

HOW TO GENERATE A POST-MORTEM MEMORY DUMP

Follow the steps below to automatically generate a post-mortem memory dump that records information about errors.

1. Download and install the Microsoft Debugging Tools for Windows:

http://msdn.microsoft.com/windows/hardware/hh852363

- 2. Follow the steps below to establish WinDBg as the default debugger:
 - 1. Open the **MS-DOS Prompt** window. To do this, go to **Start** -> **Run**, type **cmd** and click **OK**.
 - 2. Go to the WinDBg installation directory.

To do this, type the commands below and press **Enter** after every command:

```
cd\
cd "Program Files"
cd "Windows Kits"
cd 8.0
cd Debuggers
cd x86
WinDbg -I
```

Note: 'I' is capital 'i'.

🚳 Command Prompt	- 🗆 ×
Microsoft Windows XP [Version 5.1.2600] (C) Copyright 1985-2001 Microsoft Corp.	_
C:\Documents and Settings>cd "Windows Kits"	
C:\Documents and Settings\Windows Kits>cd 8.0	
C:\Documents and Settings\Windows Kits\8.0>cd Debuggers	
C:\Documents and Settings\Windows Kits\8.0\Debuggers>cd x86	
C:\Documents and Settings\Windows Kits\8.0\Debuggers\x86>windbg	-I
C:\Documents and Settings\Windows Kits\8.0\Debuggers\x86>_	Ţ

3. Create a folder called Panda in the C:\ drive to store the dump file (C:\Panda).



From now onwards, whenever an error message is displayed, the WinDBg window below will be displayed:

Pid 4456 - WinDbg:6.6.0007.5
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ficrosoft (R) Vindows Debugger Version 6.6.0007.5 Copyright (c) ficrosoft Corporation. All rights reserved.
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4. At the bottom of the window, where **0: 000>** is indicated, enter the following command:

.dump /ma C:\Panda\Panda.dmp

If the dump is correctly generated, the message 'Dump successfully written' will be displayed at the bottom of the screen.

5 Pic 5792 WinDbg:6.6.0007.5
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Microsoft (R) Windows Debugger Version 6.6.0007.5 Copyright (C) Microsoft Corporation. All rights reserved.
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Once these steps are completed, a file called **Panda.dmp** will automatically be generated in the **C:\Panda** directory.

IMPORTANT: Now, follow the same steps to generate a second file but this time type in: .dump /f C:\Panda\PandaF.dmp



3. Contact your local Support technician to discuss the best way to foward the file located in **C:\Panda** folder.