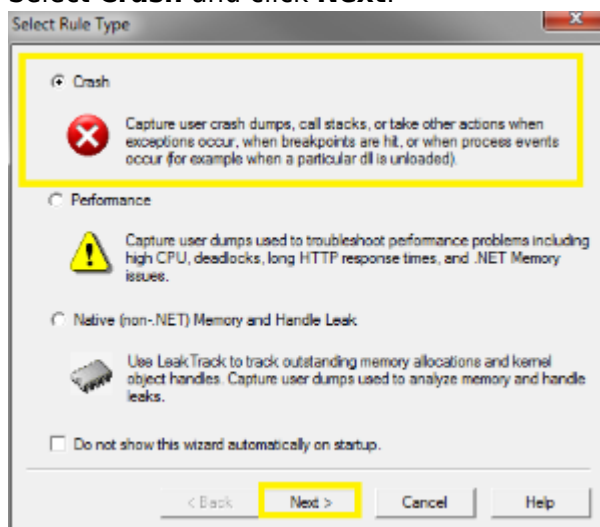


How to Create a Crash Dump

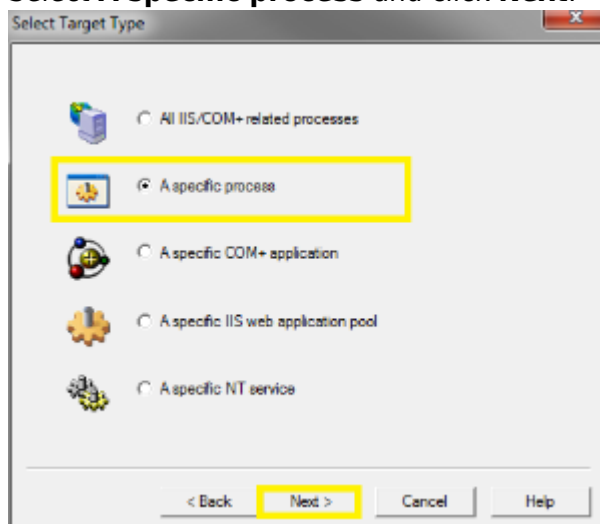
<https://campus.barracuda.com/doc/98217196/>

There are certain situations in which you may be asked to create a crash dump to aid in the resolution of your technical concern. To create a crash dump, follow the steps below:

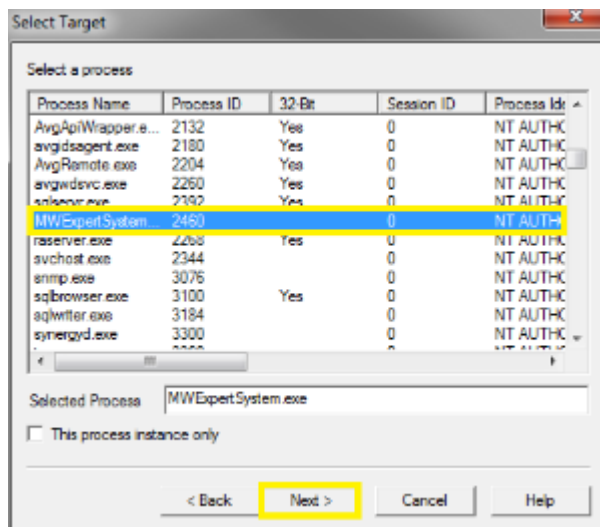
1. Download and install the [Debug Diagnostic Tool v2](#) based on your operating system.
2. Launch the **DebugDiag 2.0 Collection** from the **Start Menu**.
3. Select **Crash** and click **Next**.



4. Select **A specific process** and click **Next**.

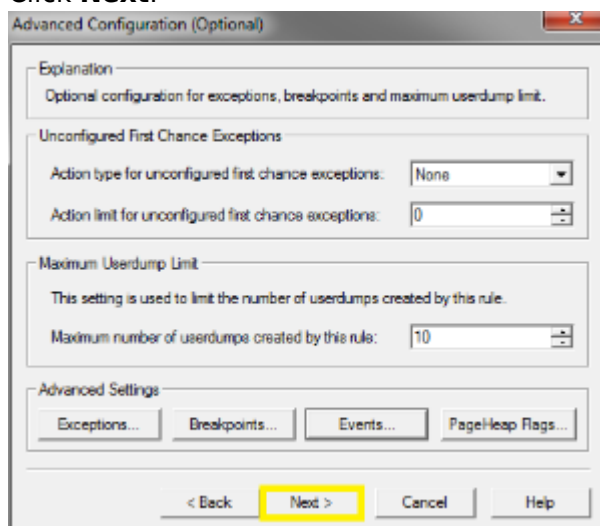


5. Select the process from the list and click **Next**.

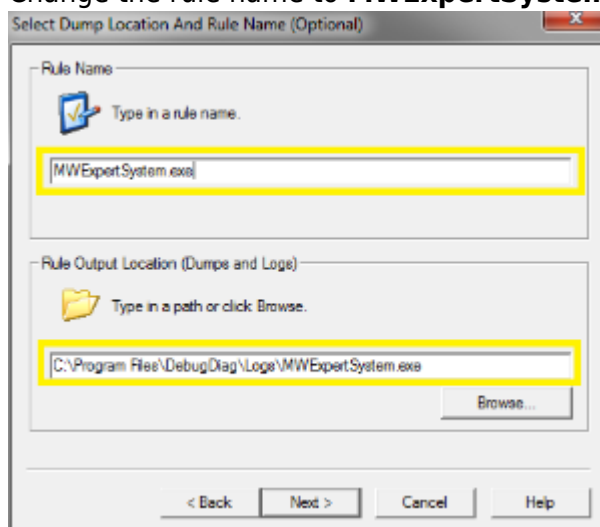


If the process is not currently running, you may have to type in the name manually.

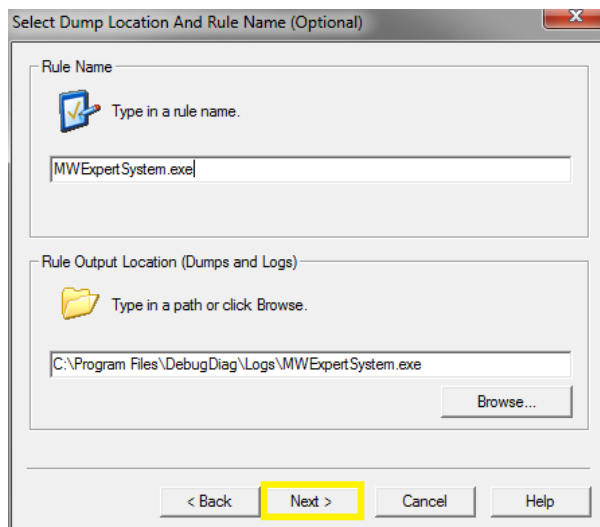
6. Click **Next**.



7. Change the rule name to **MWExpertSystem** and select a location to save the dump file.

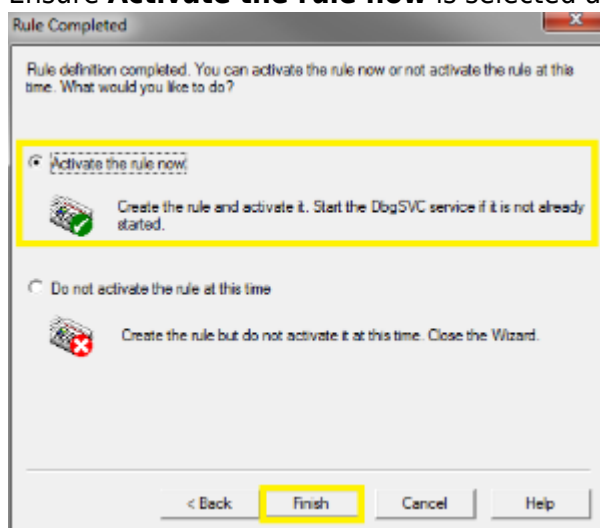


8. Click **Next**.



You may be prompted to create the folder if the location does not exist.

9. Ensure **Activate the rule now** is selected and click **Finish**.



10. Restart the **MWExpertSystem Service**.
11. When the application crashes, the **Debug Diagnostic Tool** should create the dump files in the following folder: C:\Program Files\DebugDiag\Logs.

Figures

1. crash1.png
2. crash2.png
3. crash3.png
4. crash4.png
5. crash5.png
6. crash6.png
7. crash7.png

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