

Core Dump File Cannot Be Generated

Problem description

AMD crashes and the following information can be found in the *rtm.log*:

```
"generating core dump"
```

but there's no *core** file in the *usr/adlex/rtm/bin/* directory.

Solutions checklist

Any of the following actions could resolve the problem. The process begins with the most likely solution and we recommend that you perform the following steps in provided sequence. If none of the steps resolve the problem, we urge you to contact our support team.

1. Check the *rtm.config* file.

These two lines should exist in the *rtm.config* file:

```
debug.core.enabled=1
```

```
debug.core.watchdog=true
```

Note: First line indicates the number of core files stored on HDD. The value can be greater than 0. No more files than specified will be generated (if you have an old core dump file - please delete it).

2. Check the HDD space on rtm's partition.

Use the **df -h** command.

Note: there should be at least the same amount of HDD space available as the total available memory size, which will be dumped onto the hard disk.

3. Check if there is a size limitation of a core file to be created.

Use the **ulimit -c** command (you must be logged in as a **compuware** user) to verify what is the allowed size of a core file to be created. If "0" is returned, change it to "unlimited":

```
ulimit -c unlimited
```

4. Check if the core dumping is enabled.

NOTE: This step does not apply to the AMD HS.

Run the **rcon** utility and the following command:

```
SETDEBUG COREON
```

The **core dumping enabled** notification should be displayed.

What to do next

If none of the provided solutions resolved the issue, please collect AMD diagnostic information (**DC RUM Console -> Manage devices -> (select proper AMD server) -> Export diagnostic information**) and [contact our Support team](#).