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GVP Troubleshooting Guide

Collecting Dump Files

Contents

- 1 Collecting Dump Files
 - 1.1 Procedure: Collecting dump files
 - 1.2 Location of Core and Dump Files
 - 1.3 Configuring Windows Server 2008 to Generate Core Dump Files

Collecting Dump Files

This topic describes looking for and collecting dump files for analysis.

Procedure: Collecting dump files

Purpose: To collect dump files in Windows in the event of an unexpected exit of any of the components without any .dmp files generated.

Start of procedure

1. Log into the console of the machine.
You should see an error dialog box from Microsoft that states an error has occurred and asks whether you want to report it to Microsoft for the `pwcallmgr.exe`.
2. Click the option to view additional information, and click what will be sent to Microsoft.
The location of an mdmp file and an hdmp file should be listed.
3. Back up these two files and send them to Genesys Technical Support.

End of procedure

Location of Core and Dump Files

The following table lists the location of core/dump files for each component.

Component	Operating system	File path
Media Control Platform	Windows Linux	<MCP Installation Dir>\logs\ pwcallmgr*.dmp file <MCP Installation Dir>\bin\ core.* file
MRCPP Proxy	Windows Linux	<MRCPP Installation Dir>\logs\srmproxy*.dmp file <MRCPP Installation Dir>\bin\core.* file
Call Control Platform	Windows Linux	<CCP Installation Dir>\bin\ ccpccxml*.dmp file <CCP Installation Dir>\bin\ core.* file
Resource Manager	Windows Linux	<RM Installation Dir>\logs\ resourcemgr*.dmp file <RM Installation Dir>\bin\ core.* file
Fetching Module	Windows	<FM Installation Dir>\logs\ fm*.dmp file

	Linux	pwproxy*.dmp file <FM Installation Dir>\bin\core.* file
CTI Connector	Windows Linux	<CTIC Installation Dir>\logs\cticconnector*.dmp file <CTIC Installation Dir>\bin\core.* file
Supplementary Services Gateway	Windows Linux	<SSG Installation Dir>\logs\ssg*.dmp file <SSG Installation Dir>\bin\core.* file
PSTN Connector	Windows	<PSTNC Installation Dir>\logs\pstnconnector*.dmp file
T-Server-CUCM to Media Server Connector	Windows Linux	<UCMC Installation Dir>\logs\ucmconnector*.dmp file <UCMC Installation Dir>\bin\core.* file
Reporting Server	N/A	The Reporting Server (RS) is a Java-based product that does not produce dump files. Any errors produced by the RS are written to the log files under \logs.
Policy Server	N/A	The Policy Server (PS) is a Java-based product that does not produce dump files. Any errors produced by the PS are written to the log files under \logs.

The Fetching Module functionality is part of MCP as of version 8.1.2.

Configuring Windows Server 2008 to Generate Core Dump Files

A Windows Server 2008 R2 computer can generate core dump files when an application terminates because of both assertion failures and segmentation faults.

To enable this functionality, you must configure the Windows Server 2008 R2 computer to create core dump files using the registry.

To do so, see the following link:

<http://msdn.microsoft.com/en-us/library/bb787181.aspx>

In particular, the key LocalDumps does not initially exist; you must create it in the Registry.

Without that registry setting set, core dumps are not generated for both assertion failures and segmentation faults.