

Jabber for Windows Crash Dump Analysis with the WinDbg Tool



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Introduction

This document describes the procedure used in order to analyze the *.dmp* file that is created when the Cisco Jabber for Windows client crashes.

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Jabber for Windows.

Components Used

The information in this document is based on Cisco Jabber for Windows Version 9.x and Cisco Unified Personal Communicator (CUPC) Version 8.6.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Perform Crash Dump Analysis for Cisco Jabber for Windows

Use the WinDbg tool in order to perform crash dump analysis. Download the tool from the WinDbg website.

WinDbg Symbols Configuration

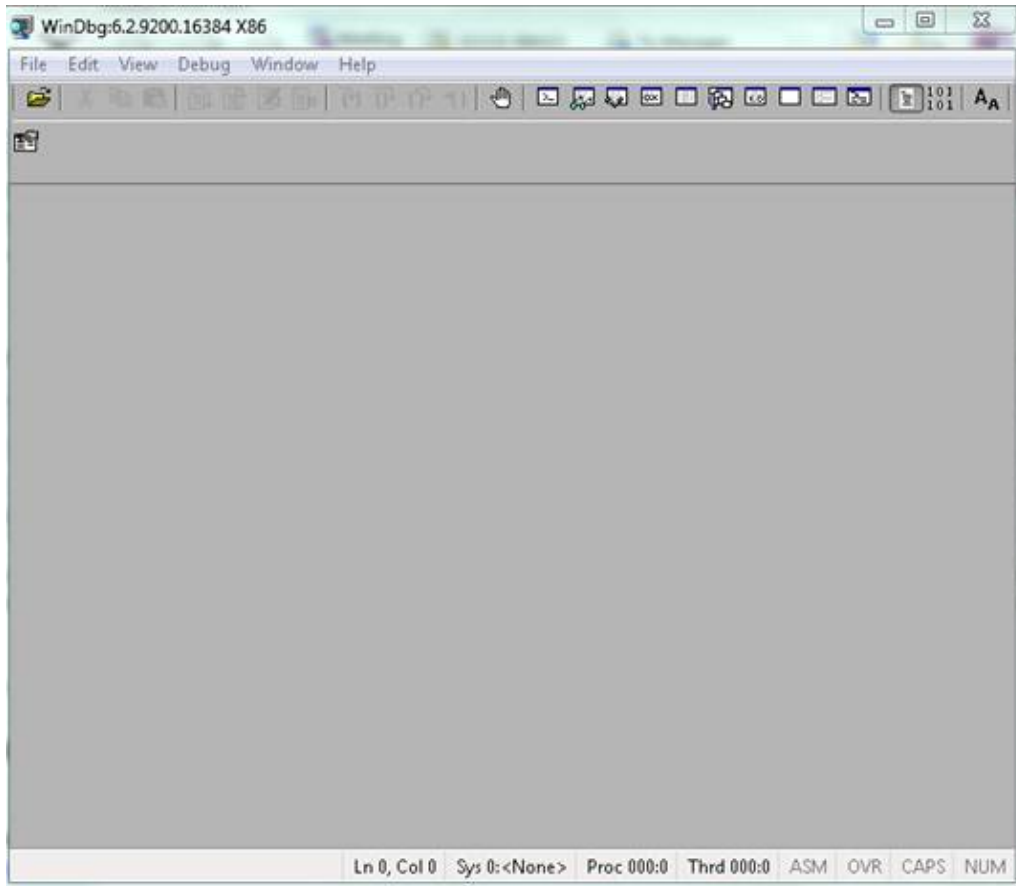
1. In order to change the symbol path, navigate to *File > Symbol File Path > Symbol Path*.
2. Paste this text into the window:

SRV*c:\websymbols*http://msdl.microsoft.com/download/symbols

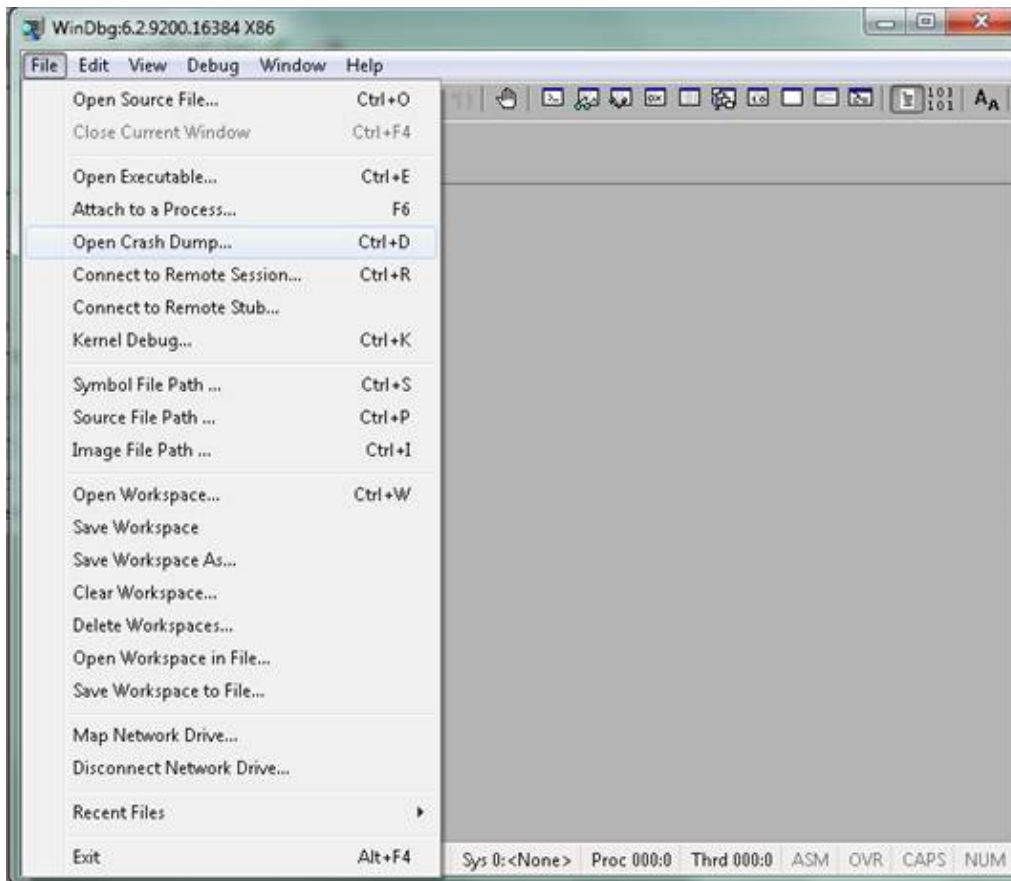
3. Click **OK**.

Crash Dump Analysis in WinDbg

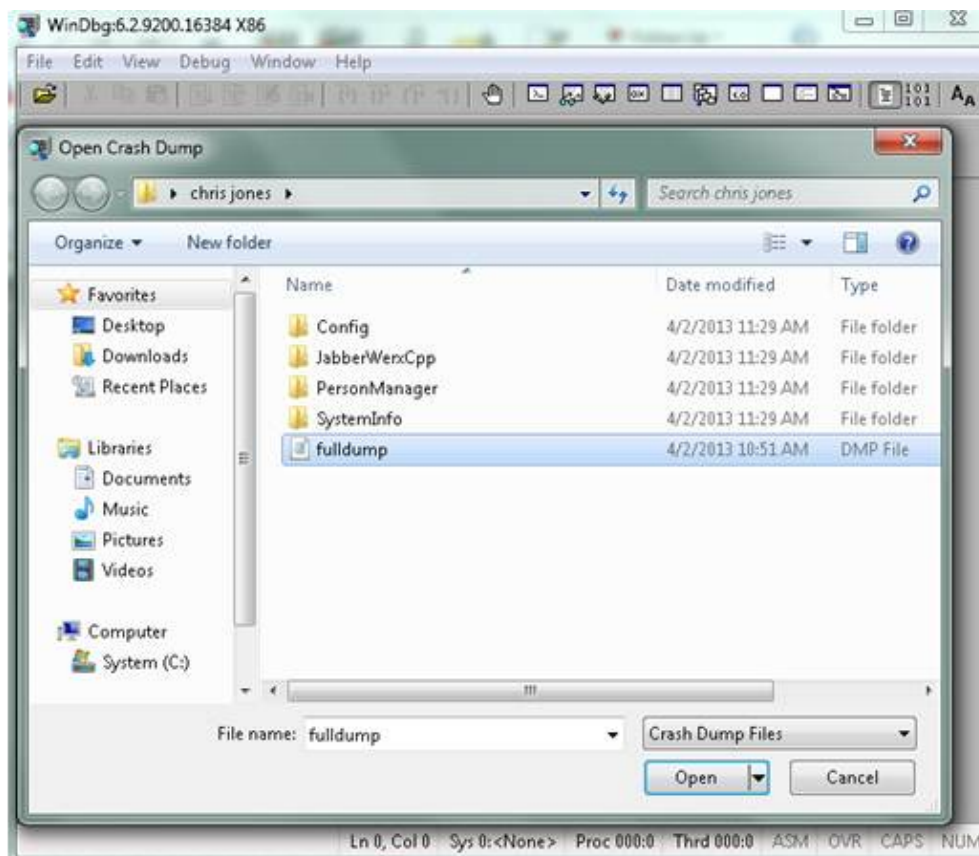
1. Start **WinDbg**.



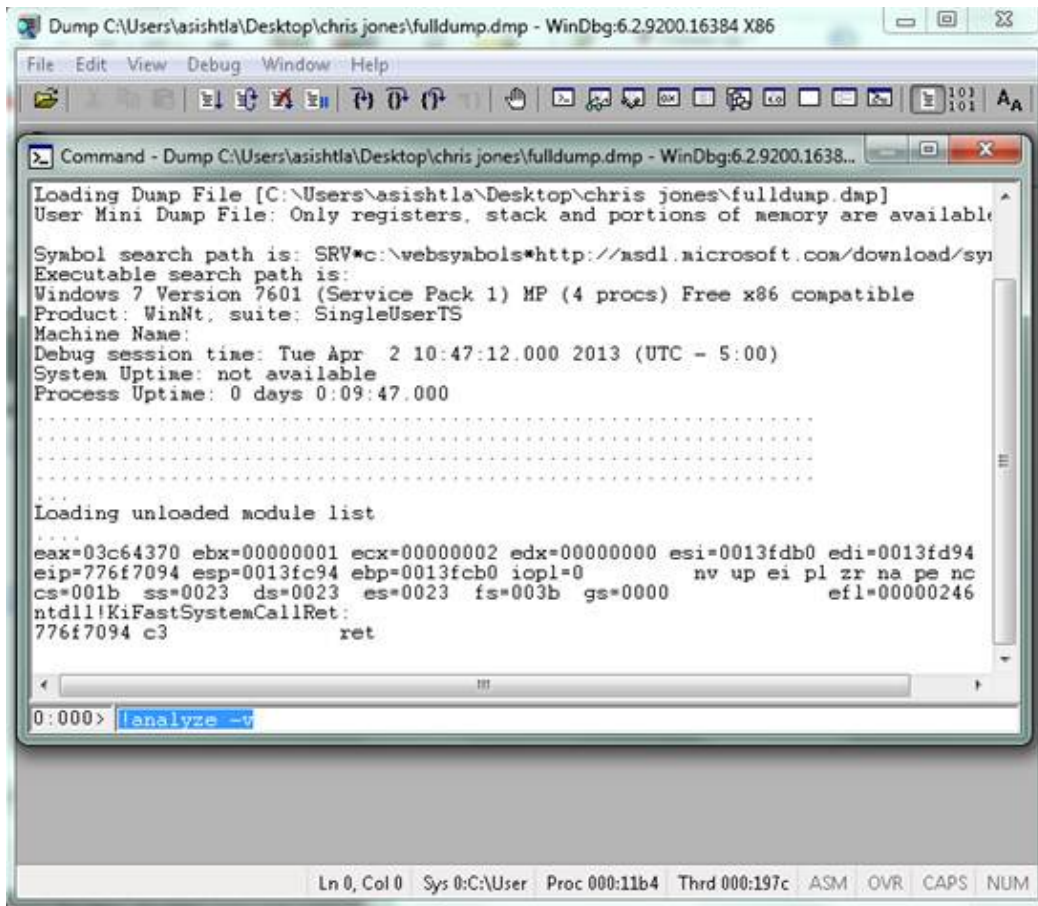
2. From the **File** menu, click **Open Crash Dump**.



3. Choose the *.dmp* (memory.dmp, user.dmp etc.) file, and click *Open* or drag and drop the *.dmp* file into WinDbg. This example uses the *fulldump* file.



4. In the command window at the bottom, enter *!analyze -v*, and press *Enter*.



5. You can see the progress of the analysis on the bottom-left of the screen. In this image, the status is "BUSY."

IMAGE_NAME: wxvault.dll

DEBUG_FLR_IMAGE_TIMESTAMP: 450162c1

FAILURE_BUCKET_ID:

NULL_INSTRUCTION_PTR_c0000005_wxvault.dll!Unknown

BUCKET_ID:

APPLICATION_FAULT_NULL_INSTRUCTION_PTR_NULL_POINTER_READ_DETOURED_NULL_IP_
wxvault+7967

Examine the **MODULE_NAME** and the **IMAGE_NAME**. The information these provide, like **wxvault.dll** or **CiscoJabber.exe**, indicate what application caused the crash. In this case, the crash occurred because of issues with the Cisco Jabber.exe application and not with the user's machine. A Google search shows that **wxvault.dll** is related to the DELL Embassy Trust Suite.

Send the Cisco Jabber Problem Report to the Cisco Technical Assistance Center in order to determine if the crash dump is related to a known defect that has a possible workaround.

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