

Generate Memory Dump Using JConsole

In order to diagnose certain issues, a complete memory dump of a Java process must be generated using JConsole.

Download and install a current version of the Oracle Java JDK under a temporary location. Due to licensing restrictions, we are unable to redistribute the JDK. However, it can be downloaded from Oracle Launch Jconsole.exe Connect to the JMX management port for the Java component in question. The list of ports is as:

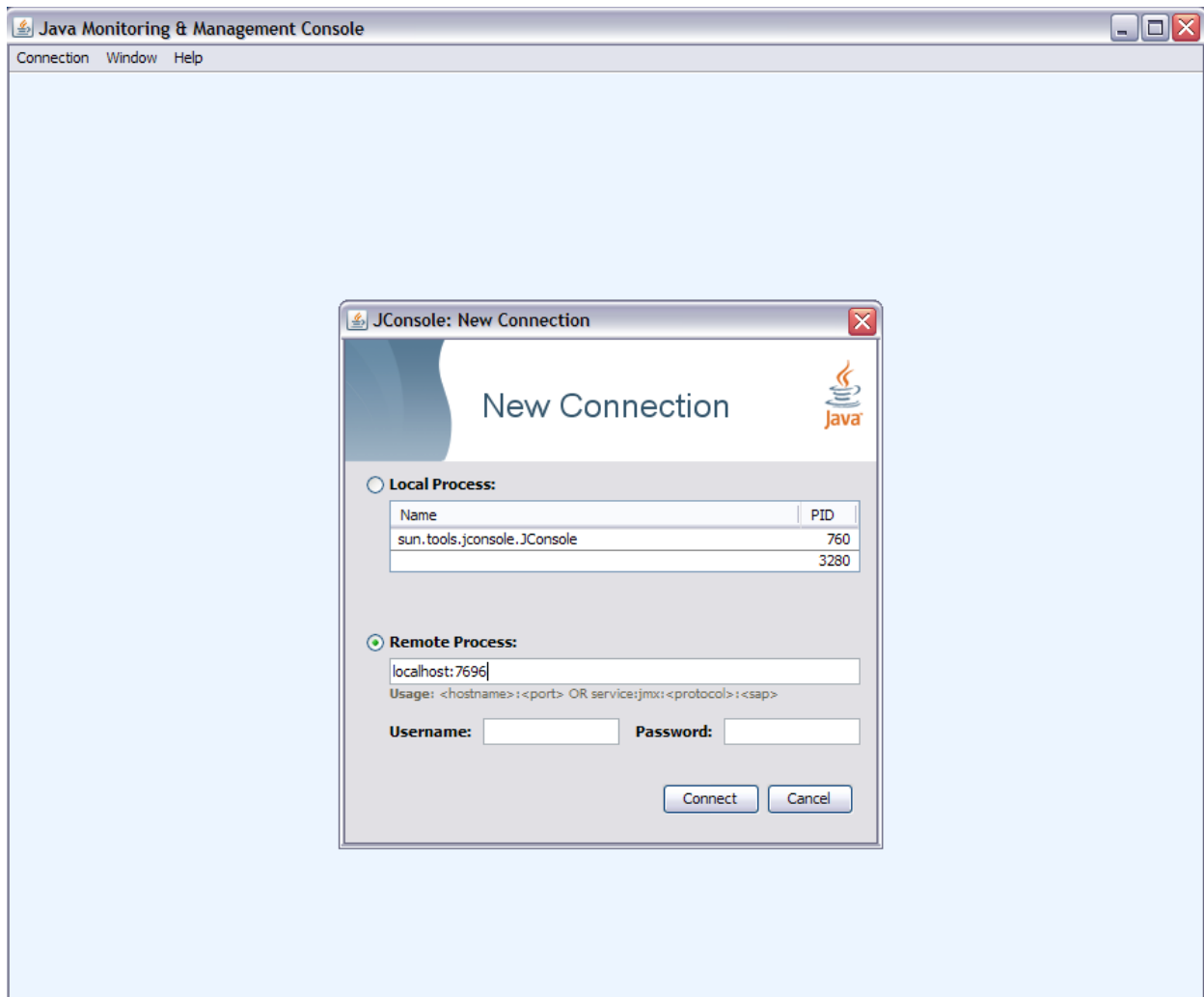
DGE - 7692

Web - 7691

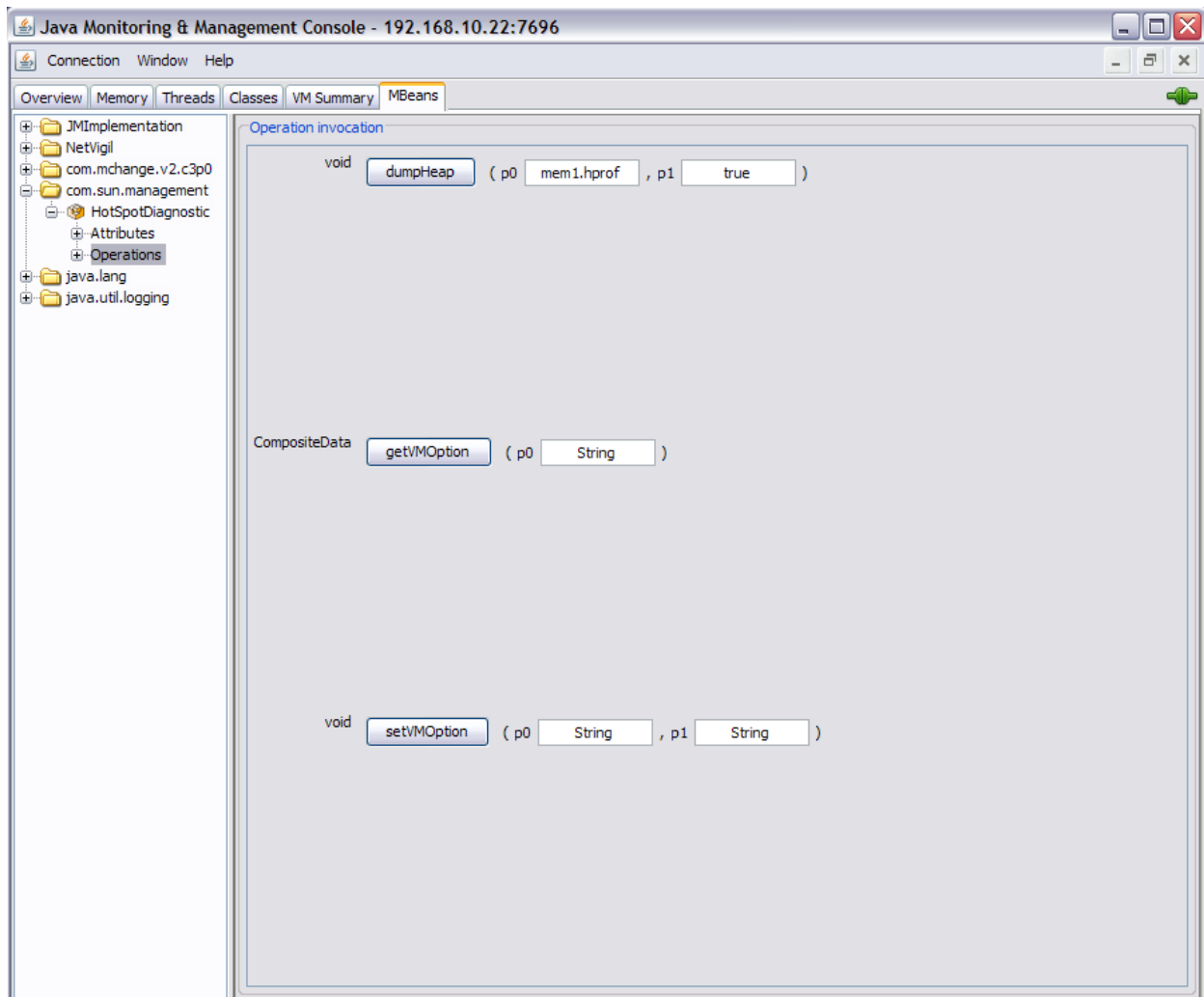
CSE - 7696

MSG - 7693

JMS – 7697



On the panel, expand and click on com.sun.management --> HotSpotDiagnostic Operations. Next to the dumpHeap operation, provide a suitable file name for parameter of operation, such as dge_02122015.hprof. Use .hprof extension so that it is recognized by analysis tools: dge.hprof



Click on the *dumpHeap* button

Once the operation completes, exit Jconsole.

The memory dump will be saved in the *<TRAVERSE_HOME>/bin* folder