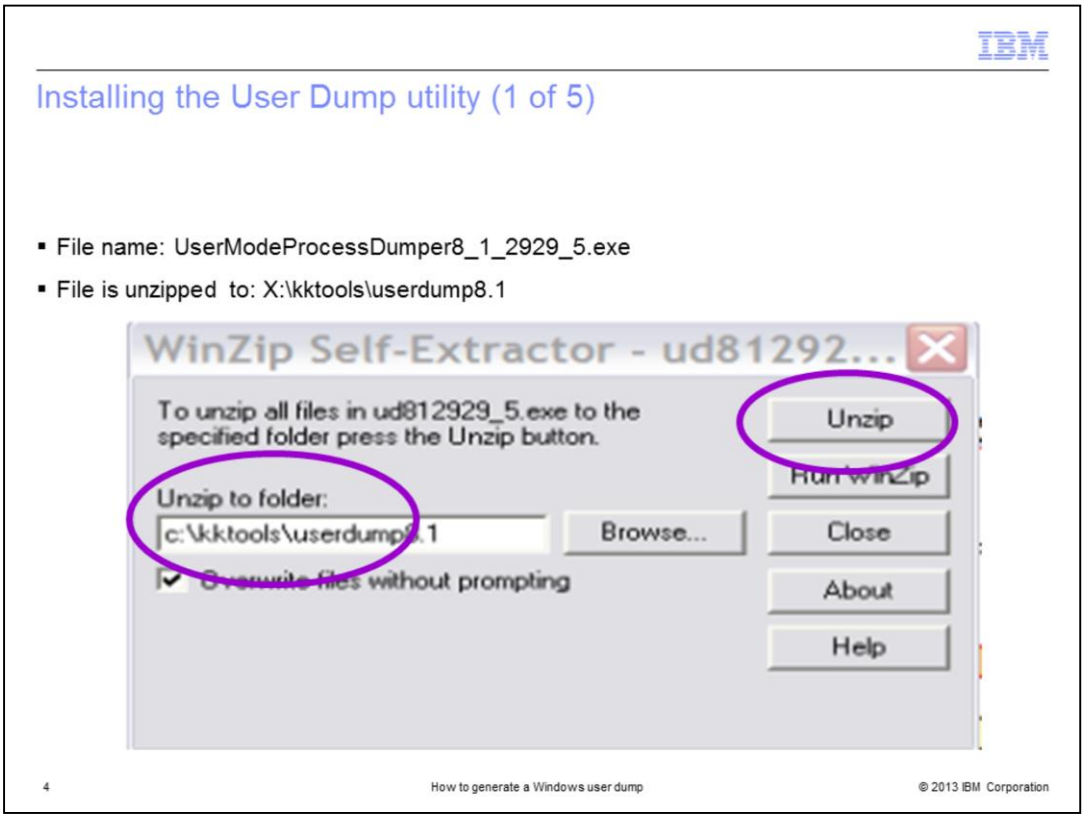
When you complete this module, you can perform these tasks:

- Download Microsoft User Dump utility
- Install the User Dump utility
- Configure the control panel



Your first step is to download the Microsoft User Dump utility from the web address shown. Microsoft provides this freely downloadable utility. Read the overview before you download the utility.

Click **download**.



The file is a compressed executable format file.

After you download the utility, run the file to open the self-extraction software.

Record the value of the **unzip to folder** field and click **unzip**.

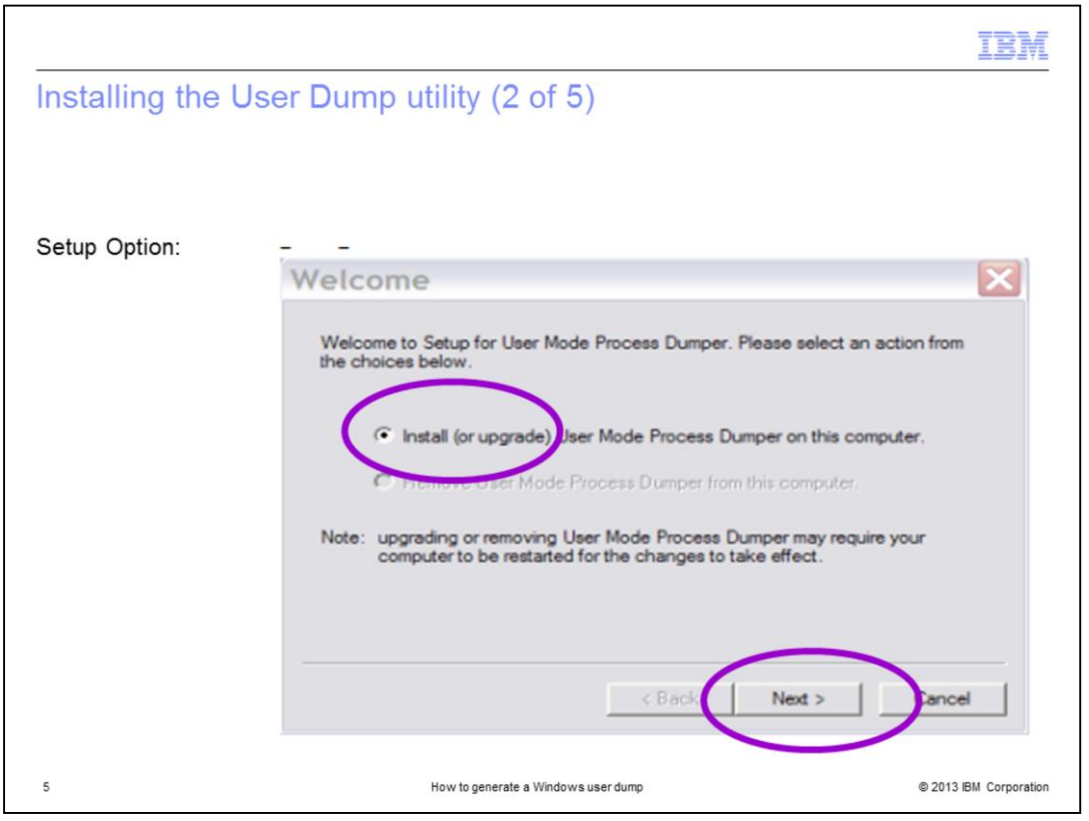
After extraction, go to the directory where it was unzipped.

Next, change directory to the **x86** subdirectory.

In that directory, run setup.exe. The installer starts.

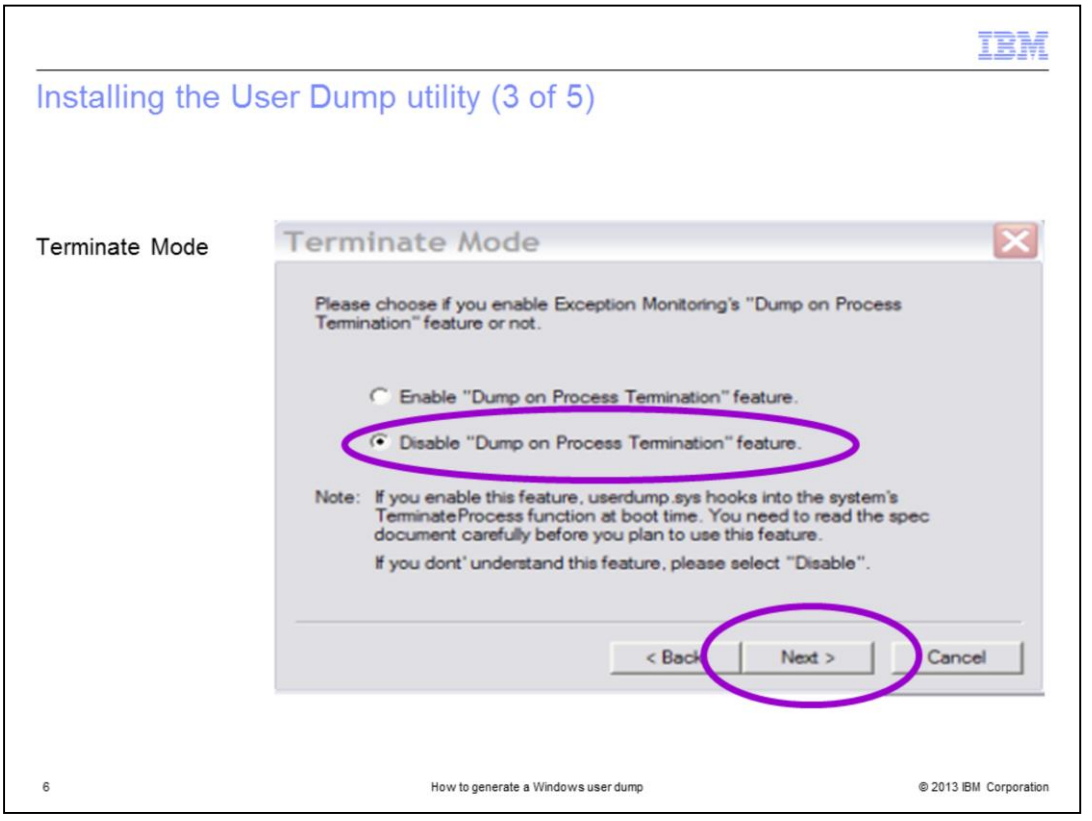
Choose to **Install** the product.

When the software prompts you to **Enable** or **Disable** the **dump on Process Termination** feature, select **Disable**.



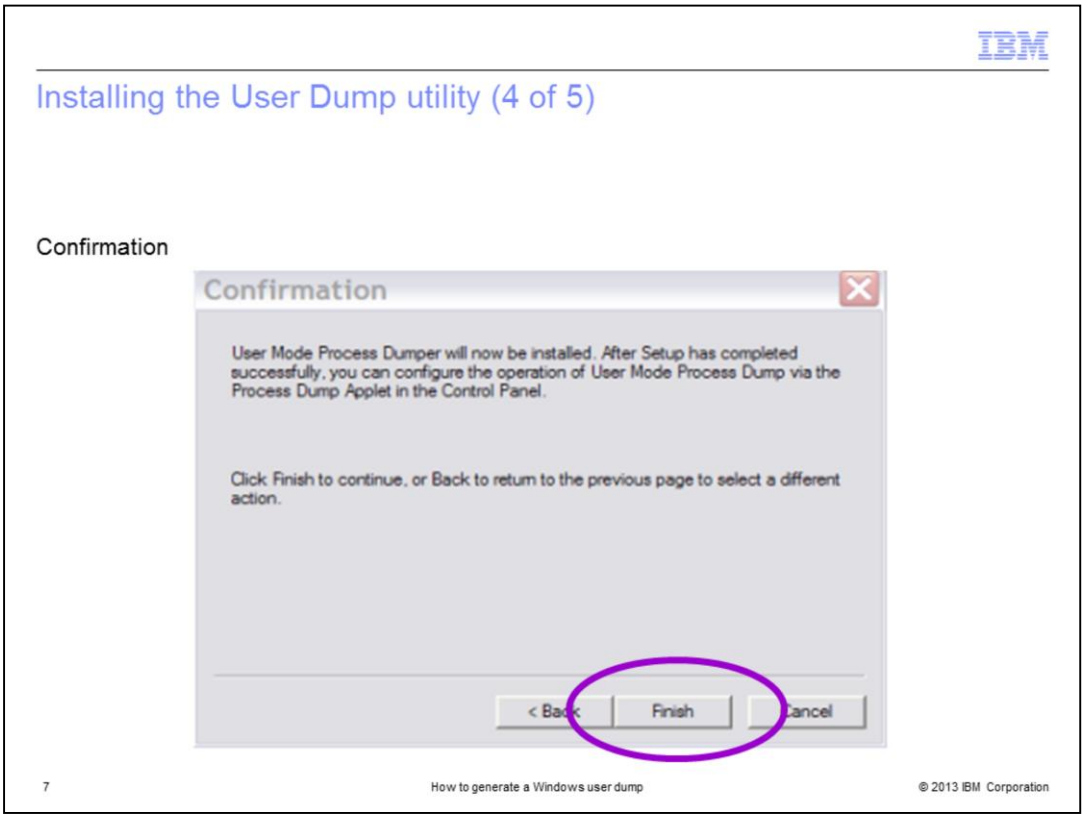
The installer setup option pane shows the default choice to **Install**.

Click **Next**.



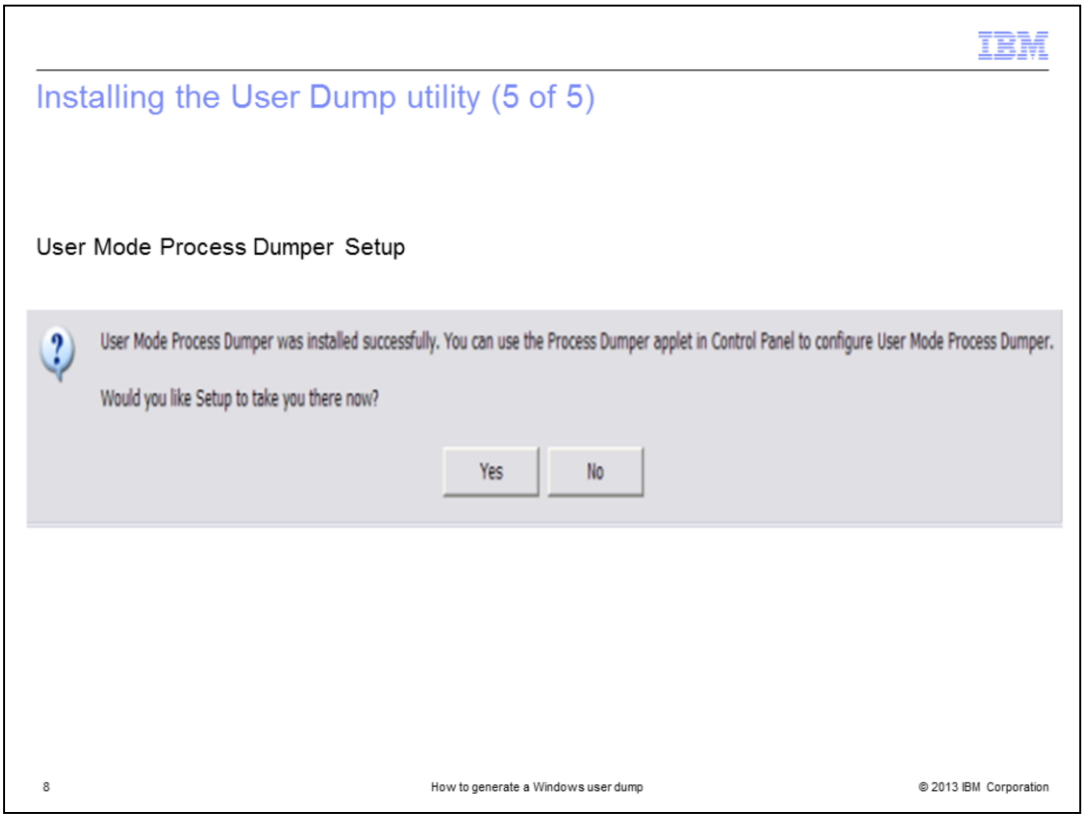
The installer shows the Terminate Mode pane with the default choice of **Disable** selected.

Click **Next**.



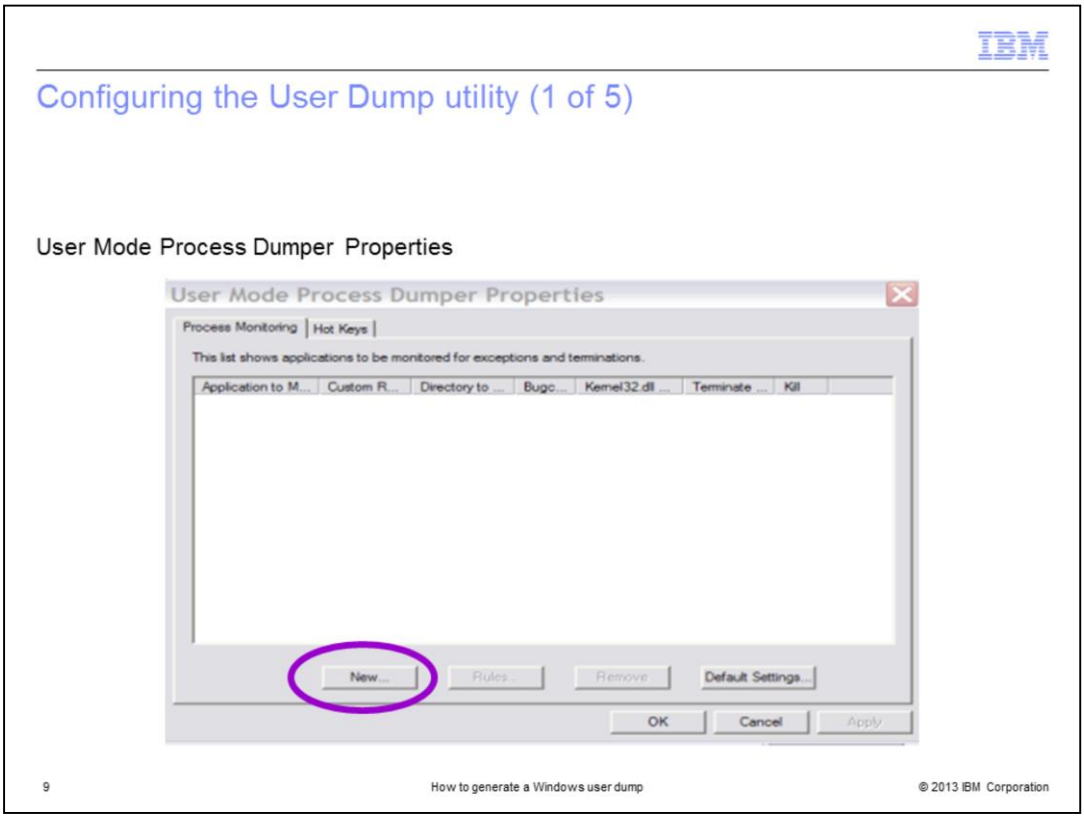
The installer shows the Confirmation pane.

To complete the installation, click **Finish**.



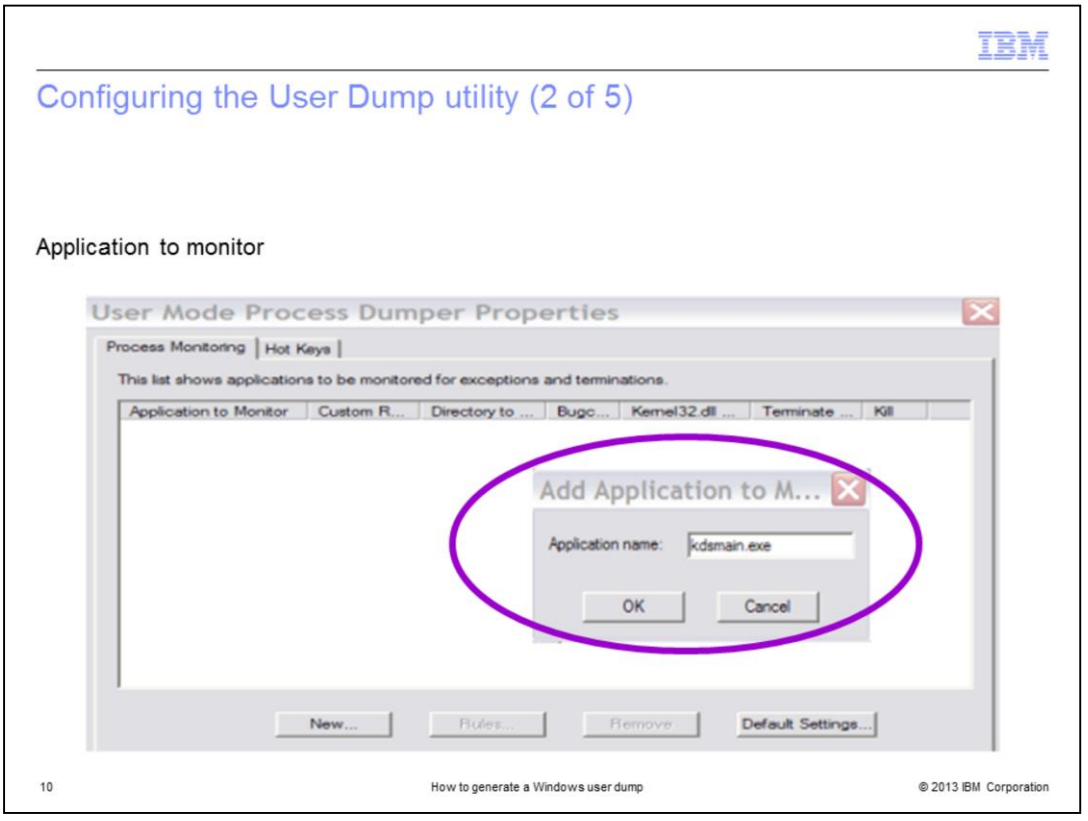
The installer shows an information window that states: User Mode Process Dumper was installed successfully. You can use the Process Dumper applet in the Control Panel to configure User Mode Process Dumper. Would you like Setup to take you there?

Click **Yes**.



The User Mode Process Dumper Properties window is shown. This window is where you enter configuration parameters.

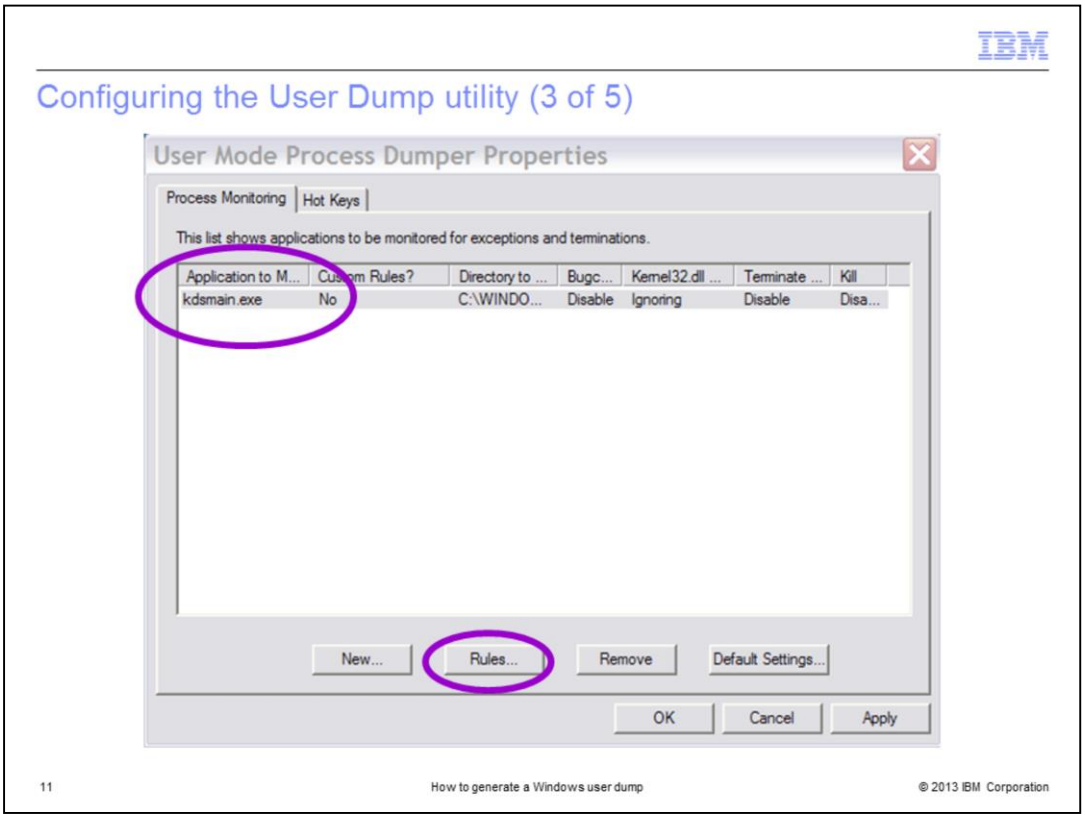
Click **New**.



The User Dump utility shows the Add Applications to Monitor pane.

For this example, you want to monitor the **kdsmain.exe** process.

In the *Application name* field, type **kdsmain.exe** and click **OK**.

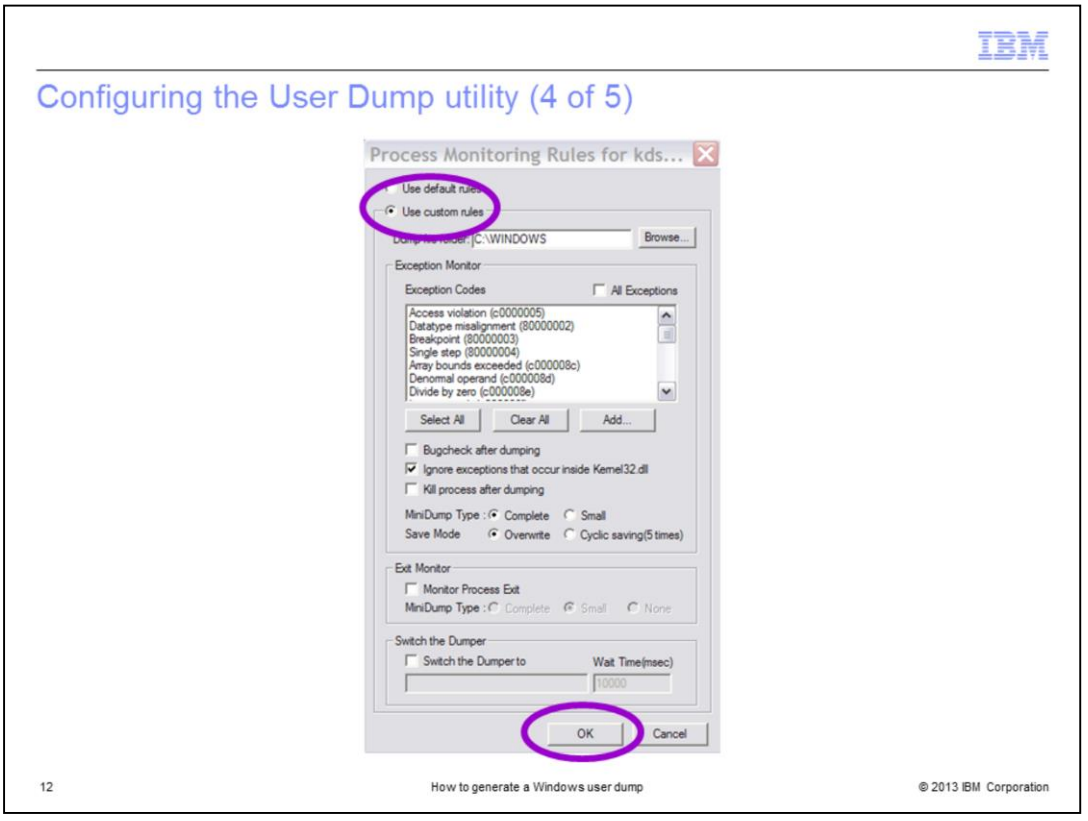


The Add Applications to Monitor pane closes.

The Process Monitoring pane shows the **kdsmain.exe** row.

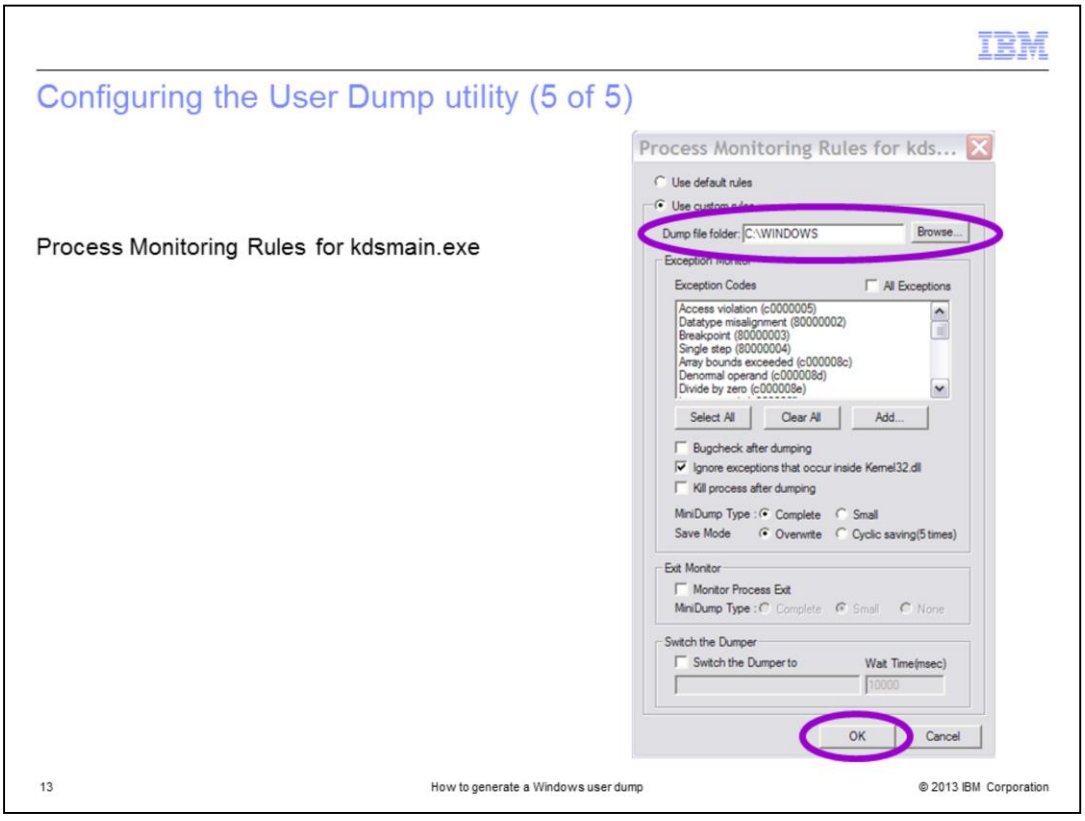
To view the properties, double-click that row.

Click the **kdsmain.exe** row to highlight the row and then click **Rules**.



The User Dump utility shows the Process Monitoring Rules pane.

Select the radio button for **Use custom rules** and click **OK**.



Make a note of the **Dump file folder** value so that you know where to look for the memory dump. The default value is the **%WINDIR%** directory.

Click **OK** to update the entry, and then **OK** to finish updating the control pane.

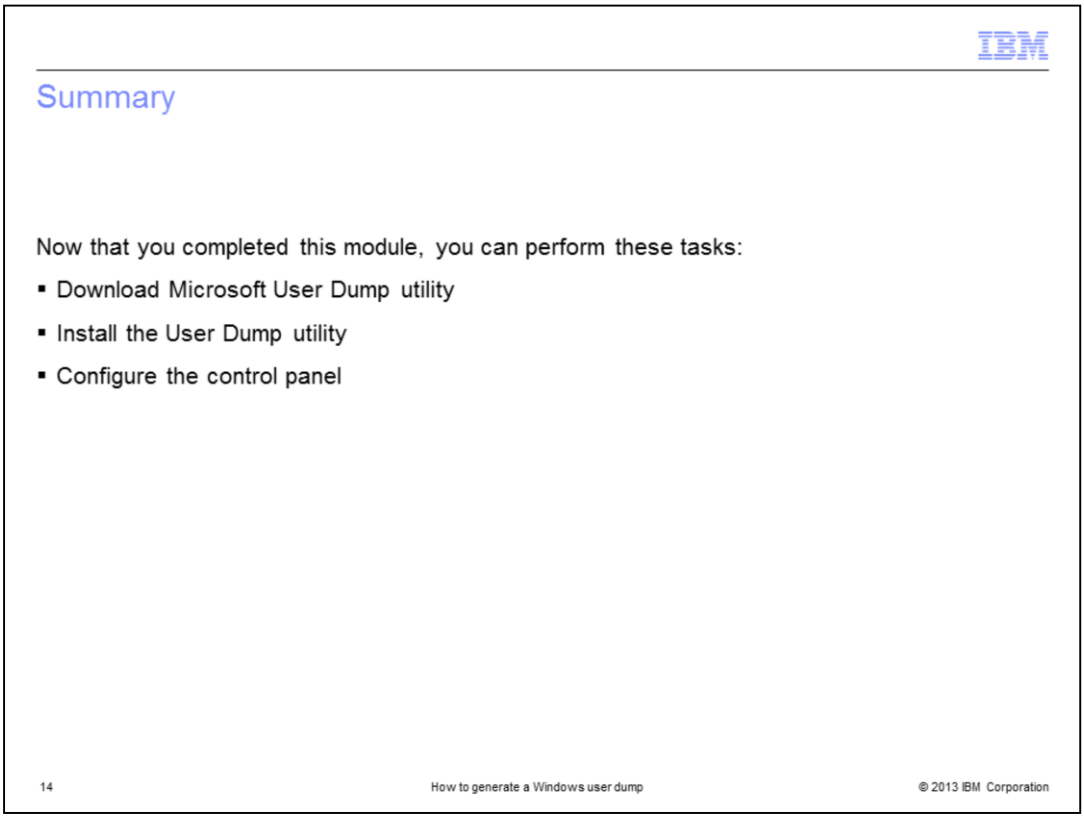
The userdump is now prepared to catch an access violation exception in the kdsmain.exe application.

Now you can reproduce the failure in the kdsmain.exe application.

When the failure occurs, the utility automatically generates a ***.dump** file in the folder that you indicated.

It is the **C:\Windows** directory unless you changed it.

Follow the instructions from the support engineer to send the **user.dmp** file and the **PDCOLLECT** output to the IBM Support Center.



Now that you completed this module, you can perform these tasks:

- Download Microsoft User Dump utility
- Install the User Dump utility
- Configure the control panel

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