SharePoint Customizations Hands-On Troubleshooting

Scenario 06: Hanging Application

Student Lab Manual

Instructor Edition (Book Title Hidden Style)

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Contents

[Lab 1: Taking dumps with Snap 6](#_Toc402351801)

[Lab 2: Troubleshoot hanging custom application 7](#_Toc402351802)

# Lab 1: Taking dumps with Snap

#### Introduction

To grow in your role and help reduce the number of reactive cases in your organization, you have been given a task to take process dumps with Snap and analyze the contents. As part of this process, you have been given access to the production environment, and should take the necessary precautions when working here.

#### Objectives

After this lab, you will be able to:

* Produce Exception and Process dumps with Snap
* Perform basic analysis of the dumps

#### Estimated time to complete this lab

30 minutes to complete tasks, 15 minutes discussion

**Scenario resources**

In the **Tools** folder, you will find a Snap folder. For SharePoint 2013 you will use the .net 4.0 x64 version. Remember, that the list command does not work in the .net 4.0 version. Use Task Manager or Process Explorer instead to find the process id.

To analyze the logs, you can use any text editor of choice. However, Visual Studio or similar tools makes navigating the files easier. You are also free to develop a tool in PowerShell or Visual Studio to analyze the logs.

#### Tasks

By leveraging demonstrated troubleshooting tools, you should complete the following steps as part of this troubleshooting scenario:

1. Take a few process dumps of the <http://intranet.contoso.com> AppPool process
2. Analyze the dump files – what running methods do you see?
3. Take an emon dump of the <http://intranet.contoso.com> AppPool process
4. Analyze the emon file – what are the most common exception?
5. Are there any specific part of SharePoint that has more exceptions?
6. Take a memory dump of the <http://intranet.contoso.com> AppPool process
7. What special “Prod” precautions did you take in this and the previous actions?

#### Steps to get started

Follow the steps below to get started with the scenario:

1. Log into the machine **SP01**
2. Go ahead with the troubleshooting tasks

# Lab 2: Troubleshoot hanging custom application

#### Introduction

Contoso has developed a custom application to provide News and Branding to their business division. Users experience that the application occasionally hangs and have very slow response times and even timeouts. The problem occurs most often during peak hours in the beginning of the day and in the afternoon.

The operations team from Contoso have provided you with process dumps from the Web Site having problems. The dumps were taken during peak right after an IIS reset.

#### Objectives

After this lab, you will be able to:

* Analyze process dumps from Snap
* Perform a root cause analysis

#### Estimated time to complete this lab

20 minutes to complete tasks, 15 minutes discussion

**Scenario resources**

In the **Lab Manuals** folder under Scenario06, you will find six log files from Snap taken by the operational staff.

#### Tasks

By leveraging demonstrated troubleshooting tools, you should complete the following steps as part of this troubleshooting scenario:

1. Do you see any pattern in the log files?
2. What part(s) of the custom code should the developers revisit?
3. What options could the developers have considered in order to avoid the hang?

#### Steps to get started

Follow the steps below to get started with the scenario:

1. Locate the log files in the Lab Manuals folder
2. Analyze the logs with the tool of your choice on the machine of your choice