Create a full memory dump of a VMware virtual machine

Steef | ESET Nederland - 2023-06-05 - Reacties (0) - Diagnostics

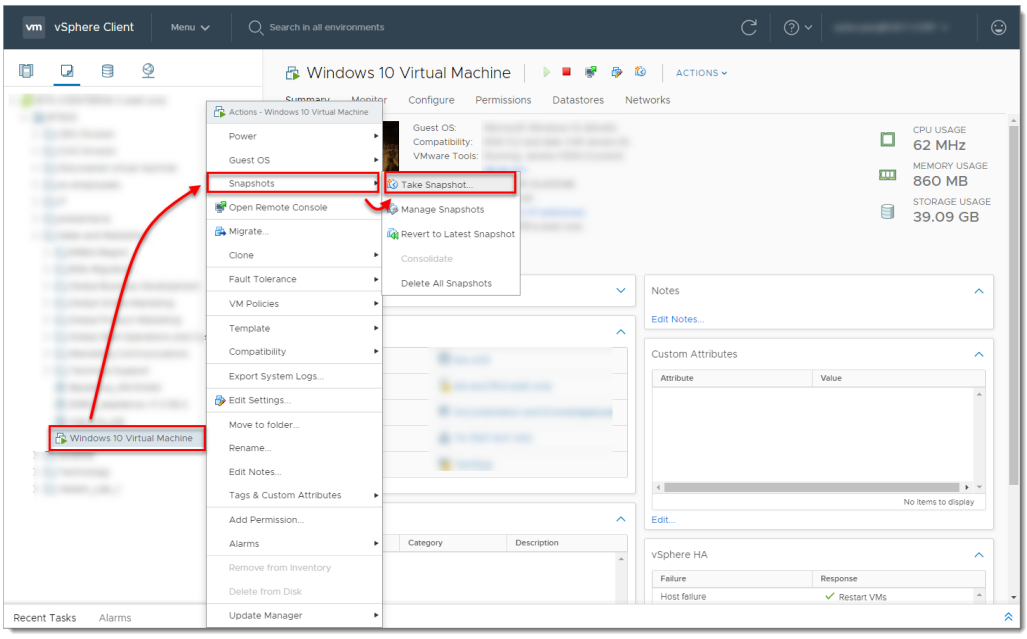
Issue

- You are running an ESET product on a VMware virtual machine
- You need to create a memory dump of a VMware virtual machine for troubleshooting purposes
- I. Create and download a virtual machine snapshot
- II. Use the vmss2core tool to create a memory dump from the virtual machine snapshot

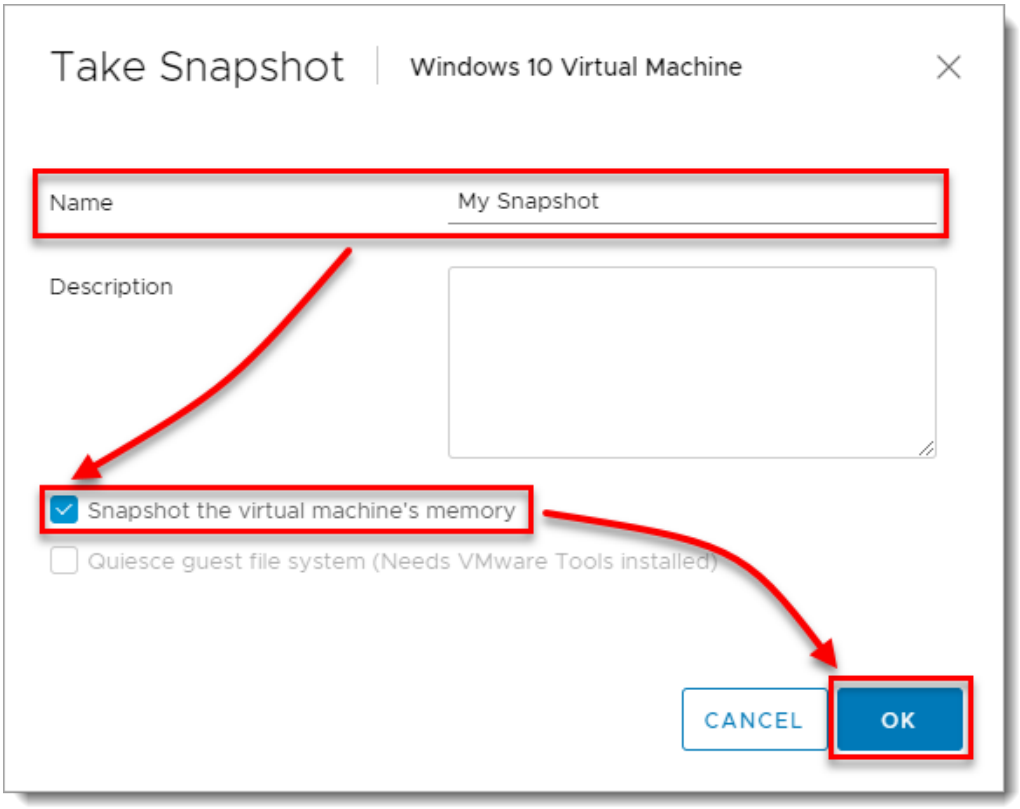
Solution

I. Create and download a virtual machine snapshot

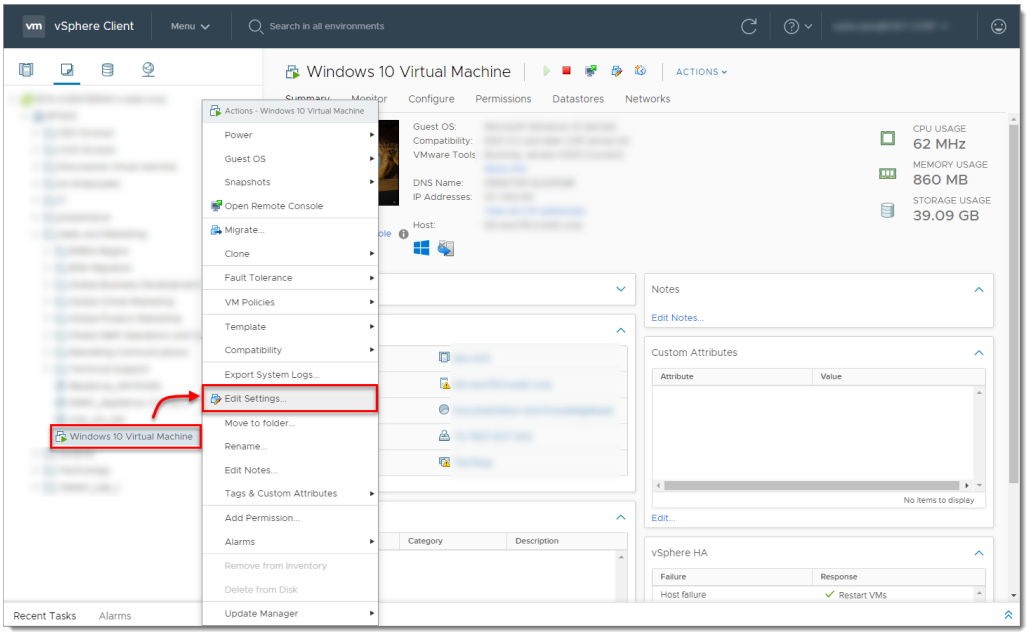
1. In the VMware environment, select the virtual machine that has issues.
2. Replicate the issue on the virtual machine.
3. Right-click the virtual machine → **Snapshots** → **Take snapshot**.



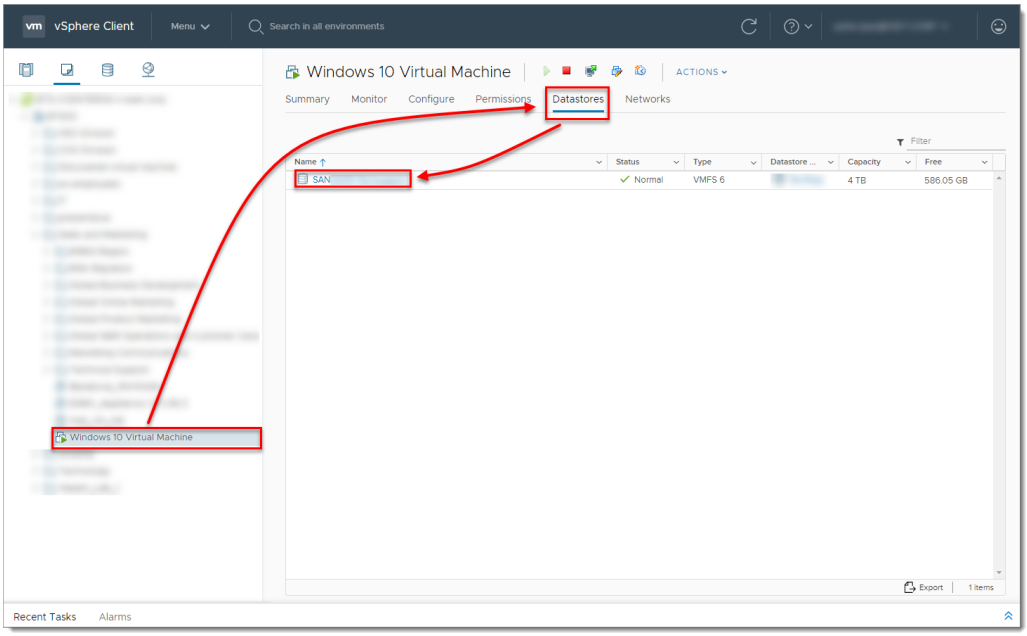
4. Type the name, select the check box next to **Snapshot the Virtual Machine's memory** and click **OK**.



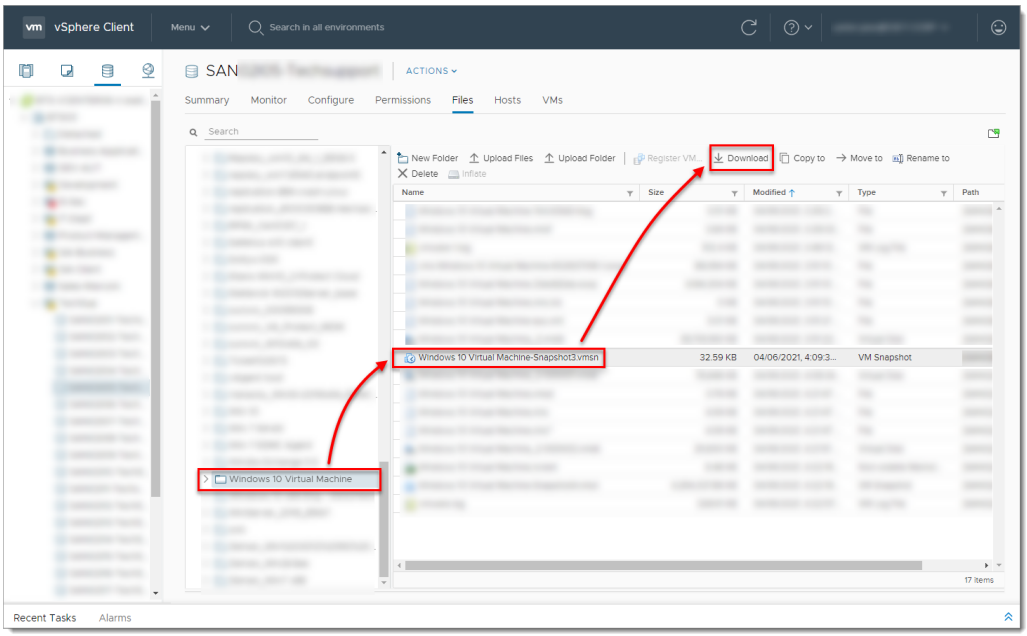
5. Right-click the virtual machine and select **Edit Settings**.



6. Select the virtual machine → click **Datastores** and click the datastore name.



7. Select the virtual machine, select the `.vmsn` file (VMware Snapshot file), click **Download** and save the file locally.

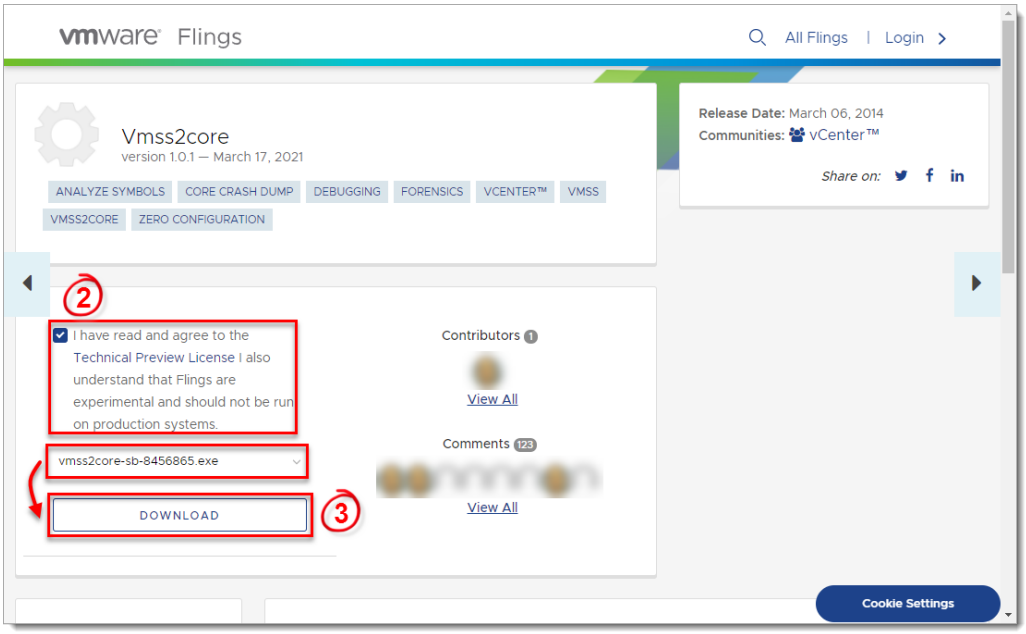


II. Use the vmss2core tool to create a memory dump from the virtual machine snapshot

1. Download Vmss2core.

2. Select the check box next to **I have read and agree to the Technical Preview License I also understand that Flings are experimental and should not be run on production systems**.

3. Select the file for your operating system from the drop-down menu (for example, if you want to run the tool on Windows, select `vmss2core-sb-8456865.exe`) and click **Download**.



4. Place the vmss2core tool and the VMware snapshot file (downloaded in Step 7) into the same folder.

5. Run the vmss2core (`vmss2core-sb-8456865.exe` in this example) in the command line with the following parameters:

    - Specify the guest operating system from which the snapshot was created:
        - -W8 —Windows 8 and later or Windows Server 2012 and later.
        - -W —Windows 7 and older or Windows Server 2008 and older.
    - Virtual machine snapshot filename (for example, virtual_machine_name.vmsn).

```
vmss2core-sb-8456865.exe -W8 "virtual_machine_name.vmsn"
```

6. When the vmss2core tool completes the operation, it creates a memory dump file named `memory.dmp` that can be used for additional troubleshooting.

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- How do I generate a memory dump manually?
- How to create a Wireshark log
- Run the Info_get.command on a Linux machine and send the logs to ESET Technical Support
- Using tcpdump on a MacOS
- Using Process Monitor to create log files
- Using tcpdump on a Virtual Appliance
- How do I use ESET Log Collector?