

Cannot take snapshots in 3.1



[Pavan Podila](#) 3 posts since

Jun 22, 2007

I am having a tough time taking memory snapshots of an app that uses .Net Framework 3.5 SP1 with WPF. Every time I say "Get Snapshot", my app crashes and then dotTrace hangs indefinitely. I am running on Vista 64 with SP1.

Here is the call stack. Kindly help/suggest a workaround.

> ntdll.dll!0000000076f24ea0()

[Frames below may be incorrect and/or missing, no symbols loaded for ntdll.dll](#)

mscorwks.dll!000007fef0a92ce9()

mscorwks.dll!000007fef0845ff7()

mscorwks.dll!000007fef0c72f2e()

mscorwks.dll!000007fef06baa81()

mscorwks.dll!000007fef06f2c30()

mscorwks.dll!000007fef06f2e37()

mscorwks.dll!000007fef06ba6e6()

ntdll.dll!0000000076f1eb7c()

ntdll.dll!0000000076f1e8a5()

ntdll.dll!0000000076f259f8()

mscorwks.dll!000007fef07693c3()

mscorwks.dll!000007fef07743ef()

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m scorwks.dll!000007fef0b87c6b()
mscordbc.dll!00000642ff8dbb93()
JetBrains.dotTrace.Core.amd64.dll!0000000180006538()
JetBrains.dotTrace.Core.amd64.dll!000000018000756a()
JetBrains.dotTrace.Core.amd64.dll!00000001800227bd()
JetBrains.dotTrace.Core.amd64.dll!000000018002a73b()
mscordbc.dll!00000642ff8db141()
m scorwks.dll!000007fef0ac87b6()
m scorwks.dll!000007fef0a60db7()
m scorwks.dll!000007fef07947d9()
m scorwks.dll!000007fef08653e9()
m scorwks.dll!000007fef0addbdb()
JetBrains.dotTrace.Core.amd64.dll!0000000180026745()
JetBrains.dotTrace.Core.amd64.dll!00000001800020bd()
msvcr80.dll!00000000502637d7()
msvcr80.dll!0000000050263894()
kernel32.dll!0000000076aa495d()
ntdll.dll!0000000076f08791()



[David Pokluda](#) 40 posts since

Jun 12, 2007 1. **Re: Cannot take snapshots in 3.1** Dec 2, 2008 10:03 PM

I had this issue as well. I had to go to another machine (with x86 version of OS), install dotTrace there and run the profiler there. It seems to have some issues on x64 bit systems (I had the same behavior on Vista Ultimate x64 with SP1, as well as Windows Server 2008 x64).

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David.



[Jean-Marie Pirelli](#) 5 posts since

Jan 9, 2009 2. **Re: Cannot take snapshots in 3.1** Jan 9, 2009 1:28 PM

Same problem here.

The only work-around I found was to flag my app as 32-bit. Then taking snapshots work.

Jean-Marie



[David Pokluda](#) 40 posts since

Jun 12, 2007 3. **Re: Cannot take snapshots in 3.1** Jan 29, 2009 8:48 PM

And as always JetBrains doesn't seem to care. Is this product still alive or not? I haven't seen anyone from JetBrains on this forum for months! Hallo!

David.



[Oleg Stepanov](#) 71 posts since

May 6, 2003 4. **Re: Cannot take snapshots in 3.1** Feb 5, 2009 12:48 PM

Hi David,

Sorry for not answering: it seems like synchronization between usenet groups and web forums has been broken, so I wasn't able to see all the messages. We will reply soon to all unanswered questions.

WBR, Oleg

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[Mikhail Pilin](#) 518 posts since

May 23, 2005 5. **Re: Cannot take snapshots in 3.1** Mar 17, 2009 7:54 PM

Hi David,

To solve this problem we need the simple test application from you. Could you send it to me to Mikhail (dot) Pilin (a) JetBrains (dot) com.

WBR, Mikhail Pilin



[David Pokluda](#) 40 posts since

Jun 12, 2007 6. **Re: Cannot take snapshots in 3.1** Feb 10, 2009 8:31 PM

I have already sent one to Oleg Stepanov. Check with him please. If you can't get it from him, then let me know and I will send it to you.

David.



[Oleg Stepanov](#) 71 posts since

May 6, 2003 7. **Re: Cannot take snapshots in 3.1** Feb 24, 2009 4:53 PM

David,

We are working on your issue. We have detected that in your case CLR fails for some reason internally, seemingly due to Profiling API bug. We are working with Microsoft devs to investigate the issue further. I will get in touch with you as soon as we get more information on your case. Thanks!

WBR, Oleg Stepanov

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[Mikhail Pilin](#) 518 posts since

May 23, 2005 8. **Re: Cannot take snapshots in 3.1** Feb 26, 2009 2:39 PM

Dear David,

We found and fix a problem in our x64 core DLL. So, could you test new core DLL on your computer? Please, give me your e-mail.

WBR, Mikhail Pilin

P.S. My e-mail is Mikhail (dot) Pilin (a) JetBrains (dot) com.



[Mikhail Pilin](#) 518 posts since

May 23, 2005 9. **Re: Cannot take snapshots in 3.1** Mar 17, 2009 4:26 PM

This bug was fixed in the latest dotTrace 3.1 EAP build.

Download: <http://www.jetbrains.net/confluence/display/NetProf/Download>

Changes: <http://www.jetbrains.net/confluence/display/NetProf/Changes>

Mikhail Pilin



[David Pokluda](#) 40 posts since

Jun 12, 2007 10. **Re: Cannot take snapshots in 3.1** Mar 17, 2009 7:21 PM

You are joking right? Let me remind you something. The bug is titled "Cannot take snapshot in 3.1". The author here means the released version of 3.1. You are telling us that the bug was fixed in 3.1 EAP (build 355 is the latest EAP build on the page you mentioned)? Please, read the posts at least. If it was fixed at 3.1 EAP then it wouldn't be reported in 3.1 RTM!!!

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Besides in the previous message you gave me a private build of a DLL that was supposed to fix the issue and I replied to you and Oleg (on your gmail account) that the "Get Memory Snapshot" is still crashing dotTrace on assembly that I gave you guys.

I still have no solution that would enable me profile my .NET assembly in dotTrace.

Regards,

David.



[Mikhail Pilin](#) 518 posts since

May 23, 2005 11. **Re: Cannot take snapshots in 3.1** Mar 17, 2009 8:10 PM

Dear David,

Let's split memory and performance profilers. I'd fixed x64 **memory profiler** bug.

You tell me in your e-mail about performance profiler bug with name "Unknown function identifier".

I know this bug, but can't reproduce it.

WBR,

Mikhail Pilin



[David Pokluda](#) 40 posts since

Jun 12, 2007 12. **Re: Cannot take snapshots in 3.1** Mar 17, 2009 8:16 PM

It doesn't matter - performance as well as memory profiling. Whenever you try to "Get Snapshot" the application (dotTrace) will crash. I gave you an application that will crash the

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profiler. You even gave me a fix, so I assume you were able to reproduce the issue at one point.

David.



[Mikhail Pilin](#) 518 posts since

May 23, 2005 13. **Re: Cannot take snapshots in 3.1** Mar 19, 2009 1:48 PM

Dear David,

Please check your e-mail. I've sent you the new version of core to test "Unknown function identifier" problem. I believe it helps.

Best wishes,

Mikhail Pilin



[David Pokluda](#) 40 posts since

Jun 12, 2007 14. **Re: Cannot take snapshots in 3.1** Mar 21, 2009 2:10 AM

Ok, the same result as before. This is what I did:

- start dotTrace 3.1 with your changes
- start profiling of AnimatedAlgorithm2 application (which you have)
- set profiling type to Memory profiling
- click on Start Application
- click on Mark Memory
- click on Get Snapshot

The application (dotTrace) crashes with the following exception:

JetBrains.ReSharper.Util.InternalErrorException: An internal error has occurred An exception has occurred ---> JetBrains.ReSharper

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[Mikhail Pilin](#) 518 posts since

May 23, 2005 15. **Re: Cannot take snapshots in 3.1** Aug 25, 2009 1:24 PM

Dear David,

I can't reproduce the problem on my computer. Could you send me the short example.

WBR, Mikhail Pilin



[codekaizen](#) 10 posts since

Jan 19, 2008 16. **Re: Cannot take snapshots in 3.1** Aug 18, 2009 10:10 PM

Greetings,

Is this hotfix more widely available? I'm experiencing the same issue.

-rory