

How to collect full memory dump from Parallels Mac Management Proxy using ProcDump utility?

• Parallels Device Management

Information

To collect full memory dump from Parallels Mac Management Proxy service follow the steps below:

- 1. Go to the server were **Parallels Mac Management Proxy** is installed.
- 2. Download **ProcDump** using the link: <u>Download **ProcDump**</u>.
- 3. Unzip the file.
- 4. Run Command Prompt as administrator.

NOTE: you may also use Windows PowerShell(in "as administrator" mode) as well.

5. Run the following command:

```
C:\dumps\procdump.exe -ma pma_isv_proxy_service
```

Note that archive will have procdump64.exe which should **NOT** be used. Use **procdump.exe**.

- 6. Replace 'C:\dumps\procdump' with the path to the **procdump.exe** file
- 7. Dump will be generated in the folder.

The file's name should be similar to: pma_isv_proxy_service.exe_xxxxxx_yyyyyy.dmp

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