

CMS Snapshot Analysis - Run Analyzer - Crash

Purpose (problem description)

A crash is an unexpected issue that stops the analysis. Crash can happen in any step of the Analysis.

When a crash happens the analysis log file is not complete and does not contain any error explaining the reason of the crash.

Official documentation

- Official 8.3 Documentation - [Run and validate the analysis](#)
- Official 8.2 Documentation - [Run the Analysis](#)

Online-help : CAST Management Studio - Help > How To > Regular audience > Run analysis only

[Information Guides](#) > [Information Guides by CAST AIP Component](#) > [CMS Snapshot Analysis](#)

[Error Free Logs - CMS Snapshot Analysis - Run Analysis for Technology - Error Free Logs - CAST AIP 8](#)

Observed in CAST AIP

Release	Yes/No
8.3.x	✓

Observed on RDBMS

RDBMS	Yes/No
CSS	✓

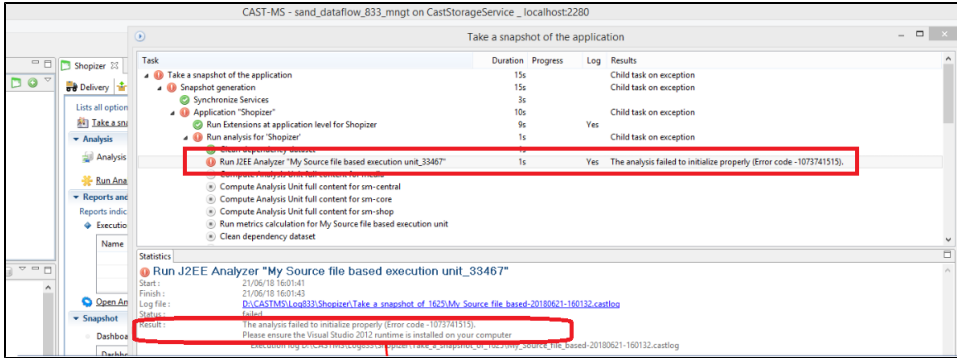
Step by Step scenario

1. Package and Deliver an application
2. Set the version as current Version
3. Run the Analysis. The Analysis stops abruptly.
4. Open the Analysis log file. There is no end in the analysis log file. It is a crash.

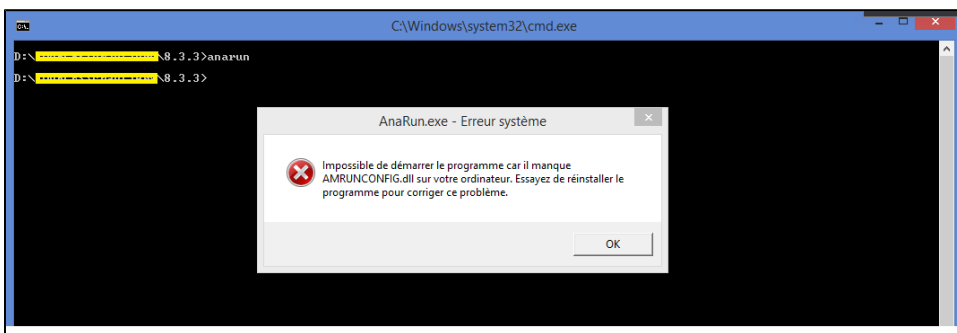
Action Plan

Perform the following steps:

1. If the run analysis is failing in few seconds with the error **The analysis failed to initialize properly (Error code -10733741515) Please ensure the Visual Studio 2012 runtime is installed on your computer** as below screenshot:

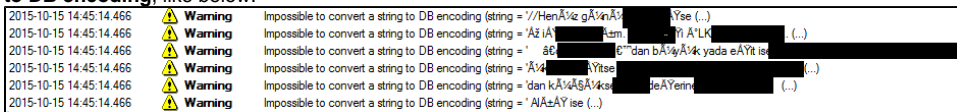


- a. Open a command prompt
- b. Go to your CAST Installation folder
- c. Run Anarun.exe by command line.
- d. If it fails with an error informing you that a DLL is missing, then it means that the CAST AIP Installation is corrupted.

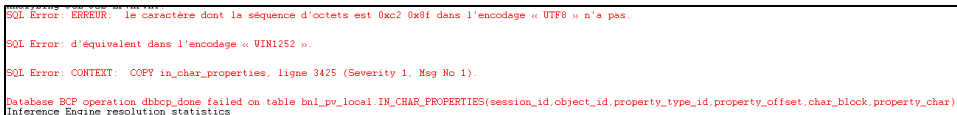


- e. Reinstall CAST AIP
2. Check to see if the issue is due to character sets

- a. In the analysis log file, check if there are warning messages related to encoding discrepancy such as **Impossible to convert a string to DB encoding**, like below:



or error messages such as **the character with the byte sequence is 0xEF 0xbf 0xbd is not in UTF8 encoding** as shown below:



For Cast Storage Service server, this issue is encountered if there are many differences in postgresql.conf file (present in <CSS Installation folder>\db_data) in between the one used and the one provided by CAST. The solution is to replace the conf file with the one provided by CAST to ensure that there are no process failures or performance issues.

Also ensure the encoding of postgres database is UTF-8 as shown below (The encoding can be seen in the sql pane at the bottom in pgadmin if you click on postgres server).

```
CREATE DATABASE postgres WITH OWNER = postgres ENCODING = 'UTF8' TABLESPACE =
pg_default LC_COLLATE = 'C' LC_CTYPE = 'C' CONNECTION LIMIT = -1;
```

Check the [analyzer log](#) to see the last file that was quoted and remove/rename the file from the analysis to see if the analysis succeeds without the file.

- b. If so, the character set that has been configured in the Analysis machine and in the Database Server must be changed and must be the same. For information on supported language characters, refer to [Supported Character Sets](#).
3. Check if the disk space is full, especially in the %TEMP% or Temp folder. Due to constant use of this folder during analysis, when there is insufficient space, the Anarun (or other CAST processes - j2eecmd/dotnetcmd) aborts abruptly.

4. If you have chosen to create User-defined analysis units and have deactivated the default ones created by DMT, clean the analysis units by doing the following in CAST-MS (also documented in [CMS - Clean up Analysis Units](#)):
 - a. Go to **Current Version** tab
 - b. Click **Clean up Analysis Units**
 - c. Run the analysis
5. Check if the issue is due to an out of memory
 - a. Do the following:
 - i. Remove all the 0 byte files.
 - ii. Enable the [AMT Traces](#) or [Tools - PerfMon](#) output log file.
 - iii. The analysis will start running. Once the analysis is completed (failing or successful), run the [CAST Support Tool \(CST\) - alias Sherlock](#) with the **Export Logs** only
 - iv. If the crash occurs again, identify if it is an out of memory, by **referring** to the [CMS Snapshot Analysis - Run Analyzer - Information - Understand AMT traces](#)
 - b. If the issue is due to an out of memory, navigate to [CMS Snapshot Analysis - Run Analyzer - Fatal Error - Analyzer is running out of memory - This may occur under disk full condition](#)
6. Else, select one of the below page:
 - [CMS Snapshot Analysis - Run Analyzer - Crash - CPP with Core CAST AIP](#)
 - [CMS Snapshot Analysis - Run Analyzer - Crash - CPP with Extension](#)
 - [CMS Snapshot Analysis - Run Analyzer - Crash - JEE with Extension](#)
 - [CMS Snapshot Analysis - Run Analyzer - Crash - Mainframe with Core CAST AIP](#)
 - [CMS Snapshot Analysis - Run Analyzer - Crash - Oracle Forms with Core CAST AIP](#)
 - [CMS Snapshot Analysis - Run Analyzer - Crash - Web with extension](#)
7. If you do not find the information you are looking for or solution for your problem, in this page, contact [CAST Technical Support](#) and provide below [relevant input](#). CAST Technical Support will reproduce the issue.

Relevant input

- [Enable the memory traces](#).
- [Crash Dump](#) - It could help to identify at which step the analysis has crashed. This option is required when the source code cannot be provided
- [CAST Support Tool \(CST\) - alias Sherlock](#). **Export Logs, Export databases dumps, Export environment information, Export the source code** (to reproduce the issue) are requested options.
- Screenshot showing the Error in CAST MS

Notes/comments

Related Pages