



How to collect a memory dump for the Support and Development teams

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Pro Edition
- Parallels Desktop for Mac Business Edition

When troubleshooting issues where the whole virtual machine or a specific application inside it crash / hang, or when the virtual machine experiencing slow performance issue, you may need to collect a memory dump of a virtual machine at the moment the issue is reproduced. Such information may be very helpful for the Second Line Support and Development teams to investigate the issue.

Note: the instructions do not apply to Parallels Desktop App Store Edition, as the `prlctl` command is not available.

Collecting a memory dump

For collecting a memory dump you don't need to touch a virtual machine at all. Just open Terminal in macOS and follow these instructions:

1. Reproduce the issue (black screen issue or slow performance, as an example) and leave virtual machine in this state.
2. Open **Finder > Applications > Utilities > Terminal** and type:

```
prlctl list -a
```

This will give you the list of all virtual machines. Please copy the virtual machine UUID (most likely this VM will be in running state) and in the **Terminal** window run the following command:

```
prlctl <internal UUID> dbgdump --path ~/Desktop/
```

where UUID is the unique ID of the virtual machine in question.

Example output:

```
mikhailushakov@MWSAL1MIKUSHS ~ % prlctl list -a
```

UUID NAME	STATUS	IP_ADDR
--------------	--------	---------

{a41e4fd5-a556-4dcb-8d59-59968412a927} Windows 11 Pro	running	-
--	---------	---

```
mikhailushakov@MWSAL1MIKUSHS ~ % prlctl internal  
{a41e4fd5-a556-4dcb-8d59-59968412a927} dbgdump --path ~/Desktop
```

```
Executing command 'dbgdump' ...
```

```
Executing command 'dbgdump' finished successfully.
```

3. Once the memory dump is generated, **guest.dmp** file will appear on the Desktop.

Note: Memory dump is a big file (same amount as VM's RAM) - please compress it before uploading (right-click on the file - Compress). Please upload **guest.dmp.zip** (compressed archive with memory dump file) to the local share using the instructions in either of these KB articles:

[KB 9101 How to upload large files to a Parallels file share](#)

Note: Before closing the virtual machine window, generate a technical data report and send us the report ID number: [KB 9058](#)

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.