Server Crash Reporter

The Tableau Server administrator can enable an option to allow logs and related files to be sent to Tableau when the server has an issue that results in a crash. These files are used by Tableau to identify and address issues that cause crashes. By default this option is disabled, and it should only be enabled in organizations that are not subject to regulations related to data privacy.

Important: Do not enable crash reporting if your data is subject to privacy regulations.

If Tableau Server has a problem that results in a crash, log files and dump files are generated. If the crash data upload feature is enabled, these files are automatically gathered and zipped into an encrypted package that is sent in the background, at the scheduled time. The encrypted package is sent in small pieces to limit impact to network performance. Only one crash report is packaged and uploaded at a time (a new crash report is not packaged until the previous package has been uploaded) and is sent in a "first in, first out" order. You can schedule the sending for a low-use window to further reduce any impact to your users.

The encrypted package is made up crash dump files and logs that include the following:

- Crash/core dump files
- Error log files related to the crash
- Manifest files related to the crash

The files can contain data that includes:

- Machine-specific information (for example: hardware, operating system, domain).
- A snapshot of the contents of memory at the time of the crash, including application activity details like information about data connections, actions taken by the user in Tableau, and data being worked on in Tableau.
- Tableau information including customer-identifiable information.

Configure Server Crash Reporter

Server crash reporting is disabled by default. This topic describes how to enable and configure server crash reporting. Crash reports are encrypted and sent to Tableau.

If your organization uses a proxy server to connect to the internet then you must configure server crash reporter to use the proxy. Even if you have already configured Tableau Server to use a proxy, you must also configure server crash reporter separately. To configure proxy for server crash reporter you must use TSM CLI procedure as described in this topic.

Important: Do not enable crash reporting if your data is subject to privacy regulations.

Use the TSM web interface

1. Open TSM in a browser:

   https://<tsm-computer-name>:8850. For more information, see Sign in to Tableau Services Manager Web UI.

2. Click the Maintenance tab.

3. Under Other Maintenance Tasks, in Server Crash Reporter, select Enable crash reporting:

4. Specify the scheduled time of day to upload the crash reports to Tableau.
5. When you are finished, click Pending Changes, and then click Apply Changes and Restart.

Use the TSM CLI

Use the configuration file template below to create a json file. After you have filled in the options with the appropriate values, pass the json file and apply settings with the following commands:

```
tsm settings import -f path-to-file.json
```

```
tsm pending-changes apply
```

If the pending changes require a server restart, the `pending-changes apply` command will display a prompt to let you know a restart will occur. This prompt displays even if the server is stopped, but in that case there is no restart. You can suppress the prompt using the `--ignore-prompt` option, but this does not change the restart behavior. If the changes do not require a restart, the changes are applied without a prompt.

Because the configuration file is using configKey class, the values that you pass are not validated by TSM as they are when you use configEntities class. You can verify and set individual options by using the tsm configuration commands.

Crash reporter settings

The crash reporter settings in the template below specify a range of options for configuring Tableau Server to send crash reports to Tableau.

Configuration template

Use this template to configure the gateway settings.

For more explanation about configuration files, entities, and keys see Configuration File Example.

```
{
   "configKeys": {
    "servercrashupload.enabled": "true",
    "servercrashupload.scheduled_time": "1:00:00 UTC",
    "servercrashupload.proxy_server_host": "",
    "servercrashupload.proxy_server_port": "",
    "servercrashupload.proxy_server_username": "",
    "servercrashupload.proxy_server_password": "",
    "servercrashupload.preserve_upload_packages": "false",
    "servercrashupload.delete_completed_dumps": "false"
    }
}
```

Configuration file reference

This table includes keys that you can set to configure crash reporting.

servercrashupload.enabled : Default: `false` .

```
Set to `true` to enable crash reporting.
```

servercrashupload.scheduled_time : Default: `1:00:00 UTC`

```
Specifies the scheduled time that crash uploads will begin. Enter
time of day in 24 hour format.
```

servercrashupload.proxy_server_host : If your organization uses a proxy server to communicate with the internet, specify the host name.

servercrashupload.proxy_server_port : If your organization uses a proxy server to communicate with the internet, specify the port number.

servercrashupload.proxy_server_username : If your proxy server requires authentication, specify the user name with this key.

servercrashupload.proxy_server_password : If your proxy server requires authentication, specify the password with this key.

servercrashupload.preserve_upload_packages : Default: `false`.

```
To save all packages that are created for a crash reporting, set
this key to `true`.

By default, packages are saved to
`C:\ProgramData\Tableau\Tableau
Server\data\tabsvc\clustercontroller\tabcrashreporter`.
```

servercrashupload.delete_completed_dumps : Default: `false`.