

## How to Troubleshoot a Memory Leak

<https://campus.barracuda.com/doc/51191316/>

If you suspect that one of the ArchiveOne processes is experiencing a memory leak, [Barracuda Technical Support](#) may advise you to use the Microsoft Debug Diagnostic Tool (DebugDiag) to help identify the source of the memory leak.

### Before You Begin

Download [DebugDiag](#) from the Microsoft Download Center; for 64-bit operating systems, download and run the **DebugDiag64.msi** on the Archive server to install DebugDiag.

### Step 1. Configure DebugDiag

Once you install DebugDiag on the Archive server:

1. Launch DebugDiag.
2. In the **Select Rule Type** dialog, select **Native (non-.NET) Memory and Handle Leak**, and click **Next**.
3. Select the appropriate process from the list as advised by Barracuda Technical Support. For example, select **onepolSERVICE.exe** if you believe it is the ArchiveOne Service leaking memory.
4. Click **Next**. In the **Configure Leak Rule** dialog, select the following options:
  1. **Start memory tracking immediately when rule is activated**
  2. **Auto-unload LeakTrack when rule is completed or deactivated**
5. In the **Userdump generation** section, click **Configure**. In the **Configure userdumps for Leak Rule** dialog:
  1. Select **Auto-create a crash rule to get userdump on unexpected process exit**.
  2. Select **Generate a userdump when virtual bytes reach**, and set to **300MB**.
  3. Select **and each additional**, and set to **100MB**.
  4. Click **Save & Close**.
6. In the **Configure Leak Rule** dialog, click **Next**.
7. In the **Select Dump Location and Rule Name (Optional)** dialog, ensure the output location has sufficient free disk space available (utilize up to 20GB); change the path if necessary.

Make note of the output location as you will need to collect the generated logging from this location.
8. Click **Next**.
9. In the **Rule Completed** dialog, select **Activate the rule now**, and click **Finish**. The rule is now configured and ready to generate dumps.
10. Click **Save**, click **Save Changes**, and then click **Activate**.

## **Step 2. Configure ArchiveOne Logging**

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Ensure you have enabled ArchiveOne logging as described in [How to Enable Advanced Tracing](#)

## **Step 3. Collect DebugDiag and ArchiveOne Logging**

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Once DebugDiag has run for a sufficient period as advised by Barracuda Technical Support, collect the generated output from the output location noted in *Step 1. Configure DebugDiag, substep 7*, and send to Barracuda Technical Support for analysis. You can upload the ArchiveOne logging to Barracuda Technical Support as described in [How to Enable Advanced Tracing](#).

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