

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 STATUS IP_ADDR

NAME

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

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

Executing command 'dbgdump' ...

Executing command 'dbgdump' finished successfully.
```

```
[mikhailushakov@MWSAL1MIKUSHS ~ % prlctl list -a
                                                      IP_ADDR
                                                                       NAME
{b5dfcc11-1c82-4122-95d1-9a7179b9133c}
                                                                       Ubuntu 22.04 ARM64
                                         stopped
{65fbc02d-eec1-48c9-aaf2-7602ea10442c}
                                         stopped
                                                                       Windows 11
{a41e4fd5-a556-4dcb-8d59-59968412a927}
                                         running
                                                                       Windows 11 Pro
                                                                       macOS 12
{9c9d217c-9ad5-4d24-b936-94cf07a1ee29}
                                         stopped
{e6aaeb89-98e1-44ab-8747-dc00d044551b}
                                                                       macOS13.5
                                         stopped
{08a8f4ef-7df2-4abf-bc05-1bffa3a7b377}
                                                                       macOS14
                                         stopped
{653fd617-e380-447c-8676-2cc11fcf4ad8}
                                                                       macvm
[mikhailushakov@MWSAL1MIKUSHS ~ % prlctl internal {a41e4fd5-a556-4dcb-8d59-59968412a927} dbgdump --path ~/Desktop
Executing command 'dbgdump'
Executing command 'dbgdump' finished successfully.
mikhailushakov@MWSAL1MIKUSHS ~ %
```

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

guest_2023-08-24-110724.dmp	Today at 11:07	12.88 GB Document
Screenshots	Today at 11:08	Folder

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: <u>KB 9058</u>

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