How to Troubleshoot Using ProcDump

https://campus.barracuda.com/doc/42048300/

> Do not use this procedure unless directed to do so by Barracuda ArchiveOne Support. If directed to use the ProcDump utility, Barracuda ArchiveOne Support will supply you with the necessary commands to monitor a service. Note that the commands described in this article are for capturing 32-bit processes. If you are attempting to capture a dump file for the 64-bit Filter Service, you must add the `-64` switch to the command.

You can use the ProcDump utility to diagnose a service hang or crash. ProcDump generates a dump file when a monitored process hangs or crashes allowing you to troubleshoot the issue.

Before Getting Started

Complete the following steps:

1. Download [ProcDump](#) from Windows Sysinternals.
2. Extract the downloaded **Prodump.zip** file and copy the extracted file to the ArchiveOne server.
3. Determine whether to monitor for a service crash or hang.

Capture Service Crash Details

To use ProcDump to monitor a process for a service crash,

1. On the ArchiveOne server, open a command prompt, and navigate to the extracted file location.
2. Run the command provided by Barracuda ArchiveOne Support, where *MyProcess.exe* is the name of the process that is crashing:
   - For a crash that terminates the process, enter the following at the command prompt:
     `procdump -ma -e MyProcess.exe C:\BarracudaDumps`

     For example, to monitor the ArchiveOne service process for a terminating crash, enter the following command:
     `procdump -ma -e AOnePolService.exe C:\BarracudaDumps`
3. Leave the command window open to continue monitoring; closing the window terminates the ProcDump utility. Do not log out of your user session on the Archive server or ProcDump will close.
4. When the crash occurs, the dump file is generated and added to the following directory: **C:\BarracudaDumps**
5. Once dump files are generated, zip the contents of the **C:\BarracudaDumps** folder, and send

to your ArchiveOne Support representative for diagnostics.

Capture Service Hang Details

To use ProcDump to monitor a process for a service hang,

1. On the ArchiveOne server, open a command prompt, and navigate to the extracted file location.
2. For a hanging service, your ArchiveOne Support representative may direct you to collect multiple dumps a few seconds apart. Run the command provided by Barracuda ArchiveOne Support, where *MyProcess.exe* is the name of the process that is hanging:
   - To produce two dump files approximately 10 seconds apart, enter the following at the command prompt:
   `procdump -ma -t -n 2 -s 10 MyProcess.exe C:\BarracudaDumps`
   For example, to monitor the ArchiveOne service, enter the following command:
   `procdump -ma -t -n 2 -s 10 AOnePolService.exe C:\BarracudaDumps`
3. Leave the command window open to continue monitoring; closing the window terminates the ProcDump utility.
4. When the hang occurs, the dump file is generated and added to the following directory: **C:\BarracudaDumps**
5. Once dump files are generated, zip the contents of the **C:\BarracudaDumps** folder, and send to your ArchiveOne Support representative for diagnostics.