

## How to sample a process and create a spindump for the Support Team?

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

### Question

I have a slow performance issue (or one of the Parallels processes is hung). I was asked by the Support Team to sample a process and collect a spindump. How I can do it?

### Answer

1. Open Activity Monitor (**Finder > Applications > Utilities > Activity Monitor**).
2. Click on the **process** you need to sample > click on the gear icon > **Sample process**:
3. Wait until the sample will be created.
4. Save the document on your Desktop.
5. Then open Terminal (**Finder > Applications > Utilities > Terminal**) and execute the command:

```
sudo spindump -file ~/Desktop/spindump.txt
```

**Note:** You will need to enter the Mac password. You won't see the password. Just type it and press **Enter\Return**.

6. Spindump.txt file will appear on the Desktop as a result. Take both files and attach them to your reply.

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