

## How\_to\_analyze\_the\_core\_file

<b>Problem Summary</b>	How to analyze the core file?
<b>Error Message</b>	N/A.
<b>Where to find</b>	Refer to <a href="#">How to check if a process crashed</a> for the location of the core dumps and how to collect them.
<b>Recommended Action</b>	<ul style="list-style-type: none"> <li>• Copy the dump to a machine running similar CCX version.</li> <li>• run 'gdb -c &lt;core file path&gt; &lt;exe path&gt;' (exe path is the path of the service executable) <ul style="list-style-type: none"> <li>◆ Executable name would be part of the dump file name (core.19841.6.UCCX_Engine.1267009557)</li> <li>◆ Executable file path of a few CCX services <ul style="list-style-type: none"> <li>◇ Engine : /opt/cisco/uccx/bin/UCCX_Engine</li> <li>◇ CVD : /opt/cisco/uccx/bin/UCCX_Cvd</li> <li>◇ etc</li> </ul> </li> </ul> </li> <li>• Output of gdb would be something similar</li> </ul> <pre>gdb -c /var/log/active/core/core.19841.6.UCCX_Engine.1267009557 /opt/cisco/uccx/bin/UCCX_Engine ... ... Loaded symbols for /usr/local/thirdparty/java/jdk1.6.0_17/jre/lib/i386/libnio.so Reading symbols from /opt/cisco/uccx/lib/libdriverManager.so...done. Loaded symbols for /opt/cisco/uccx/lib/libdriverManager.so #0 0x008037a2 in _dl_sysinfo_int80 () from /lib/ld-linux.so.2 (gdb)</pre> <ul style="list-style-type: none"> <li>• run backtrace 'bt' command for the full stack trace</li> </ul> <pre>(gdb) bt #0 0x008037a2 in _dl_sysinfo_int80 () from /lib/ld-linux.so.2 #1 0x0025b825 in raise () from /lib/tls/libc.so.6 #2 0x0025d289 in abort () from /lib/tls/libc.so.6 #3 0x0102fb9f in os::abort () from /usr/local/thirdparty/java/j2sdk/jre/lib/i386/librt.so.1 #4 0x01152b81 in VMError::report_and_die () from /usr/local/thirdparty/java/j2sdk/jre/lib/i386/librt.so.1 #5 0x01153771 in crash_handler () from /usr/local/thirdparty/java/j2sdk/jre/lib/i386/librt.so.1 #6 &lt;signal handler called&gt; #7 0x01009d42 in methodOopDesc::name_and_sig_as_C_string () from /usr/local/thirdparty/java/j2sdk/jre/lib/i386/librt.so.1 #8 0x00dec813 in frame::print_on_error () from /usr/local/thirdparty/java/j2sdk/jre/lib/i386/librt.so.1 #9 0x01152107 in VMError::report () from /usr/local/thirdparty/java/j2sdk/jre/lib/i386/librt.so.1 #10 0x01152aba in VMError::report_and_die () from /usr/local/thirdparty/java/j2sdk/jre/lib/i386/librt.so.1 #11 0x010363ac in JVM_handle_linux_signal () from /usr/local/thirdparty/java/j2sdk/jre/lib/i386/librt.so.1 #12 0x01032624 in signalHandler () from /usr/local/thirdparty/java/j2sdk/jre/lib/i386/librt.so.1 #13 &lt;signal handler called&gt; #14 0x05a368e1 in Java_com_cisco_alarmutil_GenericAlarmJNI_sendAlarmwithDataType (env=0x74732c6d, obj=0x3d657461, message=0x54554853, messageParams=0x4e574f44, _catalogID=0x32202c5d) at /usr/lib/gcc/i386-redhat-linux/3.4.6/include/jni.h:1384</pre> <ul style="list-style-type: none"> <li>• Report to DE and provide the stack trace and the core dump file.</li> <li>• DE would debug the problematic code reported in the stack trace.</li> </ul>
<b>Release</b>	Release 8.0(1)
<b>Associated CDETS #</b>	NA