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Genesys Pulse Deployment Guide

Capture Genesys Pulse Collector memory dumps

Capture Genesys Pulse Collector memory dumps

This information is useful when you need to:

- Take a memory dump from a running Genesys Pulse Collector process.
- Configure an operating system for automatically generating crash dumps when Genesys Pulse Collector crashes.

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Take a Memory Dump of the Running Genesys Pulse Collector Process on Linux

1. Open a Linux terminal.
2. Confirm the **GCore** utility is installed from the gdb package by typing **gcore** in the terminal. If the **GCore** utility is not available, install it:
 - a. Ubuntu: **sudo apt-get install gdb**
 - b. RHEL, CentOS: **sudo yum install gdb**
3. Determine the process ID of Genesys Pulse Collector using the following command: **ps -ef | grep collector**
4. Change directories to the one to store the dump (for example: **cd ~/memory_dumps**).
5. Run commands: **gcore <PID>** where <PID> is process ID
6. You should get the file **core.<PID>**.
7. If you need to submit this core dump file to Genesys:
 - a. Compress it (XZ or BZip2 are strongly recommended, as long as they give better compression ratio):
 - i. with XZ: **xz -6 core.<PID>**
 - ii. or with BZip2: **bzip2 -9 core.<PID>**
 - iii. or with GZip: **gzip -9 core.<PID>**
 - b. Submit the file **core.<PID>.xz** (or **core.<PID>.bz2** or **core.<PID>.gz**) to the location specified by the Genesys Customer Care.

Take a Memory Dump of the Running Genesys Pulse Collector Process on Windows

1. Make sure you have **ProcDump** utility. If not, complete following steps:
 - a. Download the freeware **SysInternals ProCDump** utility from <https://technet.microsoft.com/en-us/sysinternals/dd996900.aspx>.
 - b. Extract **procdump.exe** from the downloaded archive to **C:\Windows**
2. Open Windows Task Manager (by pressing **Ctrl+Shift+Esc**, or pressing **Win+R** and typing **taskmgr** in the **Run >** dialog.)
3. In the Windows Task Manager, make sure you have a column PID. If not:
 - a. Choose the menu item **View->Select Columns...**
 - b. Select **PID (process identifier)**

4. In the Windows Task Manager, click **Show processes from all users**
5. In the Windows Task manager, sort processes by process name and find appropriate **collector.exe** and note its PID
6. Open the command prompt
7. Change directory to where you store the dump (for example, **cd /D D:\MemoryDumps**).
8. Type the following command: **procdump -ma -o <PID> collector.<PID>.dmp** where <PID> is the process ID of Genesys Pulse Collector
9. The memory dump file is created: **collector.<PID>.dmp**.
10. If you need to submit this memory dump file to Genesys:
 - a. Install freeware **7-Zip** archiver if you don't already have it. You may download from this web site <http://www.7-zip.org>
 - b. Open folder where memory dump resides in the Windows Explorer.
 - c. Right-click on the dump file and choose menu item **7-Zip->Add to archive...**
 - d. Adjust following parameters in the **Add to Archive** dialog:
 - i. Archive format: 7z
 - ii. Compression level: Ultra
 - iii. Compression method: LZMA
 - e. Press OK and wait for compression to finish.
 - f. Submit resulting file **collector.<PID>.7z** to the location specified by the Genesys Technical Support.

Tune a Linux Operating System to Generate a Core Dump for the Genesys Pulse Collector in the Case it has Crashed

1. As superuser, edit the file **/etc/abrt/abrt.conf**, set parameter **MaxCrashReportsSize** to value **0**.
2. As superuser, edit file **/etc/abrt/abrt-action-save-package-data.conf**, set parameter **ProcessUnpackaged** to value **yes**.
3. Restart abrt service: **sudo service abrt restart**
4. Now Genesys Pulse Collector crash dumps will appear in the folder **/var/spool/abrt** or other folder, as configured in the **/etc/abrt/abrt.conf**.
5. If you need to submit this core dump file to Genesys:
 - a. Locate directory with necessary crash data (named like **ccpp-YYYY-MM-DD-HH:MM:SS-PID**) in the folder **/var/spool/abrt** (or other directory, as configured in the **/etc/abrt/abrt.conf**). You are interested to provide Genesys with archive of the file called **coredump** located in that directory.
 - b. Compress it (XZ or BZip2 are strongly recommended, as long as they give better compression ratio) - note that you must do that as superuser, because abrt dump directory is typically not accessible to normal users:
 - i. with XZ: **sudo xz -c -6 /var/spool/abrt/ ccpp-YYYY-MM-DD-HH:MM:SS-PID/ coredump >coredump.<PID>.xz**

- ii. or with BZip2: **`sudo bzip2 -c -9 /var/spool/abrt/ ccpp-YYYY-MM-DD-HH:MM:SS-PID/ coredump >coredump.<PID>.bz2`**
- iii. or with GZip: **`sudo gzip -c -9 /var/spool/abrt/ ccpp-YYYY-MM-DD-HH:MM:SS-PID/ coredump >coredump.<PID>.gz`**
- c. Change ownership of the resulting archive file so that you can access it with your regular user: **`sudo chown your-user-name:your-default-group coredump.<PID>.<Archiver-Specific-Suffix>`**
- d. Submit resulting file **`coredump.<PID>.xz`** (or **`coredump.<PID>.bz2`** or **`coredump.<PID>.gz`**) to the location specified by the Genesys Technical Support.

Tune Windows Operating System to Generate a Crash Dump for the Genesys Pulse Collector in the Case it has Crashed

1. Open Notepad text editor
2. Enter there below text, replacing value of the **DumpFolder** parameter with real path where you want to store Genesys Pulse Collector crash dumps. **IMPORTANT NOTES:** Directory path must be quoted and each directory separator (backslash) should be placed twice. Example: "**C:\\CrashDumps\\PulseCollector**".

```
Windows Registry Editor Version 5.00

[HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\Windows Error Reporting]\
"Disabled"=dword:0

[HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\Windows Error Reporting\
LocalDumps\collector.exe]
"DumpFolder"="<path to folder where you store Genesys Pulse Collector dumps>"
"DumpCount"=dword:10
"DumpType"=dword:2
```

3. Save this file as **collector-wer.reg** .
4. Double click on it in the Windows Explorer and say yes to question of Windows Registry Editor to add data to Registry.
5. Now, if Genesys Pulse Collector crashes, full memory dump of Genesys Pulse Collector will appear in the specified folder.
6. If you need to submit this memory dump file to Genesys:
 1. Install freeware **7-Zip** archiver if you don't already have it. You may download from this web site <http://www.7-zip.org/>
 2. Open folder where memory dump resides in the Windows Explorer.
 3. Right-click on the dump file and choose menu item **7-Zip->Add to archive...**
 4. Adjust following parameters in the **Add to Archive** dialog:
 1. Archive format: 7z
 2. Compression level: Ultra
 3. Compression method: LZMA
 5. Click **OK** and wait for compression to finish.

6. Submit resulting 7-Zip archive file to the location specified by the Genesys Customer Care.

Suggested Additional Reading

1. WER Settings (Windows) [https://msdn.microsoft.com/en-us/library/windows/desktop/bb513638\(v=vs.85\).aspx](https://msdn.microsoft.com/en-us/library/windows/desktop/bb513638(v=vs.85).aspx)
2. core - coredump file <http://linux.die.net/man/5/core>
3. limits.conf - configuration file for the pam_limits module <http://linux.die.net/man/5/limits.conf>
4. bash ulimit command in the bash man page <http://linux.die.net/man/1/bash>