

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.

		IBM
Objectives		
When you complete this m	nodule, you can perform these tasks:	
 Download Microsoft Use 	er Dump utility	
 Install the User Dump ut 	ility	
 Configure the control pa 	nel	
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When you complete this module, you can perform these tasks:

- Download Microsoft User Dump utility
- Install the User Dump utility
- Configure the control panel

				IBM
Download Mic	rosoft Userdun	np utility		
Microsoft Download Co	enter			
User Mode Process D	umper Version 8.1			
www.microsoft.com/er	n-us/download/details.a	aspx?DisplayLang=en&	id=4060	
Microsoft USer M	Inde Process F	Jumper Versio	n 8 1	
030110		version		Subscri
 Overview System requirements 	memory image on processes.	the fly, without attaching	g a debugger, or termin	ating target
 Instructions Additional information 	Quick deta	aile		
	Genore Gott			
	Version: Language:	All English	Date Published:	4/4/2007
	Version: Language: File Name	All English	Date Published: Size	4/4/2007
	Version: Language: File Name UserModeProcessE	All English Dumper8_1_2929_5.exe	Date Published: Size 3.0 MB	4/4/2007 DOWNLOAD

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.

	IBM
Installing the User Dump utility (1 of 5)	
File is unzinged to: X:\ktools\userdump8 1	
	1
WinZip Self-Extractor - ud81292 🔀	
To unzip all files in ud812929_5.exe to the Unzip Unzip	:
Unzip to folder:	
c:\kktools\userdumpil.1 Browse Close	;
Systematic files without prompting About	
Help	
	•
	t i
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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**.



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

Click Next.



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



The installer shows the Confirmation pane.

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

	M
Installing the User Dump utility (5 of 5)	
User Mode Process Dumper Setup	
(2) User Mode Process Dumper was installed successfully. You can use the Process Dumper applet in Control Panel to configure User Mode Process Dur	mper.
Would you like Setup to take you there now?	
Yes No	
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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.

Configuri	ing the User Dump utility (1 of 5)	
User Mode I	Process Dumper Properties	
	User Mode Process Dumper Properties	
	Process Monitoring Hot Keys	
	This list shows applications to be monitored for exceptions and terminations.	
	Application to M.,, Custom R.,, Directory to Bugc.,, Kernel32.dl Terminate Kill	
	New Rules Default Settings OK Cancel Apply	
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The User Mode Process Dumper Properties window is shown. This window is where you enter configuration parameters.

Click New.

	IBM
Configuring the User Dump utility (2 of 5)	
Application to monitor	
User Mode Process Dumper Properties	×
Process Monitoring Hot Keye	1
This list shows applications to be monitored for exceptions and terminations. Application to Monitor Custom R., Directory to Buoc., Kemel32.dll Terminate Kill	
Add Application to M 🔯	
Application name: kdsmain exe	
OK Cancel	
New Remove Default Settings	
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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**.

		IBM
Configu	ring the User Dump utility (3 of 5)	
	User Mode Process Dumper Properties	X
	Process Monitoring Hot Keys	
	This list shows applications to be monitored for exceptions and terminations.	
(Application to M Cutom Rules? Directory to Bugc Kernel 32.dll Terminate Kill kdsmain exe No C:\WINDO Disable Ignoring Disable Disa	
8		
	New Rules Remove Default Settings	
	OK Cancel Apply	
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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**.

	IBM
Configuring the User Dump utility (4 of 5)	
5 5	
Process Monitoring Pules for kds	
Process monitoring Rates for Ras	
Use default rules	
Use custom rules	
Domprise volder: [C:\WINDOWS Browse	
Exception Monitor	
Exception Codes T All Exceptions	
Access violation (c0000005)	
Datatype misalignment (8000002) Breakcoint (8000003)	
Single step (8000004)	
Denomal operand (c00008d)	
Divide by zero (c000008e)	
Select All Clear All Add	
T Bugcheck after dumping	
✓ Ignore exceptions that occur inside Kernel32.dll	
Kill process after dumping	
MiniDump Type : Complete C Small	
Save Mode Overwrite Cyclic saving(5 times)	
- Ext Monitor	
T Monitor Process Ext	
MinDump Type : C Complete C Small C None	
- Switch the Dumper	
Switch the Dumper to Wait Time(msec)	
10000	
OK Cancel	
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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 kds 🔀
	C Use default rules
	C Use cutomade
Process Monitoring Rules for kdsmain.exe	Dump file folder: [C:\WINDOWS Browse
	Exception Codes T All Exceptions
	Access violation (c0000005) Datatype missignmer ((g0000002) Break-point (g0000003) Single area (c000008c) Denomal operand (c000008c) Denomal operand (c000008c) Denomal operand (c000008c) Denomal operand (c000008c) Mill process after dumping ✓ Ignore exceptions that occur inside Kemel32.dll Kill process after dumping MinDump Type : Complete C Small Save Mode C Overvite C Cyclic saving(5 times)
	Monitor Process But MiniDump Type : C Complete C Small C None
	Switch the Dumper Switch the Dumper to Wait Time(msec) 10000
	OK Cancel

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

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