

Como coletar registros ProcMon para solucionar problemas de AMP na inicialização

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Introduction

Como administrador de sistema, você pode querer obter registros detalhados usando o Process Monitor (procmon.exe) para determinar se o conector FireAMP trava durante o processo de inicialização do computador. Esses registros também serão solicitados pelo Cisco TAC para solucionar esses problemas. O Process Monitor é um utilitário gratuito que pode nos ajudar aqui. Pode ser baixado gratuitamente em <https://docs.microsoft.com/en-us/sysinternals/downloads/procmon>

Este documento descreve as etapas sobre como coletar registros ProcMon e despejo de memória se o problema ocorrer durante um processo de inicialização do sistema (o que significa que ele está gerando BSODs na inicialização). Esses registros são necessários para capturar os eventos do sistema que ocorrem durante a inicialização.

Procedimento:

1. Configurar as máquinas de ensaio de modo a que o problema possa ser facilmente reproduzido.
2. Baixe e execute a ferramenta ProcMon como administrador. Vá para **File -> Process Monitor Backing Files** e selecione um **Path**.

The screenshot shows the Process Monitor application window with a list of events and a dialog box titled "Process Monitor Backing Files".

Process Monitor Backing Files Dialog:

These backing file objects are being used to store event data:

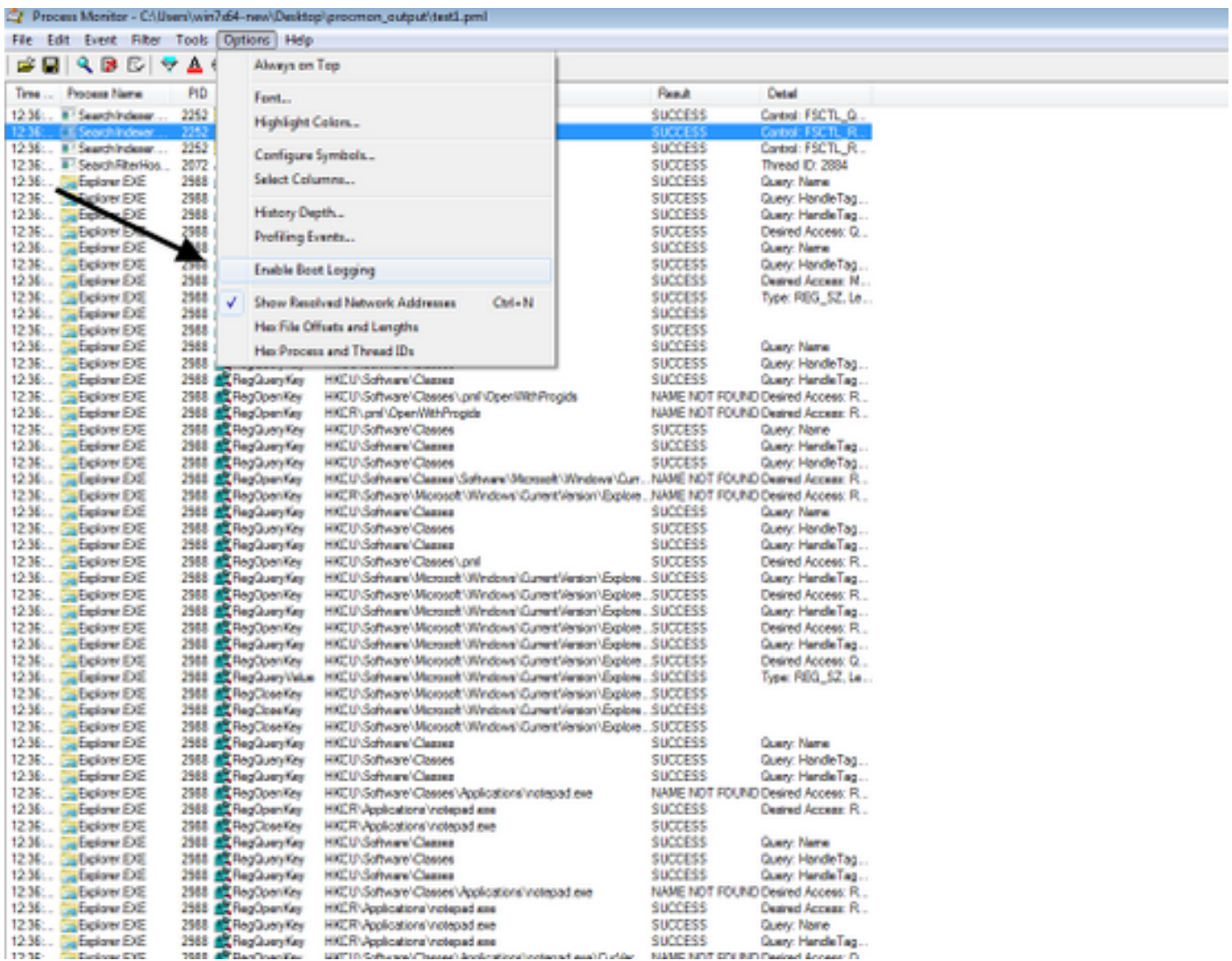
Name	Event Count	Event Bytes	Pending Events	Process Count	Dictionary Count	Item Count	Committed
C:\Users\win7d4-new\Desktop\procmon_output\test1.pml	106,123	40,861,138	5	50	1,954	19	file

Process Monitor can store events in virtual memory (limited by the system current limit), or in a file you specify (limited by free disk space). Which do you prefer?

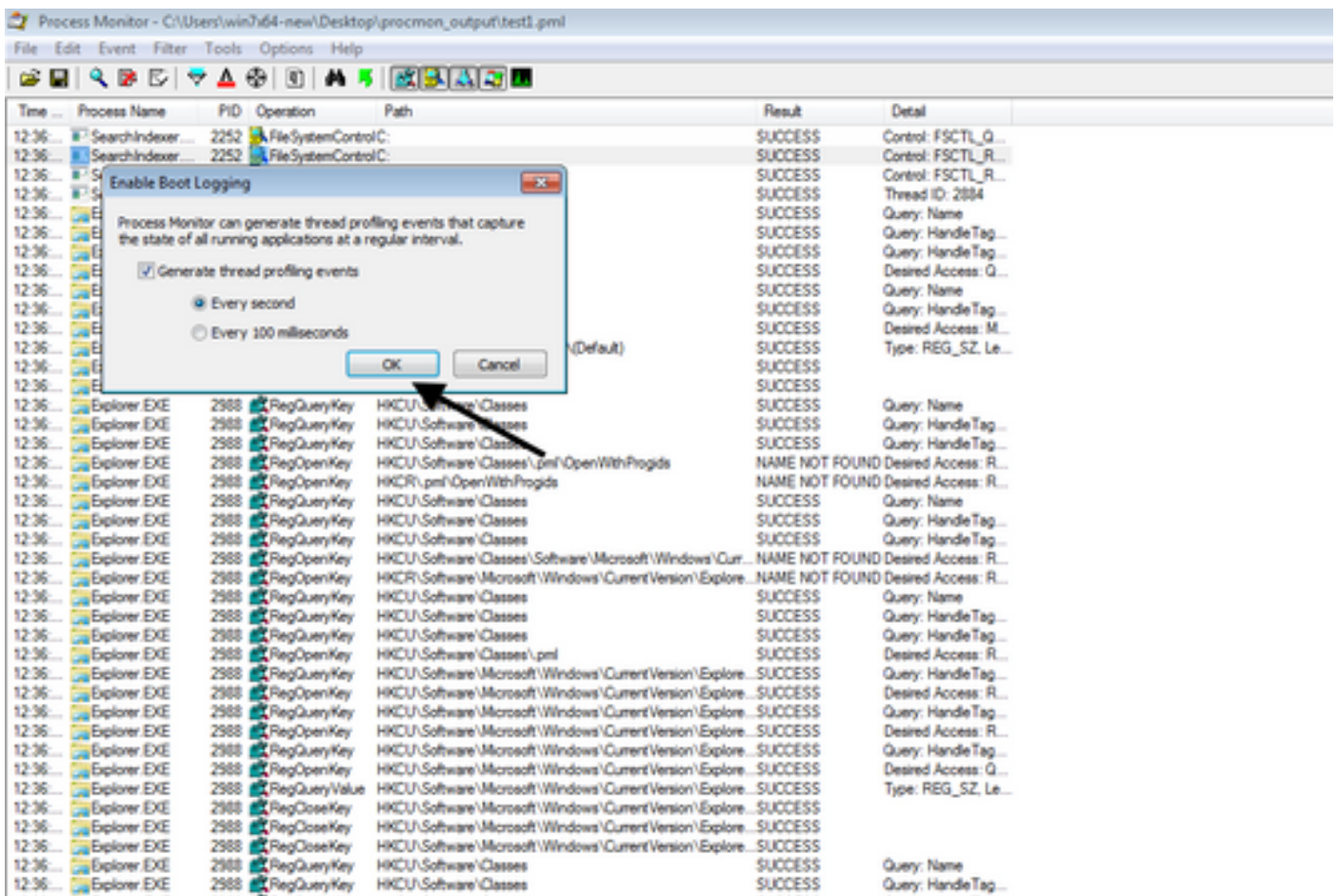
Use virtual memory (5,702 MB available)
 Use file name(s): C:\Users\win7d4-new\Desktop\procmon_output\test1.pml

Procfmon load: 0.40% @ pml (0 bytes pending)

3. Na ferramenta Procmon, vá para Options -> Enable Boot Logging (Opções -> Ativar registro de inicialização).



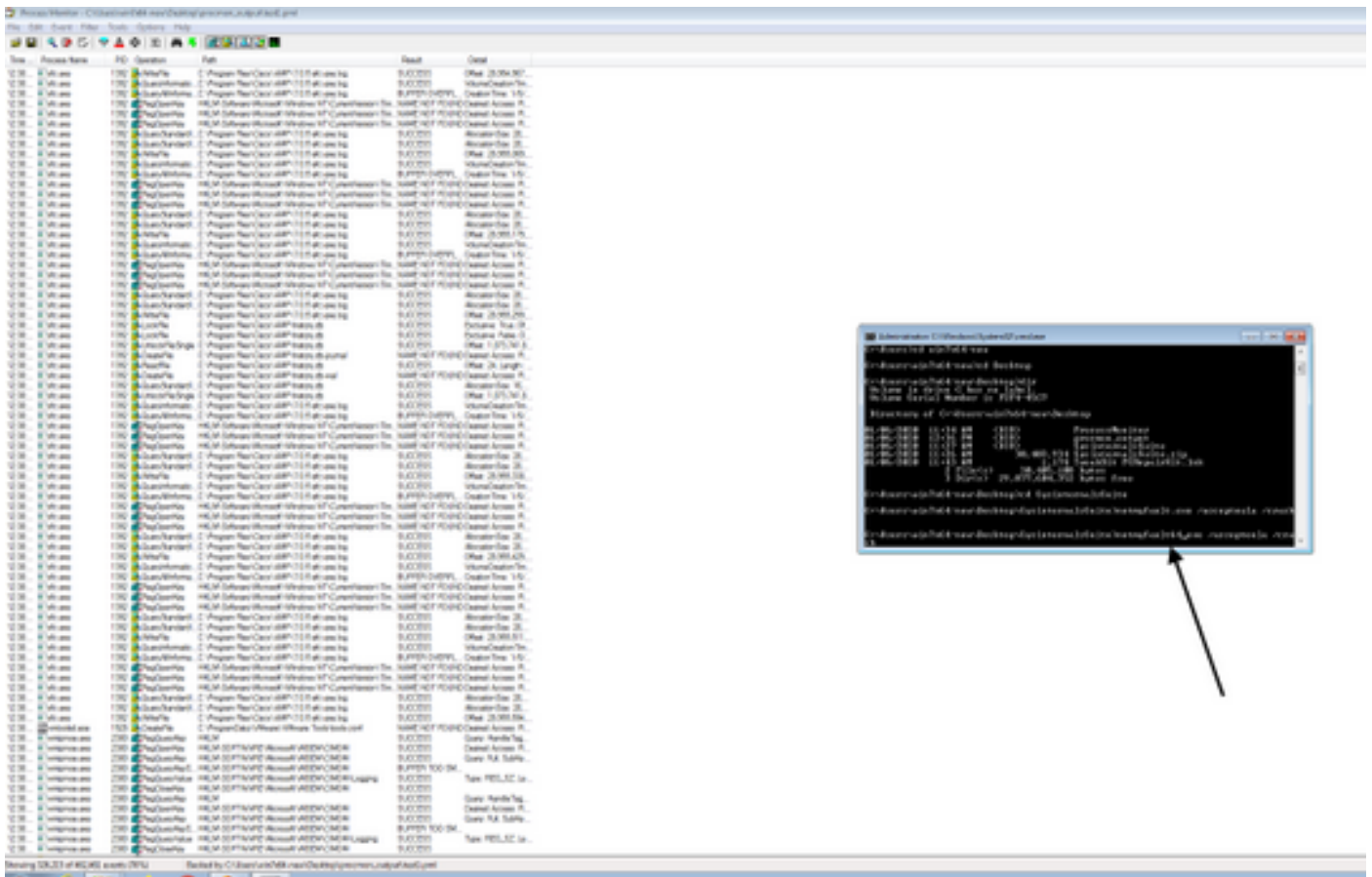
4. Seleccione Gerar perfis de ameaças e a cada segundo.



5. Verifique se todos os filtros relevantes estão selecionados em Procmon e se os dados estão sendo coletados.

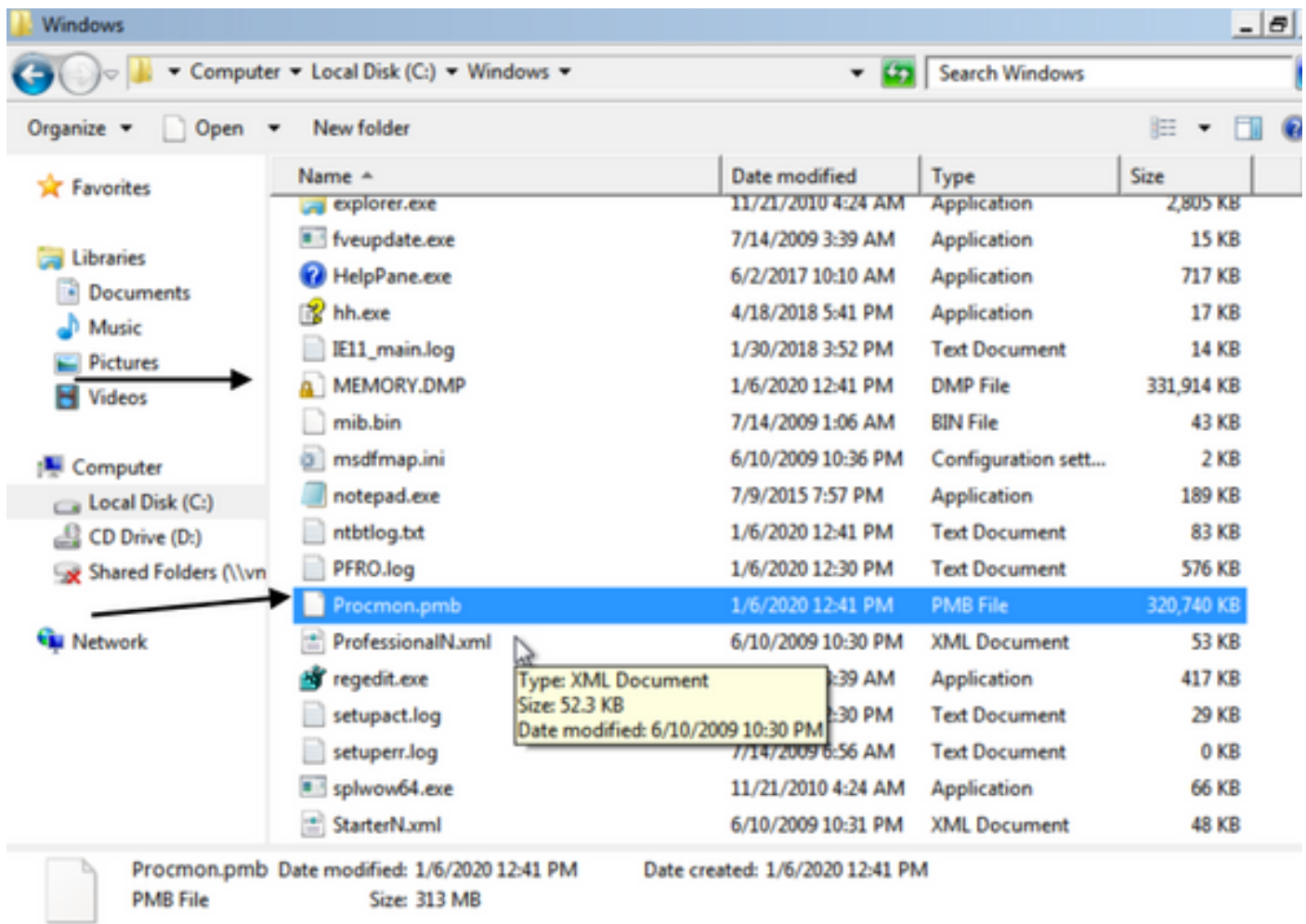
6. Se você não conseguir replicar o travamento, você pode forçar o travamento do Windows usando o utilitário NotMyFault64.exe que você pode obter do <https://live.sysinternals.com/files/>

As instruções sobre como executar estão aqui: <https://docs.microsoft.com/en-us/windows/client-management/generate-kernel-or-complete-crash-dump>

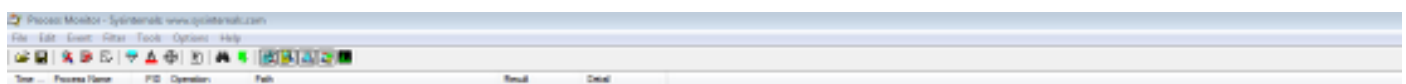


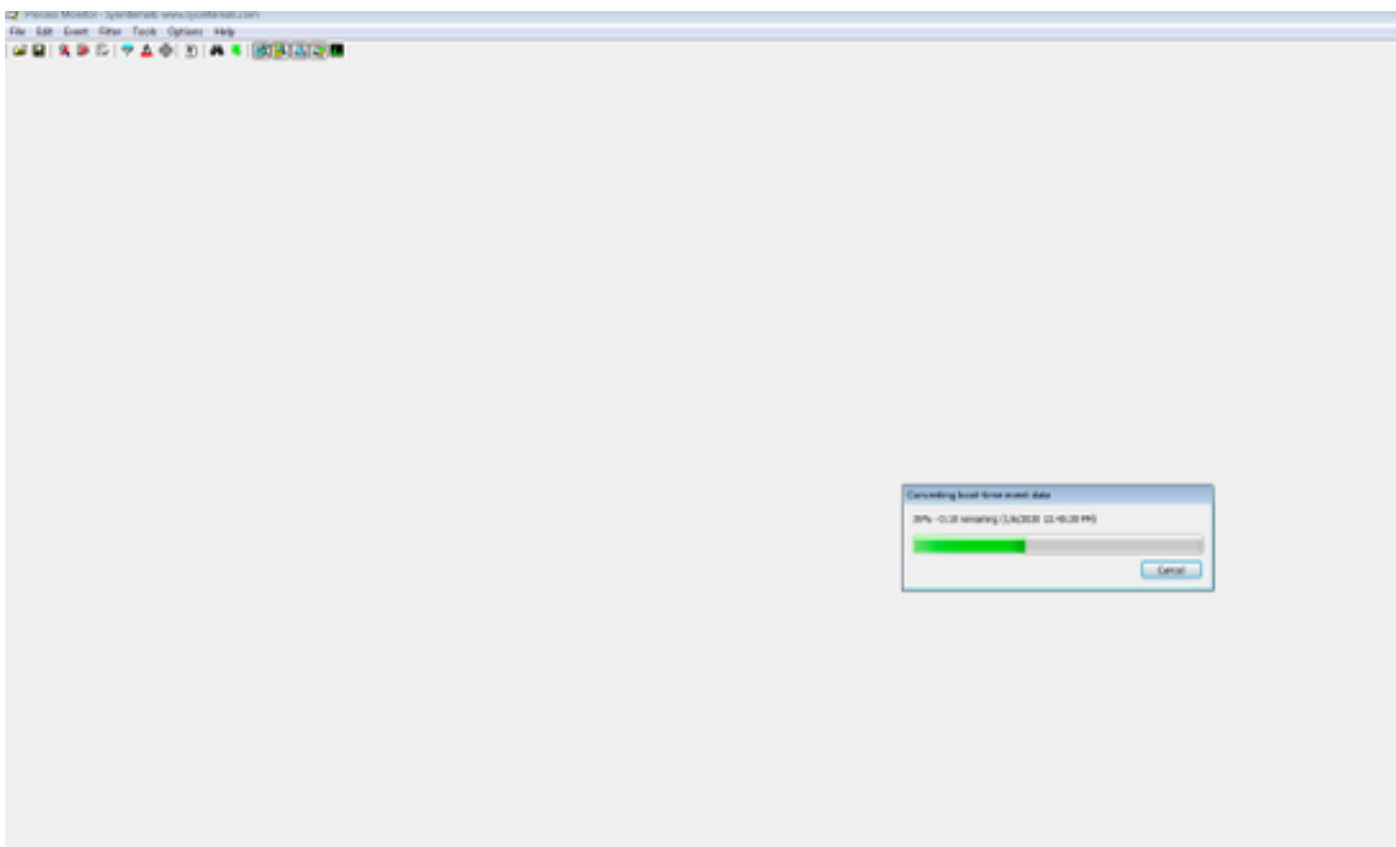
7. Quebre a máquina.

8. Inicialize a máquina no modo de segurança e colete manualmente **Procmon.pmb** e **MEMORY.DMP**, ambos os arquivos estão em C:\Windows folder. Esses arquivos devem ser compartilhados com o Cisco TAC.



7. Opcionalmente, se você puder inicializá-lo no "modo normal" se os arquivos PMB forem gerados no diretório C:\Windows folder, se você iniciar o ProcMon novamente, verá os seguintes registros. A partir disso, você pode salvar novamente os eventos clicando no botão Salvar.





Time	Process Name	PID	Operation	Path	Result	Detail
12:41...	smss.exe	292	Process Start		SUCCESS	Parent PID: 4, Com...
12:41...	smss.exe	292	Thread Create		SUCCESS	Thread ID: 296
12:41...	smss.exe	292	Load Image	C:\Windows\System32\smss.exe	SUCCESS	Image Base: 0x479...
12:41...	smss.exe	292	Load Image	C:\Windows\System32\ntldr.dll	SUCCESS	Image Base: 0x779...
12:41...	smss.exe	292	RegOpenKey	HKLM\Software\Microsoft\Windows NT\CurrentVersion\ima...	NAME NOT FOUND	Desired Access: Q...
12:41...	smss.exe	292	RegOpenKey	HKLM\System\CurrentControlSet\Control\Session Manager...	REPARSE	Desired Access: R...
12:41...	smss.exe	292	RegOpenKey	HKLM\System\CurrentControlSet\Control\Session Manager...	SUCCESS	Desired Access: R...
12:41...	smss.exe	292	RegQueryValue	HKLM\System\CurrentControlSet\Control\SESSION MANA...	NAME NOT FOUND	Length: 1,024
12:41...	smss.exe	292	RegQueryValue	HKLM\System\CurrentControlSet\Control\SESSION MANA...	NAME NOT FOUND	Length: 1,024
12:41...	smss.exe	292	RegCloseKey	HKLM\System\CurrentControlSet\Control\SESSION MANA...	SUCCESS	
12:41...	smss.exe	292	CreateFile	C:\Windows	SUCCESS	Desired Access: E...
12:41...	smss.exe	292	ReadFile	C:\Windows\System32\smss.exe	SUCCESS	Offset: 74,752, Len...
12:41...	smss.exe	292	ReadFile	C:\Windows\System32\smss.exe	SUCCESS	Offset: 1,024, Leng...
12:41...	smss.exe	292	ReadFile	C:\Windows\System32\smss.exe	SUCCESS	Offset: 107,008, Le...
12:41...	smss.exe	292	ReadFile	C:\Windows\System32\smss.exe	SUCCESS	Offset: 104,448, Le...
12:41...	smss.exe	292	Thread Create		SUCCESS	Thread ID: 300
12:41...	smss.exe	292	ReadFile	C:\Windows\System32\smss.exe	SUCCESS	Offset: 104,448
12:41...	smss.exe	292	ReadFile	C:\Windows\System32\smss.exe	SUCCESS	Offset Length: 2,560
12:41...	smss.exe	292	RegOpenKey	HKLM\System\CurrentControlSet\Control\MinNT	REPARSE	Desired I/O Flags: Non-cached, Paging I/O, Synchronous Paging I/O
12:41...	smss.exe	292	RegOpenKey	HKLM\System\CurrentControlSet\Control\MinNT	NAME NOT FOUND	Desired I/O Flags: Normal
12:41...	smss.exe	292	RegOpenKey	HKLM\System\CurrentControlSet\Control\Session Manager...	REPARSE	Desired Access: Al...
12:41...	smss.exe	292	RegOpenKey	HKLM\System\CurrentControlSet\Control\Session Manager...	SUCCESS	Desired Access: Al...
12:41...	smss.exe	292	RegDeleteValue	HKLM\System\CurrentControlSet\Control\SESSION MANA...	NAME NOT FOUND	
12:41...	smss.exe	292	RegSetValue	HKLM\System\CurrentControlSet\Control\SESSION MANA...	SUCCESS	Type: REG_SZ, Le...
12:41...	smss.exe	292	RegOpenKey	HKLM\System\CurrentControlSet\Control\Session Manager	REPARSE	Desired Access: R...
12:41...	smss.exe	292	RegOpenKey	HKLM\System\CurrentControlSet\Control\Session Manager	SUCCESS	Desired Access: R...
12:41...	smss.exe	292	RegQueryValue	HKLM\System\CurrentControlSet\Control\SESSION MANA...	SUCCESS	Type: REG_DWO...
12:41...	smss.exe	292	RegQueryValue	HKLM\System\CurrentControlSet\Control\SESSION MANA...	SUCCESS	Type: REG_MULT...
12:41...	smss.exe	292	RegQueryValue	HKLM\System\CurrentControlSet\Control\SESSION MANA...	SUCCESS	Type: REG_MULT...
12:41...	smss.exe	292	RegQueryValue	HKLM\System\CurrentControlSet\Control\SESSION MANA...	SUCCESS	Type: REG_MULT...
12:41...	smss.exe	292	RegQueryValue	HKLM\System\CurrentControlSet\Control\SESSION MANA...	NAME NOT FOUND	Length: 4,094
12:41...	smss.exe	292	RegQueryValue	HKLM\System\CurrentControlSet\Control\SESSION MANA...	SUCCESS	Type: REG_DWO...
12:41...	smss.exe	292	RegQueryValue	HKLM\System\CurrentControlSet\Control\SESSION MANA...	NAME NOT FOUND	Length: 4,094
12:41...	smss.exe	292	RegQueryValue	HKLM\System\CurrentControlSet\Control\SESSION MANA...	NAME NOT FOUND	Length: 4,094
12:41...	smss.exe	292	RegQueryValue	HKLM\System\CurrentControlSet\Control\SESSION MANA...	NAME NOT FOUND	Length: 4,094
12:41...	smss.exe	292	RegQueryValue	HKLM\System\CurrentControlSet\Control\SESSION MANA...	SUCCESS	Type: REG_MULT...
12:41...	smss.exe	292	RegOpenKey	HKLM\System\CurrentControlSet\Control\SESSION MANA...	SUCCESS	Desired Access: M...
12:41...	smss.exe	292	RegQueryValue	HKLM\System\CurrentControlSet\Control\SESSION MANA...	SUCCESS	Type: REG_MULT...
12:41...	smss.exe	292	RegQueryValue	HKLM\System\CurrentControlSet\Control\SESSION MANA...	NAME NOT FOUND	Length: 4,094
12:41...	smss.exe	292	RegQueryValue	HKLM\System\CurrentControlSet\Control\SESSION MANA...	SUCCESS	Type: REG_MULT...
12:41...	smss.exe	292	RegDeleteValue	HKLM\System\CurrentControlSet\Control\SESSION MANA...	SUCCESS	
12:41...	smss.exe	292	RegCloseKey	HKLM\System\CurrentControlSet\Control\SESSION MANA...	SUCCESS	
12:41...	smss.exe	292	RegOpenKey	HKLM\System\CurrentControlSet\Control\SESSION MANA...	SUCCESS	Desired Access: M...
12:41...	smss.exe	292	RegEnumValue	HKLM\System\CurrentControlSet\Control\SESSION MANA...	SUCCESS	Index: 0, Name: A...
12:41...	smss.exe	292	RegEnumValue	HKLM\System\CurrentControlSet\Control\SESSION MANA...	SUCCESS	Index: 1, Name: M...
12:41...	smss.exe	292	RegEnumValue	HKLM\System\CurrentControlSet\Control\SESSION MANA...	SUCCESS	Index: 2, Name: N...
12:41...	smss.exe	292	RegEnumValue	HKLM\System\CurrentControlSet\Control\SESSION MANA...	SUCCESS	Index: 3, Name: Pl...
12:41...	smss.exe	292	RegEnumValue	HKLM\System\CurrentControlSet\Control\SESSION MANA...	SUCCESS	Index: 4, Name: P...
12:41...	smss.exe	292	RegEnumValue	HKLM\System\CurrentControlSet\Control\SESSION MANA...	SUCCESS	Index: 5, Name: U...
12:41...	smss.exe	292	RegEnumValue	HKLM\System\CurrentControlSet\Control\SESSION MANA...	NO MORE ENTRI...	Index: 6, Length: 4...
12:41...	smss.exe	292	RegCloseKey	HKLM\System\CurrentControlSet\Control\SESSION MANA...	SUCCESS	
12:41...	smss.exe	292	RegOpenKey	HKLM\System\CurrentControlSet\Control\SESSION MANA...	SUCCESS	Desired Access: M...