## **ESET Tech Center**

Kennisbank > Diagnostics > Create a full memory dump of a VMware virtual machine

## Create a full memory dump of a VMware virtual machine

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

lssue

- 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  $\rightarrow$  **Snapshots**  $\rightarrow$  **Take snapshot**.

vm vSphere Client Menu N						$\odot$
	Summany Monit	10 Virtual Machine	) 🖬 📝 🤣 🕻 s Datastores Net	ACTIONS ~		
	Power Guest OS	Guest OS: Compatibility: VMware Tools:				CPU USAGE 62 MHZ MEMORY USAGE
	Snapshots	🕲 Take Snapshot				860 MB
	💕 Open Remote Console	Manage Snapshots			8	STORAGE USAGE
	📇 Migrate	a Revert to Latest Snapshot			0	39.09 GB
	Clone	Consolidate				
	Fault Tolerance	Delete All Snapshots		Notes		
	VM Policies	•	· ·	140103		<u> </u>
	Template	•	^	Edit Notes		
	Compatibility			Custom Attributes		~
	Export System Logs			Attribute	Value	
	🚱 Edit Settings					÷
	Move to folder					
Windows 10 Virtual Machine	Rename					
	Edit Notes					
	Tags & Custom Attributes			<u> </u>		No items to display
	Add Permission		^	Edit		
	Alarms	Category De	scription	wSphore HA		
	Remove from Inventory		^	Sphere HA	D	
	Delete from Disk			Host failure	Response	
Recent Tasks Alarms	Update Manager					*

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

Take Snapshot Windows 10 Virtual Machine ×			
Name	My Snapshot		
Description	al machine's memory		
Quiesce guest file s	system (Needs VMware Tools installed)		

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

vm vSphere Client Menu				~ ©
vm VSphere Client Meru	Search in all environments     Windows 10     Summan	D Virtual Machine Configure Permissions Datastores Netw Guest OS: Compatibility: VMware Tools DN Name: P Addresses: Host: Compatibility: P Addresses: Compatibility: P Addresses: P A	C © ACTIONS ~ Norks Edit Notes Custom Attributes	CPU USAGE 62 MHz MEMORY USAGE 860 MB STORAGE 39.09 GB
C Windows 10 Virtual Machine	Export System Logs	Category Description	Attribute 4 Edit VSphere HA Feature Host failure	Value  No Rems to display  No Rems to display  No Response  V Response  Nestart VMs
Recent Tasks Alarms	Update Manager 🕨			*

6. Select the virtual machine  $\rightarrow$  click **Datastores** and click the datastore name.

vm vSphere Client Menu v Q Search in all environments	C	?×		-	٢
Image: Second	×	Datastore	✓ Capacity 4 TB	▼ FRer ▼ Free 595.05 GB	*
Recent Tasks Alarms				E - Jan	*

 Select the virtual machine, select the .vmsn file (<u>VMware Snapshot file</u>), click Download and save the file locally.

vm vSphere Client					٢
	SAN ACTIONS -				
	Summary Monitor Configure Permissions Files Hosts VMs				
	Q Search	_	_		<b>1</b>
-	▲ New Folder ▲ Upload Files ▲ Upload Folder ★ Delete _ Inflate	gister VM 👱 Down	nload □ Copy to →	Move to 🔊 Rename to	
	Name y Size	т т	Modified ↑ ⊤	Туре т	Path
					*
-					
	Windows 10 Virtual Machine-Snapshot3.vmsn	32.59 KB	04/06/2021, 4:09:3	VM Snapshot	1000
and the second second					
and the second second	> P3 Windows 10 Vistual Machine				
and the second second	> _ windows to vincel Machine				
	and the second sec				
					i v 17.itame
-	· ·				or section
Recent Tasks Alarms					*

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.
- 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**.

Vm Ware Flings	Q All Flings   Login >
Vmss2core version 1.0.1 – March 17, 2021 ANALYZE SYMBOLS CORE CRASH DUMP DEBUGGING FORENSICS VCENTER™ VMSS VMSS2CORE ZERO CONFIGURATION	Release Date: March 06, 2014 Communities: 營 vCenter™ Share on: ♥ f in
Contributors Contributors 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. View All DOWNLOAD Comments View All View All	Cookle Settings

- Place the <u>vmss2core tool</u> 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:
  - $\circ~$  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.

Gerelateerde inhoud

- How do I generate a memory dump manually?
- How to create a Wireshark log
- <u>Run the Info\_get.command on a Linux machine and send the logs to ESET Technical</u> <u>Support</u>
- 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?