

How to use Process Monitor and Performance Monitor to Troubleshoot Issues Encountered using Shared Storage Provided by Melio™ 2010

Technote



About this Technote

This technote explains how to capture I/O activity on a Melio volume using Process Monitor (ProcMon) and Performance Monitor (PerfMon) to assist Sanbolic Technical Support in troubleshooting issues encountered using shared storage provided by Melio 2010.

If, after reading this technote, you have any questions, please contact Sanbolic Technical Support at 617-402-2029 or email us at support@sanbolic.com.

How to use Process Monitor (ProcMon)

1. Download Process Monitor from the official Microsoft site at <http://technet.microsoft.com/en-us/sysinternals/bb896645.aspx>.
2. Run Process Monitor on the system that is encountering the issue(s).
3. Click the "Capture" icon in the toolbar at the top to stop capturing.
4. Click the "Clear" icon in the toolbar to clear any previously captured events.
5. Select "Filter > Enable Advanced Output".
6. Select "Filter > Filter".
7. In the Filter configuration window, select **Path - begins with - X:** where "X" equals the drive letter of the Melio volume, and **Include**. Click "Add" to add the filter.
8. Click "Apply" and then click "OK" to close the Filter configuration window.
9. Once you have created the filter, click the "Capture" icon in the toolbar to start capturing I/O activity on the Melio volume.
10. Perform the steps necessary to reproduce the issue(s).
11. Once the issue(s) have occurred, click the "Capture" icon again to stop capturing.
12. Click the "Save" icon in the toolbar to save the captured events in a logfile (.pml). Note the path to the logfile.

How to use Performance Monitor (PerfMon)

1. Open Performance Monitor (*Start > Administrator Tools > Reliability and Performance Monitor*).
2. Open the "Data Collector Sets" folder.
3. Open the "User Defined" folder.
4. Right-click on "Melio Counters" and select "Start".
5. Perform the steps necessary to reproduce the issue(s).
6. Once the issue(s) have occurred, right-click on "Melio Counters" and select "Stop".
7. Open My Computer and locate the PerfMon logfile (.csv) stored on the root drive (C:).



Opening a ticket with Sanbolic Technical Support

Send an email to support@sanbolic.com to open a ticket with Sanbolic Technical Support. Make sure to include a description of the issue(s), the exact build number of Melio 2010, which can be found in the Add/Remove Programs applet or under “About” in the Melio Configuration utility (*Start > All Programs > Sanbolic > Melio Configuration*) and the logfiles from both Process Monitor and Performance Monitor. If a ticket has already been opened for this issue(s), please include the ticket number in the subject heading of the email.

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