

Capture crash dump for SHIR worker process (diawp.exe)

Last updated by | Ruoyu Li | Dec 1, 2022 at 9:56 PM PST

Background

When troubleshooting SHIR related issues, we sometimes find there are scenarios that SHIR worker process (diawp.exe) crashed and we need to understand why crash happened. Usually we need a crash dump to move it forward.

We can collect a diawp process crash dump by using either **DebugDiag** or **ProcDump** tool.

Note: Before dump collection, please decrease SHIR node count to 1 and limit the concurrent jobs of SHIR to minimum number 3 to save disk space required by dump files as well as to identify the problematic diawp process more accurately.

Edit integration runtime

Settings	Nodes	Auto update	Sharing	Links
View Service URLs				
Name	Status	IP address	Limit concurrent jobs	Actions
shir1	Running	Get IP address	<input type="text" value="3"/> ▼ ▲	✓ ✗ ⟳ trash

DebugDiag Steps:

(reference: [DebugDiag to capture dump on first change exception](#))

1. Download and install <https://www.microsoft.com/en-us/download/details.aspx?id=58210> to SHIR node.
2. Launch DebugDiag Collection and choose 'Crash' rule

Select Rule Type

Crash

 Capture user crash dumps, call stacks, or take other actions when exceptions occur, when breakpoints are hit, or when process events occur (for example when a particular dll is unloaded).

Performance

 Capture user dumps used to troubleshoot performance problems including high CPU, deadlocks, long HTTP response times, and .NET Memory issues.

Native (non-.NET) Memory and Handle Leak

 Use LeakTrack to track outstanding memory allocations and kernel object handles. Capture user dumps used to analyze memory and handle leaks.

Do not show this wizard automatically on startup.

< Back Next > Cancel Help

3. Choose 'A specific process'

Select Target Type

All IIS/COM+ related processes

 A specific process

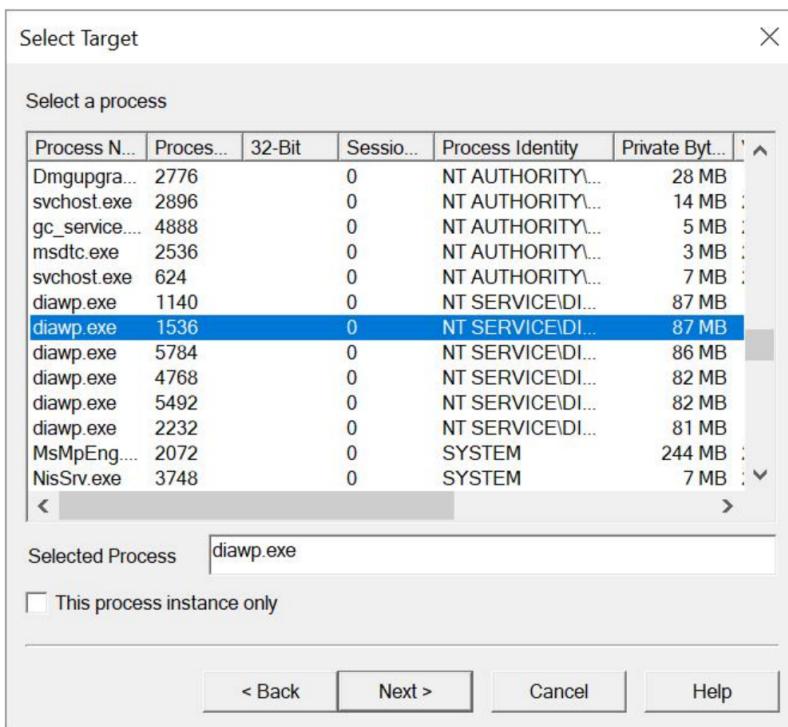
 A specific COM+ application

 A specific IIS web application pool
(Disabled - IIS Not Installed)

 A specific NT service

< Back Next > Cancel Help

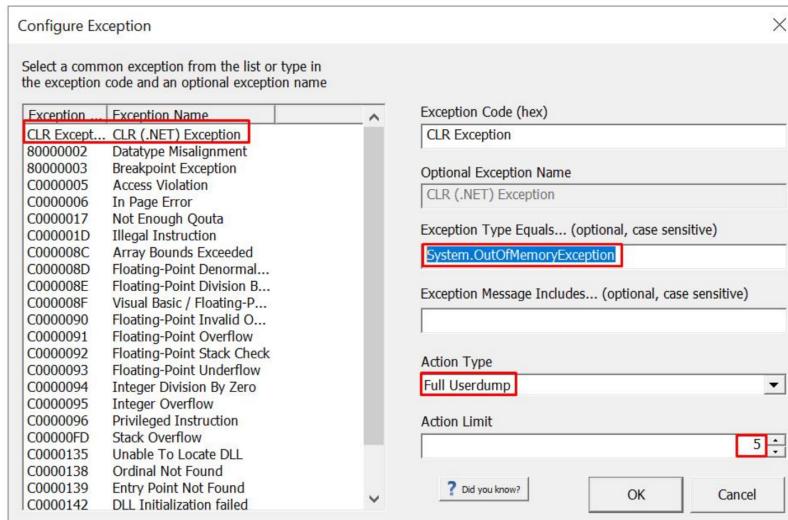
4. Choose the target to be 'diawp.exe'. (Note: this filter is by process name instead of PID.)



5. Get the exception name which caused crash (logged in error message) and configure it as advanced rule.

Below one uses "**System.OutOfMemoryException**" as an example please change it to your exception code name. **NOTE:** The Exception type is case sensitive. Ensure it is entered correctly. For more details please visit the following link: <http://msdn.microsoft.com/en-us/library/system.systemexception.aspx>

- o Action Type: Full userdump
- o Action Limit: 5

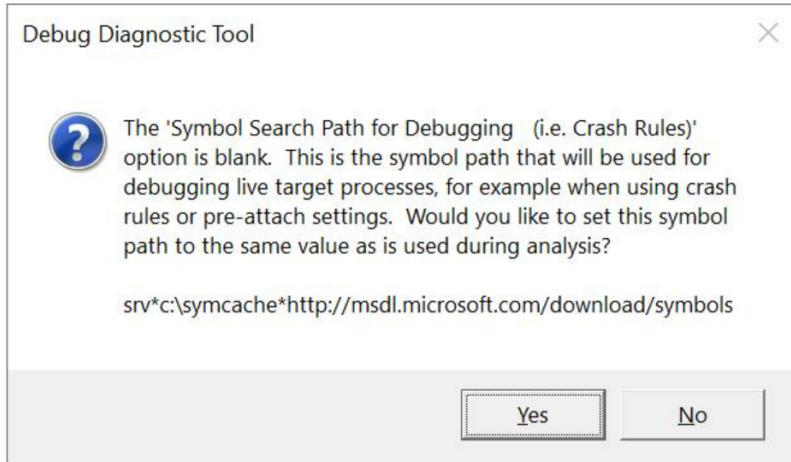


6. 'Save & Close' and Next

7. "Activate the rule now"



8. If you see below notification for Symbol path, click 'Yes' to continue



9. Let customer to reproduce the crash issue, and you should be able to see the crash dump generated.

Name

```
diawp_PID_4264_Date_11_14_2022_Time_08_46_19AM_217_First chance exception 0XE06D7363.dmp
diawp_PID_4264_Date_11_14_2022_Time_08_46_23AM_605_First chance exception 0XE06D7363.dmp
diawp_PID_4264_Date_11_14_2022_Time_08_46_24AM_433_First chance exception 0XE06D7363.dmp
diawp_PID_4264_Date_11_14_2022_Time_08_46_25AM_315_First chance exception 0XE06D7363.dmp
diawp_PID_4264_Date_11_14_2022_Time_08_46_26AM_65_First chance exception 0XE06D7363.dmp
diawp_PID_4264_Date_11_14_2022_Time_08_46_27AM_299_First chance exception 0XE06D7363.dmp
diawp_PID_5900_Date_11_14_2022_Time_08_46_39AM_111_First chance exception 0XE06D7363.dmp
diawp_PID_5900_Date_11_14_2022_Time_08_46_44AM_579_First chance exception 0XE06D7363.dmp
diawp_PID_5900_Date_11_14_2022_Time_08_46_45AM_548_First chance exception 0XE06D7363.dmp
diawp_PID_5900_Date_11_14_2022_Time_08_46_50AM_674_First chance exception 0XE06D7363.dmp
```