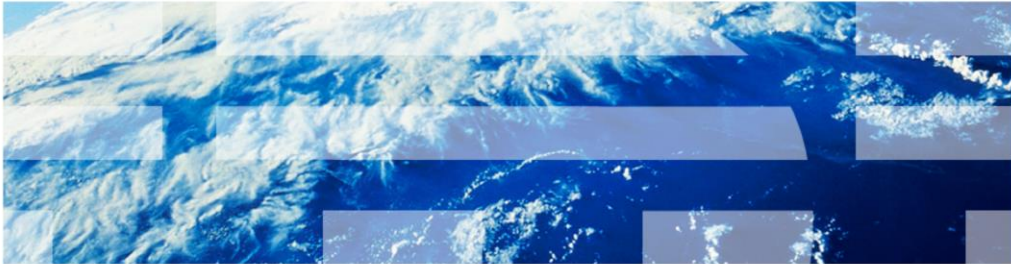


IBM Tivoli Monitoring V6.2.3

How to generate a Windows user dump



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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.

Objectives

When you complete 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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- Download Microsoft User Dump utility
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Download Microsoft Userdump utility

Microsoft Download Center

User Mode Process Dumper Version 8.1

www.microsoft.com/en-us/download/details.aspx?DisplayLang=en&id=4060



User Mode Process Dumper Version 8.1

Subscri

Quick links

- ↓ Overview
- ↓ System requirements
- ↓ Instructions
- ↓ Additional information



3

The User Mode Process Dumper (userdump) dumps any running Win32 processes memory image on the fly, without attaching a debugger, or terminating target processes.

Quick details

Version:	All	Date Published:	4/4/2007
Language:	English		
File Name	Size		
UserModeProcessDumper8_1_2929_5.exe	3.0 MB		

DOWNLOAD

How to generate a Windows user dump

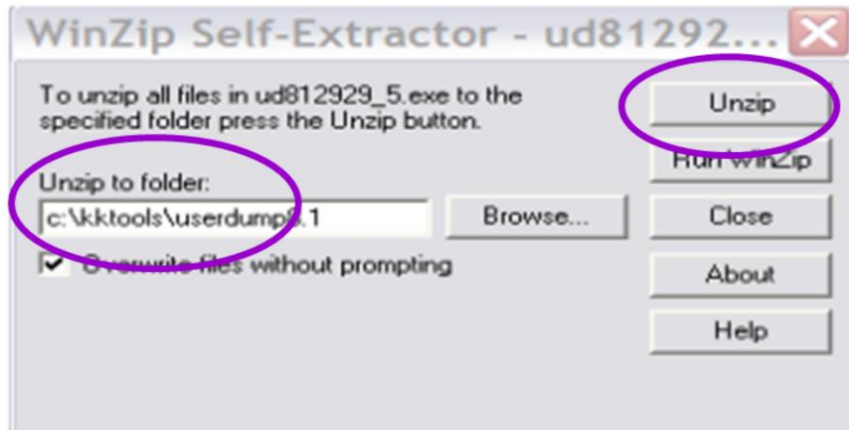
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Your first step is to download the Microsoft User Dump utility from the web address shown. Microsoft provides this freely downloadable utility. Read the overview before you download the utility.

Click **download**.

Installing the User Dump utility (1 of 5)

- File name: UserModeProcessDumper8_1_2929_5.exe
- File is unzipped to: X:\kktools\userdump8.1



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How to generate a Windows user dump

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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.

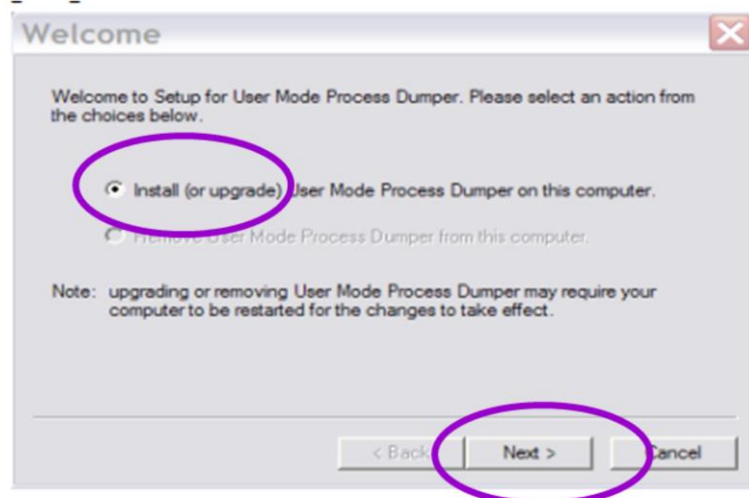
In that directory, run setup.exe. The installer starts.

Choose to **Install** the product.

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

Installing the User Dump utility (2 of 5)

Setup Option:



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How to generate a Windows user dump

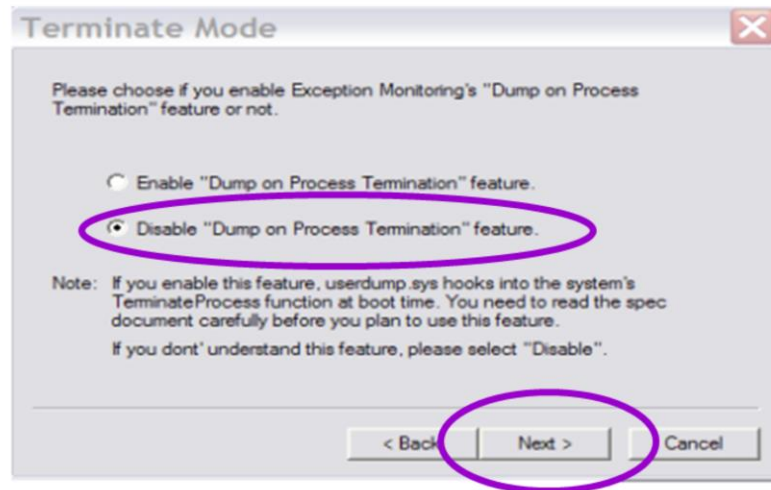
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The installer setup option pane shows the default choice to **Install**.

Click **Next**.

Installing the User Dump utility (3 of 5)

Terminate Mode



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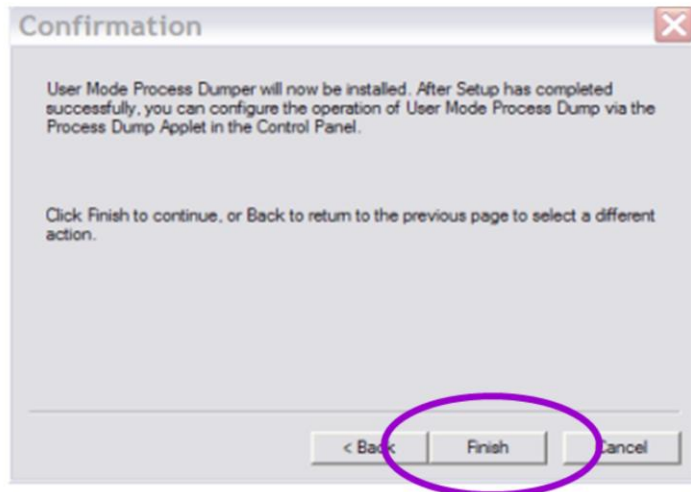
How to generate a Windows user dump

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

Installing the User Dump utility (4 of 5)

Confirmation



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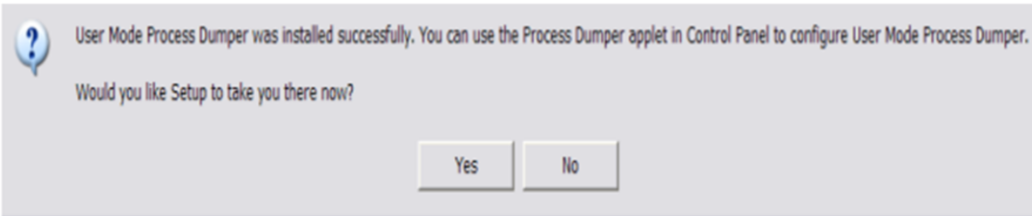
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The installer shows the Confirmation pane.

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

Installing the User Dump utility (5 of 5)

User Mode Process Dumper Setup

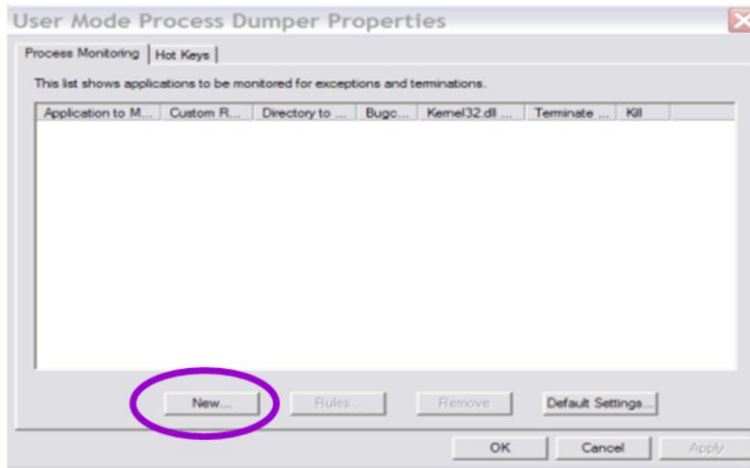


The installer shows an information window that states: User Mode Process Dumper was installed successfully. You can use the Process Dumper applet in the Control Panel to configure User Mode Process Dumper. Would you like Setup to take you there?

Click **Yes**.

Configuring the User Dump utility (1 of 5)

User Mode Process Dumper Properties



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How to generate a Windows user dump

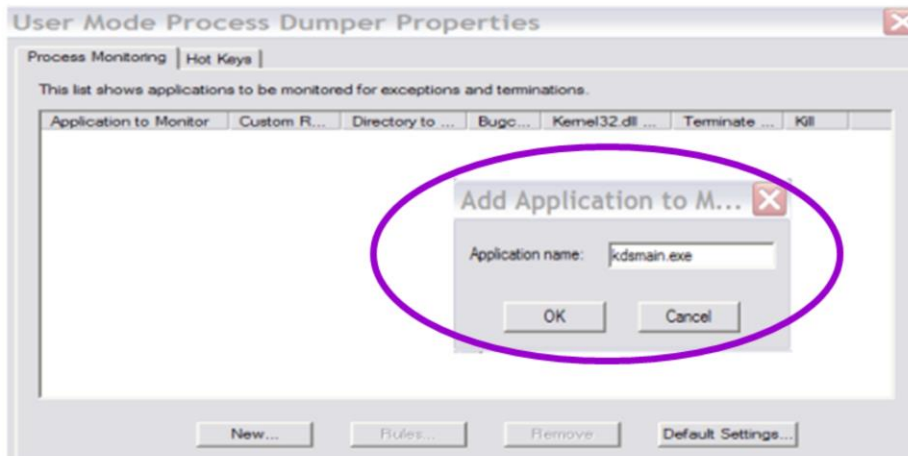
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The User Mode Process Dumper Properties window is shown. This window is where you enter configuration parameters.

Click **New**.

Configuring the User Dump utility (2 of 5)

Application to monitor



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How to generate a Windows user dump

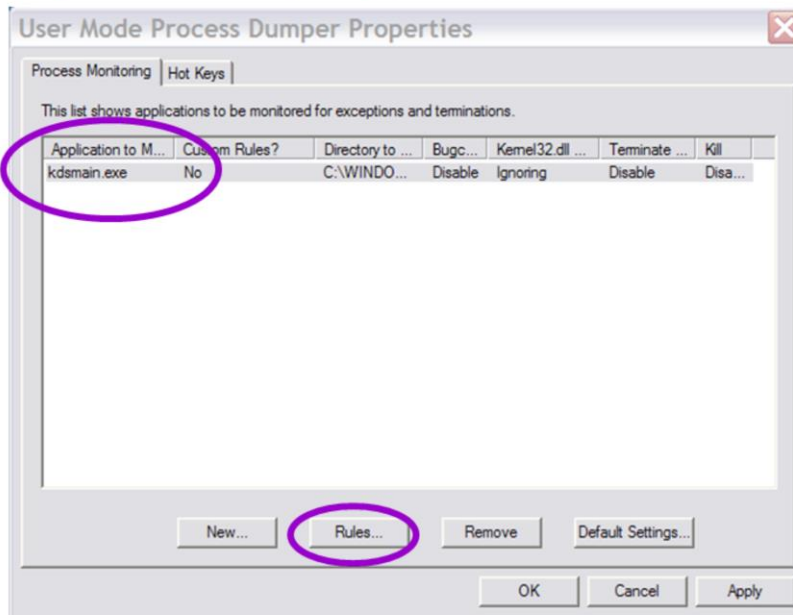
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The User Dump utility shows the Add Applications to Monitor pane.

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

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

Configuring the User Dump utility (3 of 5)



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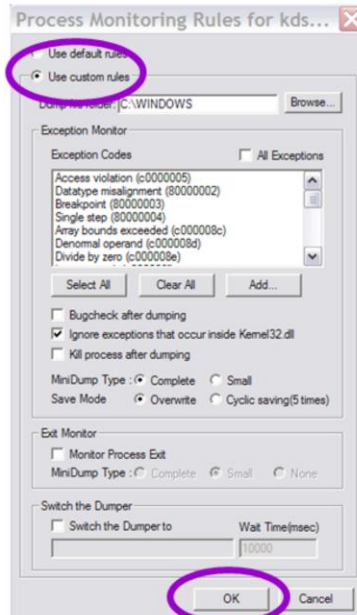
The Add Applications to Monitor pane closes.

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**.

Configuring the User Dump utility (4 of 5)



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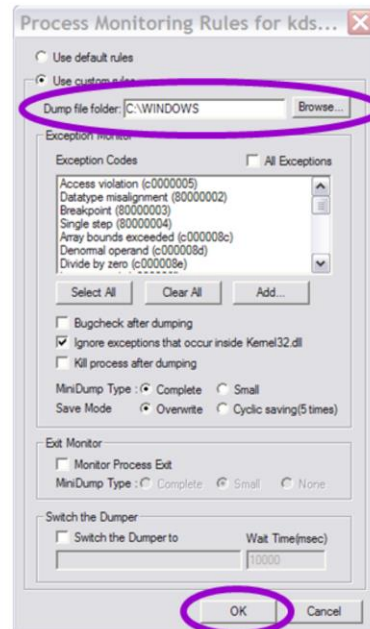
How to generate a Windows user dump

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The User Dump utility shows the Process Monitoring Rules pane.
Select the radio button for **Use custom rules** and click **OK**.

Configuring the User Dump utility (5 of 5)

Process Monitoring Rules for kdsmain.exe



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How to generate a Windows user dump

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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.dump** file and the **PDCOLLECT** output to the IBM Support Center.

Summary

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

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