List of Third-party Tools Preferred by Client Services Team

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT all version

DISCUSSION

The Support Team recommends installing theses third-party troubleshooting tools to assist in resolving issues.

- **WireShark** (Ethereal) – an open-source multi-platform packet analyzer used for network troubleshooting.
- **Process Monitor (ProcMon)** – a Windows SysInternals tool that monitors and displays real-time file system activities.
- **Process Explorer** – a Windows SysInternals tool that displays detailed information about a process including but not limited to the handles and DLLs opened or loaded.
- **ProcDump** – a command-line utility that monitors an application for CPU spikes or crash and generates memory dumps that can be used to determine the cause of the spike or crash.
- **ADPlus** – a Microsoft debugger that is used to capture memory dumps of any process or application that stops responding (hangs) or fails (crashes).
- **DebugDiag** – another Microsoft debugger used to assist in troubleshooting hangs, slow performance, memory leaks or crashes.
- **VMMap** – a Windows SysInternals tool that displays a process's committed virtual memory as well as the amount of physical memory assigned by the OS.

These tools are optional to have readily available on your end to save time during a troubleshooting session with Globalscape Support.

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