How to capture a thread dump

In some situations you may need to make a "thread dump" of the current state of JIRA Client/Deskzilla to help the developers understand what is causing the problem. Here is how to do it.

1. Manual thread dump (Windows)

Run JIRA Client/Deskzilla in verbose mode. To do this, run the script, found in "bin" sub-folder under the program installation folder. The script may be named:

- debug.bat or debug.sh
- verbose_jiraclient.bat or verbose_jiraclient.sh

Once you run it you will have a console window with some debugging messages.

1. Open the properties dialog box by right clicking on the title bar and select **"Properties".**
2. Select the **Layout** tab.
3. Under **Screen Buffer Size,** set the **Height** to **3000.**
4. Click **OK.**
5. With the same command console in focus, press **CTRL-BREAK.** This will output the thread dump to the command console.
6. Scroll back in the command console until you reach the line containing "Full thread dump".
7. Right click the title bar and select **Edit -> Mark.** Highlight the entire text of the thread dump.
8. Right click the title bar and select **Edit -> Copy.** The thread dump can then be pasted into a text file.

2. Manual thread dump (Linux / Mac OS X)

You need to run JIRA Client/Deskzilla with a terminal -- either by launching it in verbose mode or launching manually from the command line. Use "ps" utility to learn the process id (PID) of the running application, and then use command "kill -QUIT PID". Thread dump will be printed on the console.