

Crash dump collection process (TWCSSSpooler)

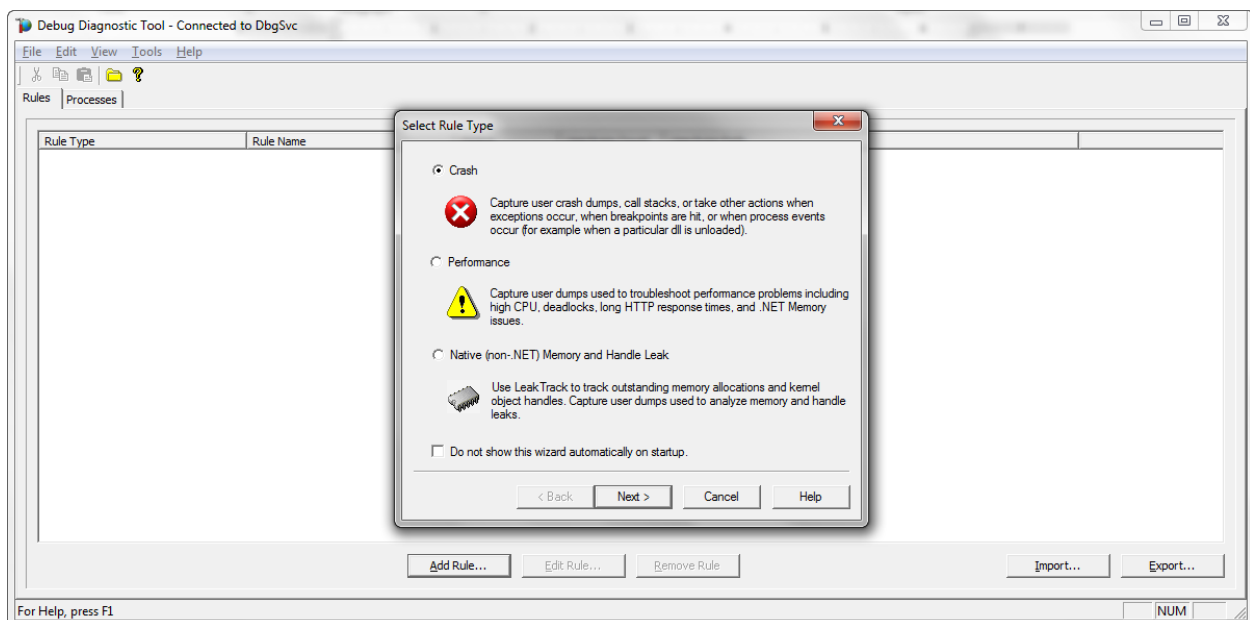
Install

Install [Debug Diagnostic Tool v2.0 tool](#). Download

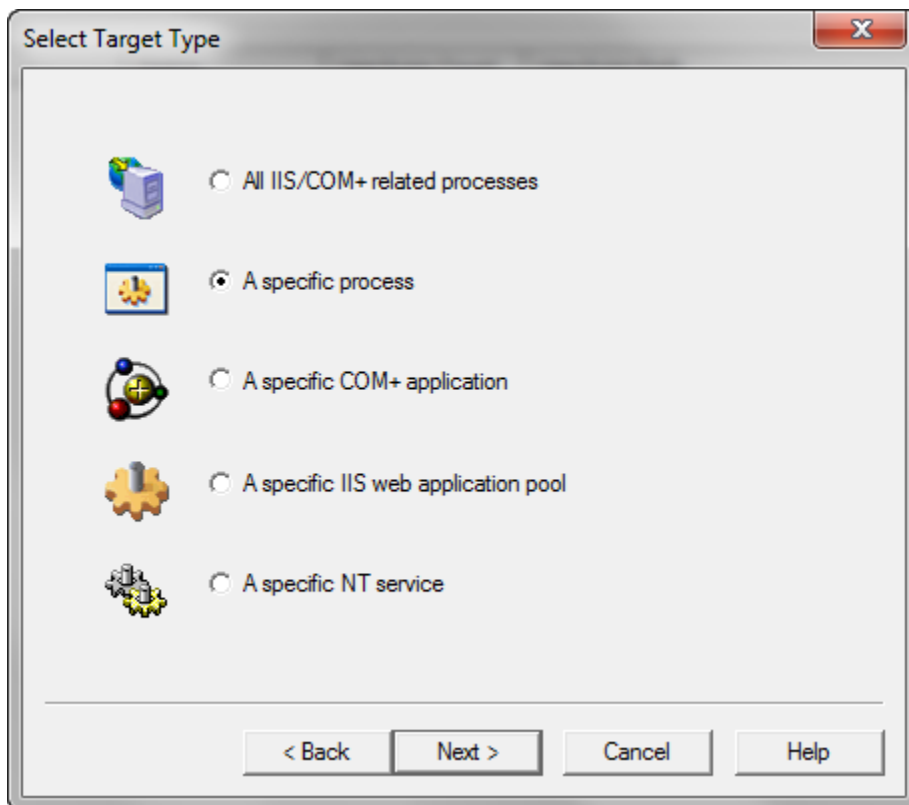
URL: <http://www.microsoft.com/en-in/download/details.aspx?id=40336>

Configure DebugDiag 2.0 Collection

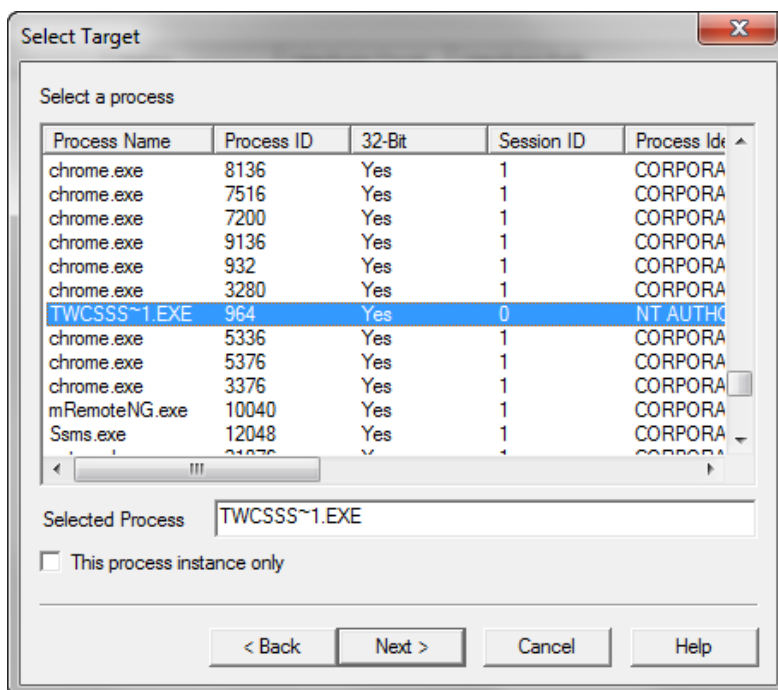
Open the tool and click the Add Rule button and create a new Crash rule.



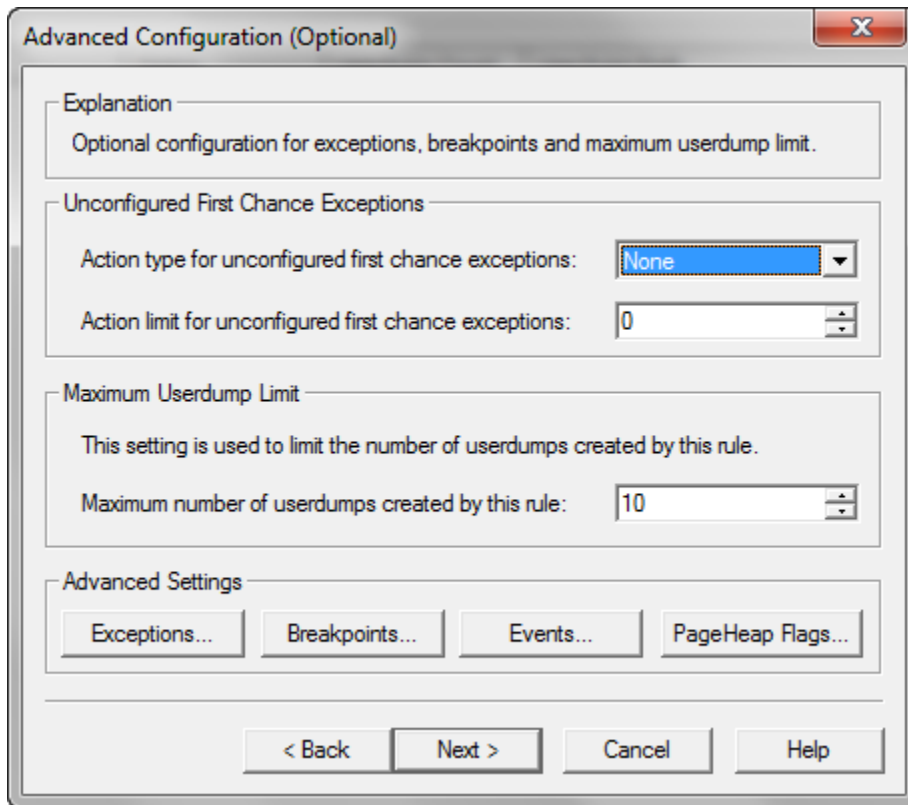
Next, select the target type. In our case specific process



We need to collect crash dumps of “*TWCSSpooler*” process. So we choose that one.

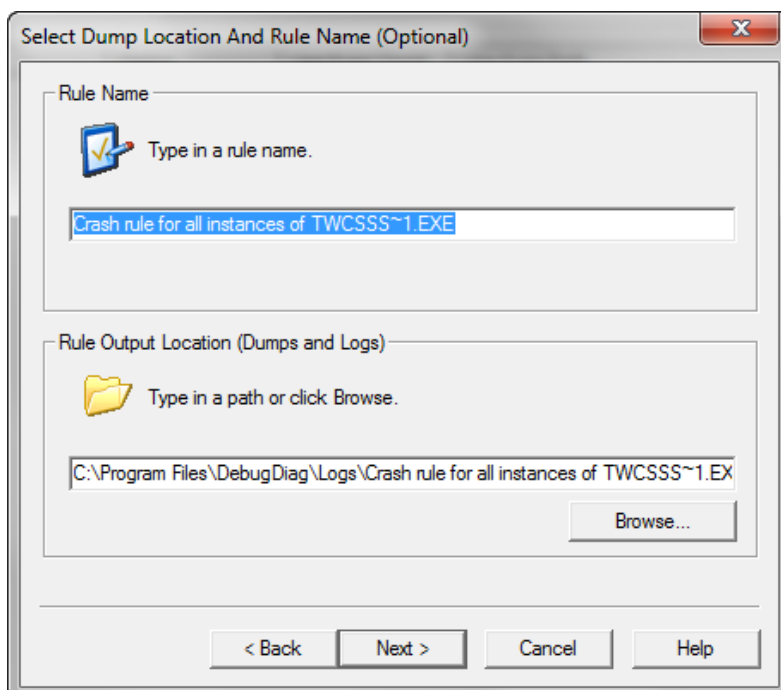


Keep default values



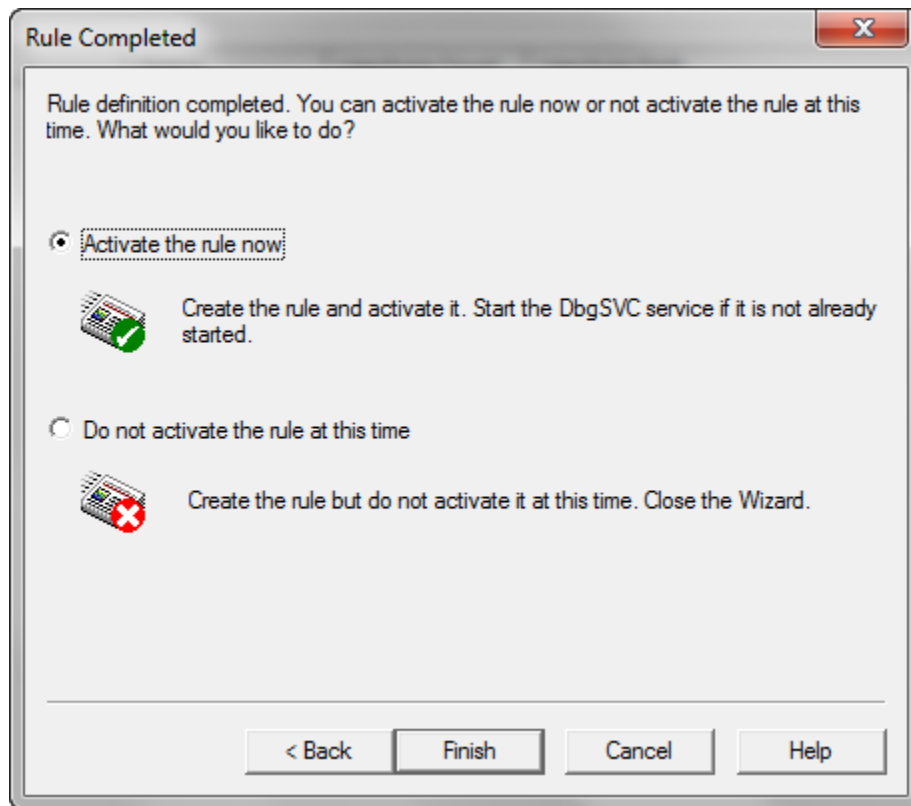
The 'Advanced Configuration (Optional)' dialog box is shown. It has a title bar with a close button. The dialog is divided into several sections. The first section, 'Explanation', contains the text 'Optional configuration for exceptions, breakpoints and maximum userdump limit.' The second section, 'Unconfigured First Chance Exceptions', contains two controls: a dropdown menu for 'Action type for unconfigured first chance exceptions:' set to 'None', and a spinner box for 'Action limit for unconfigured first chance exceptions:' set to '0'. The third section, 'Maximum Userdump Limit', contains a text description 'This setting is used to limit the number of userdumps created by this rule.' and a spinner box for 'Maximum number of userdumps created by this rule:' set to '10'. The fourth section, 'Advanced Settings', contains four buttons: 'Exceptions...', 'Breakpoints...', 'Events...', and 'PageHeap Flags...'. At the bottom of the dialog are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'.

The next window allows you to name the rule and to configure the location where the userdump file is created.



The 'Select Dump Location And Rule Name (Optional)' dialog box is shown. It has a title bar with a close button. The dialog is divided into two main sections. The first section, 'Rule Name', contains a text box with a checkmark icon and the text 'Type in a rule name.' The text box contains the text 'Crash rule for all instances of TWCSSS~1.EXE'. The second section, 'Rule Output Location (Dumps and Logs)', contains a text box with a folder icon and the text 'Type in a path or click Browse.' The text box contains the path 'C:\Program Files\DebugDiag\Logs\Crash rule for all instances of TWCSSS~1.EX'. Below the text box is a 'Browse...' button. At the bottom of the dialog are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'.

The last window asks you if you want to activate the rule.



Once we configure the rule, you can see the rule and the number of userdumps that have been generated by the rule.

Rule Type	Rule Name	Status	Userdump Count	Userdump Path
Crash Rule	Crash rule for all instances of TWCSS...	Active	0	C:\Program Files\DebugDiag\Logs\Crash rule for all instances of TWCSS~1.EXE

Add Rule...

Edit Rule...

Remove Rule

Import...

Export...

Finally

DebugDiag runs as background service. It will collect maximum of 10dumps by default. Upload all the dumps to Allscripts FTP folder

Path: <ftp://intallsupport.allscripts.com/Upload/Abhishek/DebugLogs/CrashDumps/<ClientName>>

Also upload PDB file of TWCSSpooler process which can be found under (Allscripts Healthcare Solutions\Touchworks Web\Touchworks Print Center) folder

File Name: TWCSSSpooler.pdb