

How to Troubleshoot Service Crashes and Hangs Using ProcDump

<https://campus.barracuda.com/doc/44434770/>

This article refers to the Barracuda PST Enterprise version 3.1 or higher.

Do not use this procedure unless directed to do so by Barracuda Networks Support. If directed to use the ProcDump utility, Barracuda Networks 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 crash or hang. ProcDump generates a dump file when a monitored process hangs or crashes allowing you to troubleshoot the issue.

Capture Service Crash Details

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

1. Download [ProcDump](#) from Windows Sysinternals.
2. Extract the downloaded **Prodump.zip** file and copy the extracted file to the Archive server.
3. On the Archive server, open a command prompt, and navigate to the extracted file location.
4. Run the command provided by Barracuda Networks Support, where *MyProcess.exe* is the name of the process that is crashing:
 1. For a terminating process, enter the following at the command prompt:
`procdump -e -ma MyProcess.exe C:\BarracudaDumps`
5. Leave the command window open to continue monitoring; closing the window terminates the ProcDump utility.
6. When the crash occurs, the dump file is generated and added to the directory **C:\BarracudaDumps**.
7. Once dump files are generated, zip the contents of the **C:\BarracudaDumps** folder, and send to your Barracuda Networks Support representative for diagnostics.

Capture Service Hang Details

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

1. Download [ProcDump](#) from Windows Sysinternals.
2. Extract the downloaded **Prodump.zip** file and copy the extracted file to the Archive server.

3. On the Archive server, open a command prompt, and navigate to the extracted file location.
4. For a hanging service, your Barracuda Networks Support representative may direct you to collect multiple dumps a few seconds apart. Run the command provided by Barracuda Networks Support, where *MyProcess.exe* is the name of the process that is hanging:
 1. 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
```
5. Leave the command window open to continue monitoring; closing the window terminates the ProcDump utility.
6. When the hang occurs, the dump file is generated and added to the directory **C:\BarracudaDumps**.
7. Once dump files are generated, zip the contents of the **C:\BarracudaDumps** folder, and send to your Barracuda Networks Support representative for diagnostics.

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