

# How to gather a hang dump

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How to gather a crash or hang dump for Windows XP or Windows 2003

## Procedure Steps

FOR WINDOWS XP or WINDOWS 2003 Server

1. Download the Debugging Tools for Windows from: <http://microsoft.com>
2. Install the Debugging Tools for Windows on the computer where you will perform the hang dump.
3. Start the program or service for which the dump will be created.
4. Perform the following steps to take a hang dump of the process or service:
  - a. Open a command prompt.
  - b. Navigate to the Debugging Tools for Windows directory where you installed the files (for example,  
`cd C:\program files\debugging tools for windows (x86)` ). This is the default location where Debugging Tools for Windows gets installed.
  - c. Type `cscript adplus.vbs -hang -pn service-name -o output-directory` and press Enter.  
If a dialog opens, click [OK] to close it. Also, there will be a message in the CMD prompt that the service did not execute. This is normal.  
Example: `cscript adplus.vbs -hang -pn Inrcapvcu.exe -o C:\temp`  
This would output the hang dump file to the `C:\Temp` folder for a hang on the `Inrcapvcu.exe`.
5. Wait for the program or service to crash.
6. When the program or service crashes, it will generate a "hang dump" of the LnrCapSvc process and put it in the same folder where Debugging Tools for Windows is installed. Zip up that folder and upload it to the UTC ftp site so that we can continue our investigation into what is hanging, and why, on the LNVR.
  - **Note 1:** For a CRASH dump rather than HANG, change the `-hang` switch to `-crash`.
  - **Note 2:** This can be used for any process by changing the `-pn` switch to use any process (for example, `-pn Inlcomsrvr.exe` to monitor the Communication Server).
  - **Note 3:** Make sure the output directory exists first, as AdPlus will not create it.

### FOR WINDOWS 2008 Server or WINDOWS 7 (32 bit)

1. Download the Debugging Tools for Windows from:  
<http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=8279>.
2. Install the Debugging Tools for Windows on the computer where you will perform the hang dump.
3. Start the program or service for which the dump will be created.
4. Perform the following steps to take a hang dump of the process or service:
  - a. Open a command prompt.
  - b. Navigate to the Debugging Tools for Windows directory wherever you installed the files:

For example, `cd c:\program files\debugging tools for windows (x86)`. This is the default location where Debugging Tools for Windows gets installed.

- c. Type `adplus -hang -pn service-name -o output-directory` and press Enter. If a dialog opens, click [OK] to close it. Also, there will be a message in the CMD prompt that the service did not execute. This is normal.

Example: `adplus -hang -pn Inrcapvcu.exe -o C:\temp`

This would output the hang dump file to the `C:\Temp` folder for a hang on the `Inrcapvcu.exe`.

5. Wait for the program or service to crash.
6. This should generate a hang dump of the process or service, and put it in the folder you use for the output folder.
7. Zip that folder and upload it to the UTC ftp site so that we can continue our investigation into what is hanging, and why, on the LNVR.

- **Note 1:** For a CRASH dump rather than HANG, change the `-hang` switch to `-crash`.
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#### FOR WINDOWS 2008 Server or WINDOWS 7 (64 bit)

1. Download the Debugging Tools for Windows from:  
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  - b. Navigate to the Debugging Tools for Windows directory wherever you installed the files.  
For example, `cd c:\program files\debugging tools for windows (x64)`  
This is the default location where Debugging Tools for Windows gets installed.
  - c. Type `adplus -hang -pn service-name -o output-directory` and press Enter. If you see a dialog, click [OK] to close it. Also, there will be a message in the CMD prompt that the service did not execute. This is normal.

Example: `adplus -hang -pn Inrcapvcu.exe -o C:\temp`

This would output file to the `C:\Temp` folder for a hang on the `Inrcapvcu.exe`.

5. Wait for the program or service to crash.
6. This should generate a hang dump of the process or service and put it in the folder you used for the output folder.
7. Zip that folder and upload it to the UTC ftp site so that we can continue our investigation into what is hanging, and why, on the LNVR.

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## FOR WINDOWS XP or WINDOWS 2003 Server

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  3. Start the program or service for which the dump will be created.
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Example: `cscript adplus.vbs -hang -pn Inrcapsvcu.exe -o C:\temp`  
This would output the hang dump file to the `C:\Temp` folder for a hang on the `Inrcapsvcu.exe`.
  5. Wait for the program or service to crash.
  6. When the program or service crashes, it will generate a “hang dump” of the LnrCapSvc process and put it in the same folder where Debugging Tools for Windows is installed. Zip up that folder and upload it to the UTC ftp site so that we can continue our investigation into what is hanging, and why, on the LNVR.
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## FOR WINDOWS 2008 Server or WINDOWS 7 (32 bit)

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This is normal.

Example: `adplus -hang -pn Inrcapsvcu.exe -o C:\temp`

This would output the hang dump file to the `C:\Temp` folder for a hang on the `Inrcapsvcu.exe`.

5. Wait for the program or service to crash.
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### FOR WINDOWS 2008 Server or WINDOWS 7 (64 bit)

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## Applies To

OnGuard (All versions)

Windows Server 2003

Windows Vista

Windows XP

Windows 7

Windows Server 2008

## Additional Information

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