

How to take thread dumps and report problems when IntelliJ IDEA hangs and doesn't respond

In case IntelliJ IDEA doesn't respond, a thread dump could be taken to help us analyze and fix the problem that you experience.

To get the thread dump you can use **jstack** command line utility that comes with your JDK and is located in the JDK bin directory. In order to use **jstack** you need to know the process id of the JVM which runs IntelliJ IDEA. You can use your favorite task manager to get it or use the **jps** JDK utility. Once the process ID is obtained, run this command in the terminal/command line console:

```
jstack -l <pid>
```

Substitute **<pid>** with the previously obtained process id.

You can also redirect the output to a file that you can attach to your report:

```
jstack -l <pid> > dump.txt
```

After the dump is saved you can attach it to the YouTrack issue or send to the support team.

There are also different ways to take thread dumps which are platform specific, use them only in case **jstack** doesn't work for you.

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Windows

Run IntelliJ IDEA via `IDEA_HOME\bin\idea.bat` file. You have to set **IDEA_JDK** environment variable first which points to 1.6 installation home. One of the ways to set it is to add the following line in the beginning of **idea.bat** file:

```
SET IDEA_JDK=C:\Program Files\Java\jdk1.6.0_10
```

Reproduce the problem. When IntelliJ IDEA hangs, press **Ctrl+Break (NOT Ctrl+C)** in the console window, copy the thread dump from the console.

Mac OS

Browse to the `/Applications/IntelliJ IDEA XX.app/Contents/MacOS/idea` in **Finder**, in the context menu choose **Open With, Terminal**. To get a thread dump press **Ctrl+** in the Terminal window.

Linux/Mac OS/Generic Unix/Solaris

You have to run IntelliJ IDEA with the terminal window shown, start your terminal and run IntelliJ IDEA via `IDEA_HOME/idea.sh` startup script. Reproduce the problem. Now use the **ps** utility to find IntelliJ IDEA process (it should be java process started from the `idea.sh` script), note the process ID (PID). Now open the second terminal window and issue the following command:

```
kill -QUIT PID
```

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where PID is the the java process ID shown by **ps**. Thread dump should be printed in the first terminal window.

IntelliJ IDEA also takes thread dumps and saves them automatically on certain conditions under the **%idea.system.path%\log** directory (in the subdirectories starting with **threadDumps**). However, in some cases they may not get recorded, therefore it's recommended to take dumps manually as described above at the moments when IntelliJ IDEA doesn't respond.