

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>

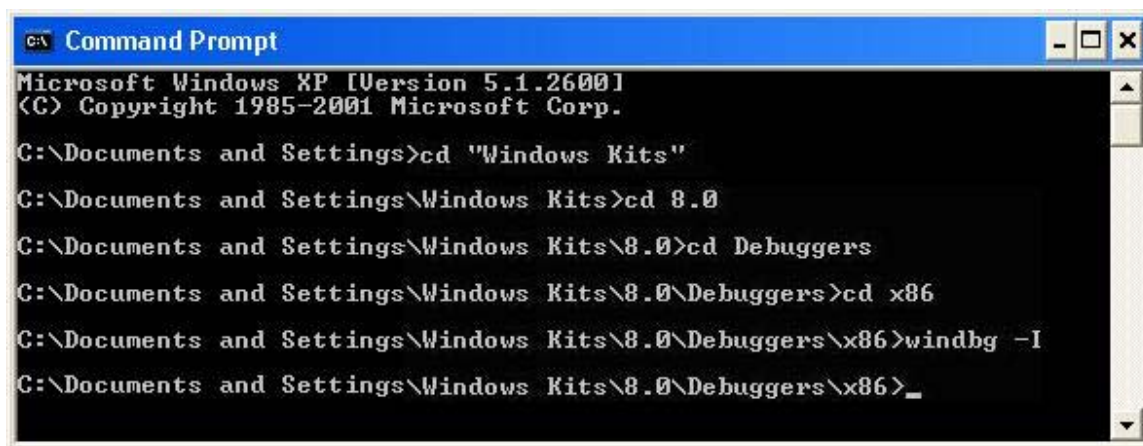
2. Follow the steps below to establish WinDBG as the default debugger:

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
```

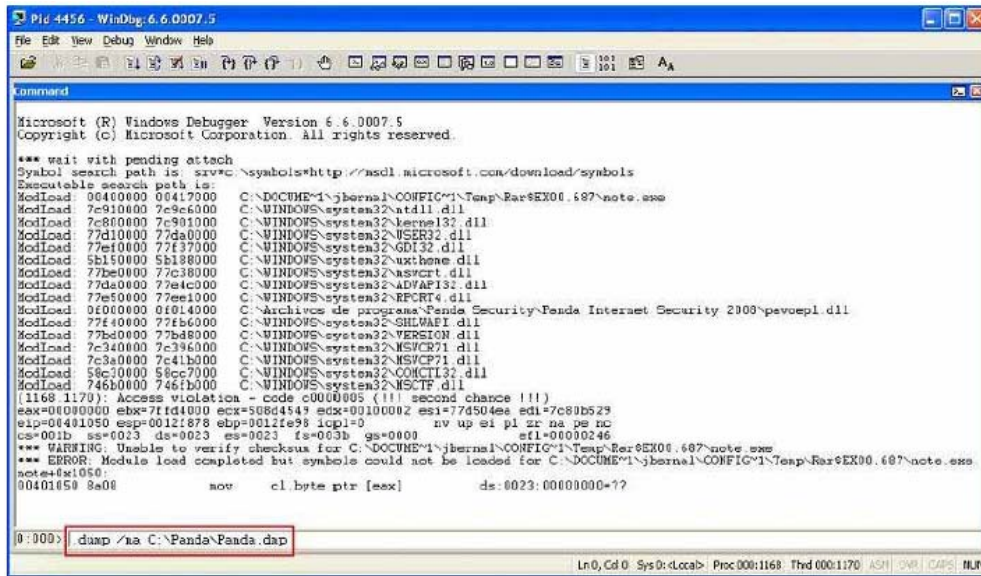
Note: 'I' is capital 'i'.



```
C:\ 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>_
```

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

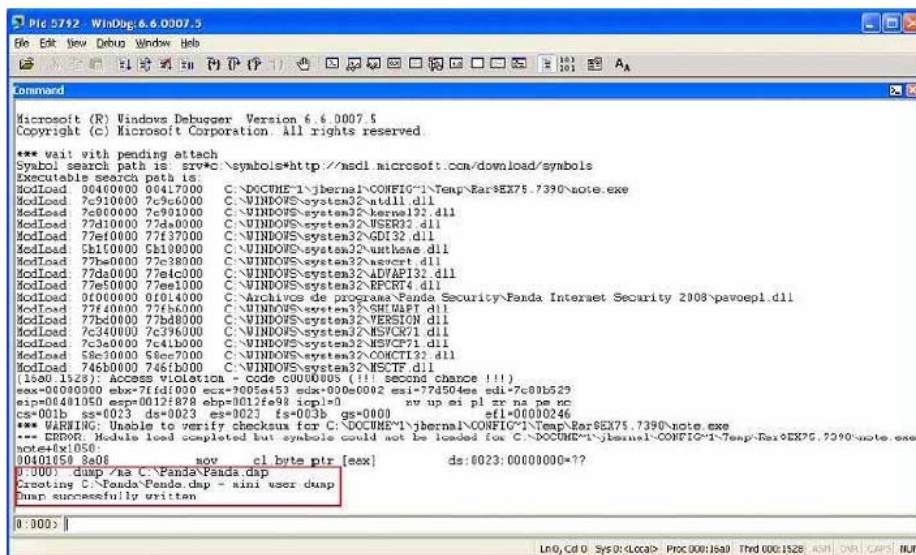
From now onwards, whenever an error message is displayed, the WinDbg window below will be displayed:



- At the bottom of the window, where **O: 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.



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**

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