

CrashDumpEnabled Value is Set to Zero during ICM Setup

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Introduction

When the Cisco Intelligent Contact Management (ICM) setup is run from either the media or the `\icm\bin\` directory, the `SYSTEM\CurrentControlSet\Control\CrashControl\CrashDumpEnabled` registry value is set to **0**. This document discusses how to troubleshoot this issue.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Knowledge of the installation and upgrade of Cisco ICM. Refer to Install or Upgrade Guides for more information.
- Knowledge of how to use regedit to edit registry values

Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

The Cisco ICM/Cisco Unified Contact Center (IPCC) setup procedure sets the registry value of `SYSTEM\CurrentControlSet\Control\CrashControl\CrashDumpEnabled` to **0**.

Solution

Use this solution in order to solve the problem.

The `CrashDumpEnabled` registry value is always automatically set to **FALSE** (value **0**) by the Cisco ICM setup process when the ICM node is placed in production mode. This is done in order to avoid the creation of a very large memory `.dmp` file that fills the hard drive.

If you feel that you have plenty of hard drive space and can afford to lose 2 GB of it, or whatever amount of GBs of memory you have on that server, you can re-enable `CrashDumpEnabled` manually. In order to do so, set the value to **1**. However, whenever ICM setup is run on that node and it is placed in production mode again, the value is set back to **0** again.

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