

How_to_analyze_the_core_file

Problem Summary	How to analyze the core file?
Error Message	N/A.
Where to find	Refer to How to check if a process crashed for the location of the core dumps and how to collect them.
Recommended Action	<ul style="list-style-type: none"> • Copy the dump to a machine running similar CCX version. • run 'gdb -c <core file path> <exe path>' (exe path is the path of the service executable) <ul style="list-style-type: none"> ◆ Executable name would be part of the dump file name (core.19841.6.UCCX_Engine.1267009557) ◆ Executable file path of a few CCX services <ul style="list-style-type: none"> ◇ Engine : /opt/cisco/uccx/bin/UCCX_Engine ◇ CVD : /opt/cisco/uccx/bin/UCCX_Cvd ◇ etc • Output of gdb would be something similar <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"> • run backtrace 'bt' command for the full stack trace <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 #4 0x01152b81 in VMError::report_and_die () from /usr/local/thirdparty/java/j2sdk/jre/lib/i386/librt.so #5 0x01153771 in crash_handler () from /usr/local/thirdparty/java/j2sdk/jre/lib/i386/librt.so #6 <signal handler called> #7 0x01009d42 in methodOopDesc::name_and_sig_as_C_string () from /usr/local/thirdparty/java/j2sdk/jre/lib/i386/librt.so #8 0x00dec813 in frame::print_on_error () from /usr/local/thirdparty/java/j2sdk/jre/lib/i386/librt.so #9 0x01152107 in VMError::report () from /usr/local/thirdparty/java/j2sdk/jre/lib/i386/librt.so #10 0x01152aba in VMError::report_and_die () from /usr/local/thirdparty/java/j2sdk/jre/lib/i386/librt.so #11 0x010363ac in JVM_handle_linux_signal () from /usr/local/thirdparty/java/j2sdk/jre/lib/i386/librt.so #12 0x01032624 in signalHandler () from /usr/local/thirdparty/java/j2sdk/jre/lib/i386/librt.so #13 <signal handler called> #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"> • Report to DE and provide the stack trace and the core dump file. • DE would debug the problematic code reported in the stack trace.
Release	Release 8.0(1)
Associated CDETS #	NA