

Sammeln von ProcMon-Protokollen zur Fehlerbehebung bei AMP-Problemen beim Systemstart

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Einführung

Als Systemadministrator können Sie mithilfe von Process Monitor (procmon.exe) detaillierte Protokolle abrufen, um festzustellen, ob der FireAMP-Anschluss beim Systemstart hängen bleibt. Diese Protokolle werden auch vom Cisco TAC angefordert, um solche Probleme zu beheben. Process Monitor ist ein kostenloses Dienstprogramm, das uns hier helfen kann. Diese können Sie kostenlos unter <https://docs.microsoft.com/en-us/sysinternals/downloads/procmon> herunterladen.

In diesem Dokument werden die Schritte zum Sammeln von ProcMon-Protokollen und Speicherabbildern beschrieben, wenn das Problem während eines Systemstartprozesses auftritt (d. h., es generiert beim Booten BSODs). Diese Protokolle sind erforderlich, um die Systemereignisse zu erfassen, die während des Bootvorgangs auftreten.

Verfahren:

1. Richten Sie die Testgeräte so ein, dass das Problem leicht reproduziert werden kann.
2. Laden Sie das ProcMon-Programm herunter und führen Sie es als Administrator aus. Gehen Sie zu **Datei -> Sicherungsdateien verarbeiten** und wählen Sie einen **Pfad aus**.

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\win7M4\new\Desktop\procomon_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 names: C:\Users\win7M4\new\Desktop\procomon_output\test1.pml

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

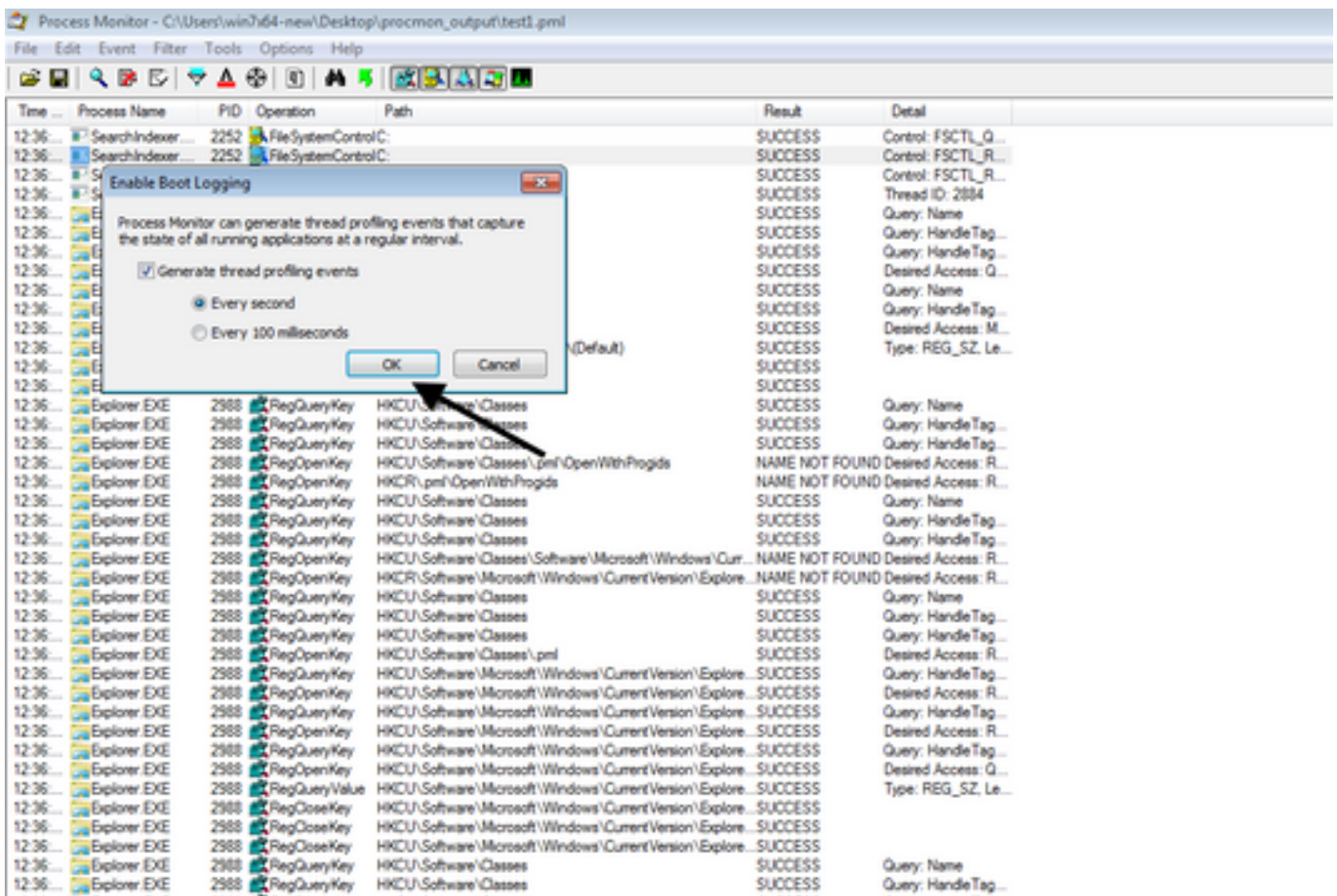
Buttons: OK, Cancel

3. Gehen Sie im Procmon Tool zu **Options -> Enable Boot Logging**.

The screenshot shows the Process Monitor application window. The main window displays a list of processes and their activities. A context menu is open over the 'Explorer EXE' processes, with the 'Enable Boot Logging' option highlighted. The background shows a table of system events with columns for Time, Process Name, PID, Result, and Detail.

Time	Process Name	PID	Result	Detail
12:36...	SearchIndexer...	2252	SUCCESS	Control: FSCTL_...
12:36...	SearchIndexer...	2252	SUCCESS	Control: FSCTL_...
12:36...	SearchIndexer...	2252	SUCCESS	Control: FSCTL_...
12:36...	SearchIndexer...	2252	SUCCESS	Thread ID: 2894
12:36...	Explorer EXE	2988	SUCCESS	Query: Name
12:36...	Explorer EXE	2988	SUCCESS	Query: HandleTag...
12:36...	Explorer EXE	2988	SUCCESS	Query: HandleTag...
12:36...	Explorer EXE	2988	SUCCESS	Desired Access: G...
12:36...	Explorer EXE	2988	SUCCESS	Query: Name
12:36...	Explorer EXE	2988	SUCCESS	Query: HandleTag...
12:36...	Explorer EXE	2988	SUCCESS	Desired Access: N...
12:36...	Explorer EXE	2988	SUCCESS	Type: REG_SZ, Le...
12:36...	Explorer EXE	2988	SUCCESS	Query: Name
12:36...	Explorer EXE	2988	SUCCESS	Query: HandleTag...
12:36...	Explorer EXE	2988	SUCCESS	Query: HandleTag...
12:36...	RegOpenKey	HKCU\Software\Classes\pnf\OpenWithProgid	NAME NOT FOUND	Desired Access: R...
12:36...	RegOpenKey	HKCR\pnf\OpenWithProgid	NAME NOT FOUND	Desired Access: R...
12:36...	RegQueryValue	HKCU\Software\Classes	SUCCESS	Query: Name
12:36...	RegQueryKey	HKCU\Software\Classes	SUCCESS	Query: HandleTag...
12:36...	RegQueryKey	HKCU\Software\Classes	SUCCESS	Query: HandleTag...
12:36...	RegOpenKey	HKCU\Software\Classes\Software\Microsoft\Windows\Cur...	NAME NOT FOUND	Desired Access: R...
12:36...	RegOpenKey	HKCU\Software\Microsoft\Windows\CurrentVersion\Explo...	NAME NOT FOUND	Desired Access: R...
12:36...	RegQueryKey	HKCU\Software\Classes	SUCCESS	Query: Name
12:36...	RegQueryKey	HKCU\Software\Classes	SUCCESS	Query: HandleTag...
12:36...	RegOpenKey	HKCU\Software\Classes\pnf	SUCCESS	Desired Access: R...
12:36...	RegQueryKey	HKCU\Software\Microsoft\Windows\CurrentVersion\Explo...	SUCCESS	Query: HandleTag...
12:36...	RegOpenKey	HKCU\Software\Microsoft\Windows\CurrentVersion\Explo...	SUCCESS	Desired Access: R...
12:36...	RegQueryKey	HKCU\Software\Microsoft\Windows\CurrentVersion\Explo...	SUCCESS	Query: HandleTag...
12:36...	RegOpenKey	HKCU\Software\Microsoft\Windows\CurrentVersion\Explo...	SUCCESS	Desired Access: R...
12:36...	RegOpenKey	HKCU\Software\Microsoft\Windows\CurrentVersion\Explo...	SUCCESS	Query: HandleTag...
12:36...	RegOpenKey	HKCU\Software\Microsoft\Windows\CurrentVersion\Explo...	SUCCESS	Desired Access: G...
12:36...	RegOpenKey	HKCU\Software\Microsoft\Windows\CurrentVersion\Explo...	SUCCESS	Type: REG_SZ, Le...
12:36...	RegCloseKey	HKCU\Software\Microsoft\Windows\CurrentVersion\Explo...	SUCCESS	
12:36...	RegQueryKey	HKCU\Software\Classes	SUCCESS	Query: Name
12:36...	RegQueryKey	HKCU\Software\Classes	SUCCESS	Query: HandleTag...
12:36...	RegQueryKey	HKCU\Software\Classes	SUCCESS	Query: HandleTag...
12:36...	RegOpenKey	HKCU\Software\Classes\Applications\notepad.exe	NAME NOT FOUND	Desired Access: R...
12:36...	RegOpenKey	HKCR\Applications\notepad.exe	SUCCESS	Desired Access: R...
12:36...	RegCloseKey	HKCR\Applications\notepad.exe	SUCCESS	
12:36...	RegQueryKey	HKCU\Software\Classes	SUCCESS	Query: Name
12:36...	RegQueryKey	HKCU\Software\Classes	SUCCESS	Query: HandleTag...
12:36...	RegQueryKey	HKCU\Software\Classes	SUCCESS	Query: HandleTag...
12:36...	RegOpenKey	HKCU\Software\Classes\Applications\notepad.exe	NAME NOT FOUND	Desired Access: R...
12:36...	RegOpenKey	HKCR\Applications\notepad.exe	SUCCESS	Desired Access: R...
12:36...	RegQueryKey	HKCR\Applications\notepad.exe	SUCCESS	Query: Name
12:36...	RegQueryKey	HKCR\Applications\notepad.exe	SUCCESS	Query: HandleTag...
12:36...	RegQueryKey	HKCR\Applications\notepad.exe	SUCCESS	Query: HandleTag...
12:36...	RegOpenKey	HKCU\Software\Classes\Applications\notepad.exe	NAME NOT FOUND	Desired Access: R...
12:36...	RegOpenKey	HKCR\Applications\notepad.exe	SUCCESS	Desired Access: R...
12:36...	RegQueryKey	HKCR\Applications\notepad.exe	SUCCESS	Query: Name
12:36...	RegQueryKey	HKCR\Applications\notepad.exe	SUCCESS	Query: HandleTag...
12:36...	RegQueryKey	HKCR\Applications\notepad.exe	SUCCESS	Query: HandleTag...
12:36...	RegOpenKey	HKCU\Software\Classes\Applications\notepad.exe	NAME NOT FOUND	Desired Access: R...

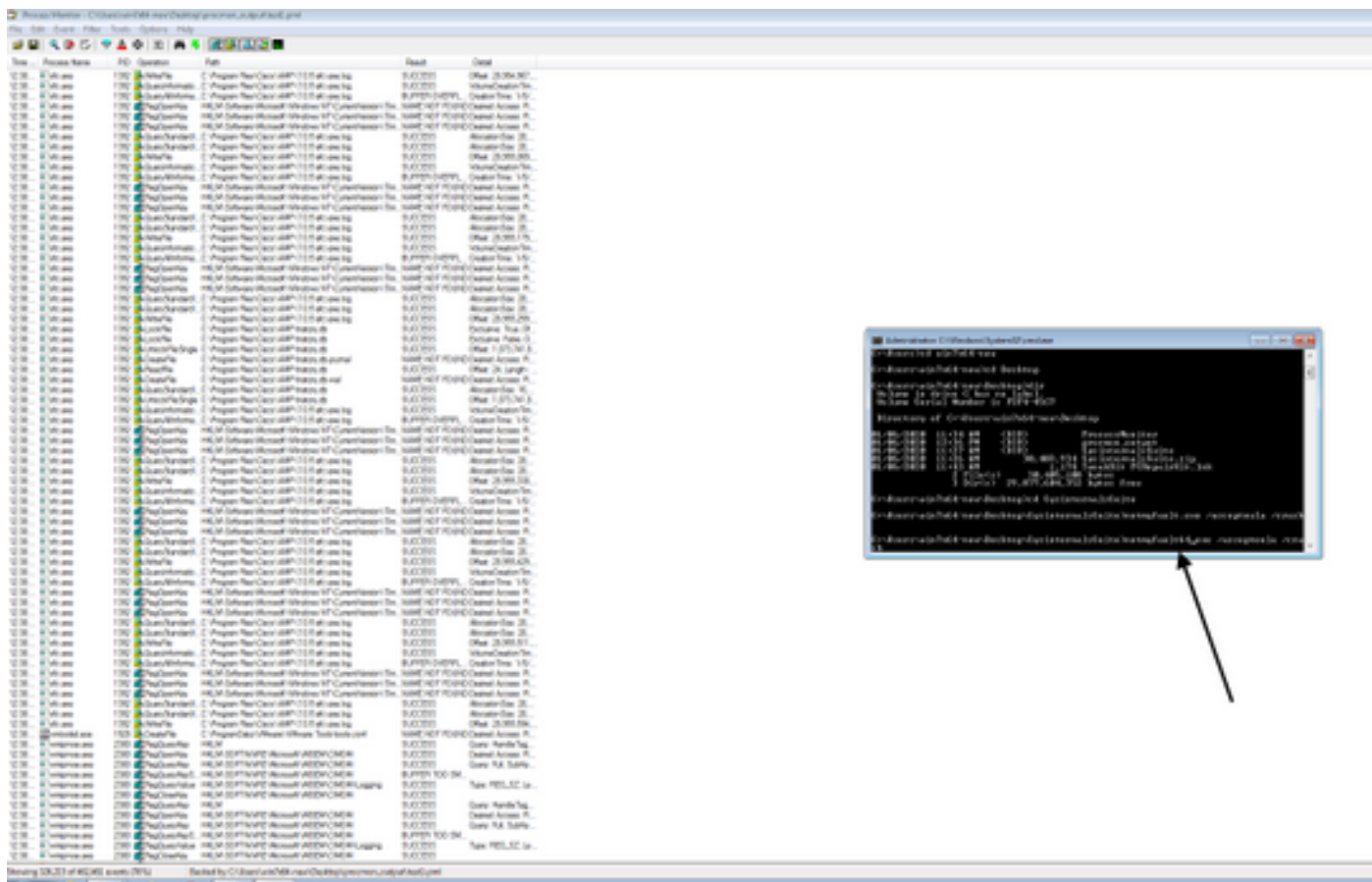
4. Wählen Sie Ereignisse zur Erstellung von Bedrohungsprofilen und jede Sekunde generieren aus.



5. Stellen Sie sicher, dass alle relevanten Filter in Procmon ausgewählt sind und Daten gesammelt werden.

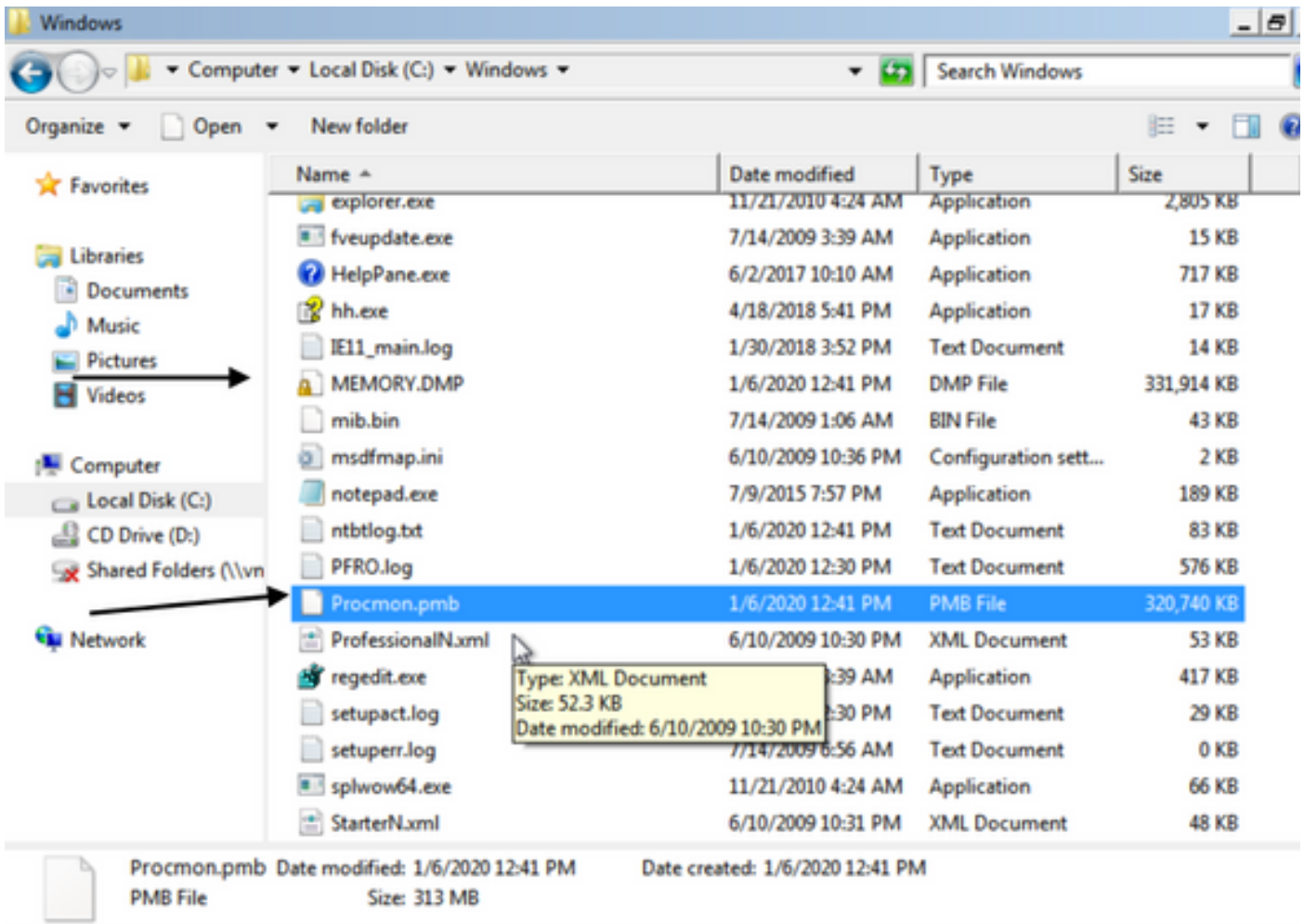
6. Wenn Sie den Absturz nicht replizieren können, können Sie Windows mit dem Dienstprogramm NotMyFault64.exe, das Sie von erhalten können, zum Absturz bringen
<https://live.sysinternals.com/files/>

Die folgenden Anweisungen zur Ausführung finden Sie hier: <https://docs.microsoft.com/en-us/windows/client-management/generate-kernel-or-complete-crash-dump>

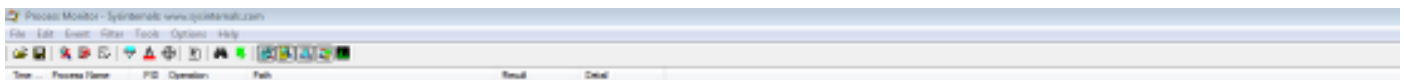


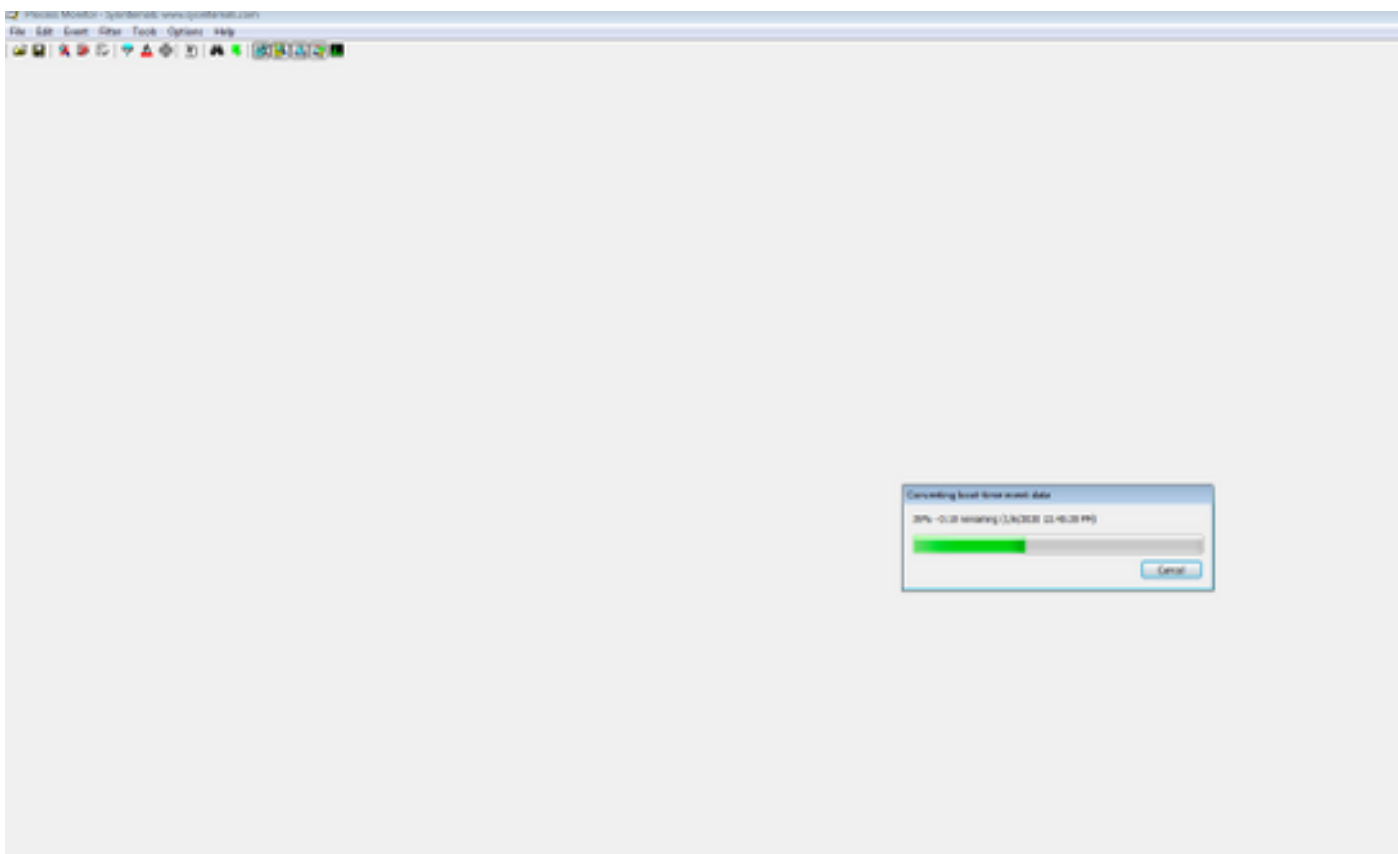
7. Zerschlagen Sie den Computer.

8. Starten Sie den Computer im abgesicherten Modus, und sammeln Sie manuell **Procmon.pmb** und **MEMORY.DMP**, beide Dateien befinden sich unter C:\Windows folder. Diese Dateien sind für das Cisco TAC freizugeben.



7. Wenn Sie in der Lage sind, es im "normalen Modus" zu starten, wenn die PMB-Dateien im C:\Windows folder generiert werden, dann, wenn Sie ProcMon wieder starten, werden Sie die folgenden Protokolle sehen. Anschließend können Sie die Ereignisse erneut speichern, indem Sie auf die Schaltfläche Speichern klicken.





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...