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: Download **ProcDump.**
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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