# Kdump Configuration and Troubleshooting Guide

Kdump is a Linux kernel crash dumping mechanism in SUSE Linux Enterprise Server for SAP applications that captures a snapshot of physical memory (`vmcore`) when the kernel encounters a fatal error. By leveraging Kexec to instantly boot a secondary capture kernel in reserved RAM, Kdump bypasses corrupted primary kernel states. This enables administrators and developers to reliably perform root-cause analysis and debug silent system crashes without relying on failing logging daemons.

**Prerequisites**

- Linux command-line fundamentals
- Adequate RAM reserved for the crash kernel via the crashkernel boot parameter

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## Contents

1 What is Kdump and how does it work? 3

2 Installing and configuring Kdump 5

3 How to troubleshoot common Kdump issues 11

4 For more information 13

5 Legal Notice 13

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# 1 What is Kdump and how does it work?

Kdump is a kernel crash dumping mechanism that captures the system’s memory state into a vmcore file when a system crash occurs. A vmcore file is a snapshot of your computer's system memory (RAM) taken at the exact moment the Linux kernel crashed.

## 1.1 Why is Kdump critical for system crash debugging?

The primary importance of Kdump lies in its ability to capture a snapshot of a system's memory at the exact moment of a critical failure.

When a Linux kernel experiences a fatal error, syslog or journald usually fail along with it, often leaving no record of what went wrong. Kdump bypasses this limitation by using Kexec to boot a secondary capture kernel in a reserved slice of RAM. The unstable crashed system is replaced with a freshly started and stable capture kernel.

Without this tool, administrators are often left with nothing but a blank screen or a frozen console, making it nearly impossible to diagnose the root cause of intermittent or silent system crashes.

## 1.2 Understanding the dual-kernel model

Kdump uses a second isolated kernel referred to as the capture or crash kernel to handle a system crash safely. When the main system kernel fails, you cannot trust it to write its own crash logs to disk— because the kernel memory might be corrupted and the kernel itself is no longer reliable. The dual-kernel approach solves this by jumping into a completely different environment.

The model relies on two distinct kernels residing in memory simultaneously:

- **The production (primary) kernel** is the kernel you use every day. It runs your applications and services.
- **The capture (crash) kernel** is a second copy of the kernel loaded in a small reserved area of RAM. It only starts when the primary kernel panics. Alongside the crash kernel, a special-purpose `initramfs` image is loaded to the reserved RAM. It is built by the Kdump tool and includes all the drivers, settings, and programs to store the vmcore file.

## 1.3 What is Kexec and how does it boot the crash kernel?

Kexec is a system call that functions as a software-defined boot loader, allowing a running kernel to bypass the hardware BIOS/UEFI stage and directly hand over control to a new kernel. By loading the secondary kernel's image and parameters into memory while the system is still active, Kexec performs a warm boot that preserves the state of RAM and significantly reduces downtime. This mechanism is the backbone of the Kdump dual-kernel model, as it provides a reliable way to jump from a crashing production environment into a clean recovery environment for data capture.

The most important component of Kexec is the **`kexec`** command. You can load a kernel with Kexec in two ways:

- Load the kernel to the address space of a production kernel for a regular reboot:

  ```
  > sudo  kexec -l KERNEL_IMAGE
  ```

  You can later boot to this kernel with the command **`kexec -e`**. Instead of using Kexec, you can directly use a program called `kexec-bootloader`. It finds the default kernel, initrd and command-line options from the boot loader configuration and passes everything to Kexec to load the default kernel properly.

- Load the kernel to a reserved area of memory:

  ```
  > sudo  kexec -p KERNEL_IMAGE
  ```

  This kernel is booted automatically when the system crashes.This is what Kdump uses to load the capture kernel.

## 1.4 What data is captured in a Linux vmcore file?

A vmcore file is a snapshot of your system's physical memory (RAM) taken at the exact moment the Linux kernel crashed. When kdump is set up on a system, the kdump service loads the capture kernel and `initramfs` on system boot, using the `kexec` program, into a pre-reserved area of RAM— the crash kernel area. If at some point the system crashes, the capture kernel is started. Its memory is restricted to the pre-reserved crash kernel area, so none of the memory used by the crashed production kernel is overwritten. The job of the capture kernel and `initramfs` is to save the contents of the production kernel's memory into a vmcore file.

The vmcore file is a snapshot of the RAM and includes:

- **The Kernel state:** All active kernel data structures, global variables and the call stack, showing what the CPU was executing at the time of the crash.
- **Process information:** A list of every process that was running, including their individual stacks and registers.
- **Memory pages:** Depending on your settings, it can contain the actual data held in RAM by applications.
- **VMCOREINFO:** special section that tells analysis tools how the kernel's memory was laid out so they can make sense of the raw data.

# 2 Installing and configuring Kdump

This section describes how to install and configure Kdump.

To install Kdump, run the following command:

```
> sudo  zypper install kdump
```

This command downloads the following packages:

- **`kdump`**
- **`kexec-tools`**
- **`makedumpfile`**

To store the vmcore file remotely, you can install any of the following recommended packages:

- Install the `cifs-utils` package to store on Samba stores.
- Install the `lftp` package to store on FTP / SFTP servers.
- Install the `nfs-client` package to store on NFS servers.
- Install the `openssh-clients` package to store over SSH.

### Important: Managing Kdump and GRUB configuration conflicts

The `kdump-commandline` service automatically manages your crash memory allocation. It will overwrite any manual `crashkernel=` entries in `GRUB_CMDLINE_LINUX_DEFAULT` inside `/etc/default/grub` unless the automation is explicitly disabled. To prevent this behavior, modify the `KDUMP_UPDATE_BOOTLOADER` variable to `false`.

**How do you stop Kdump from overwriting GRUB configurations?**

To keep your manual `crashkernel=` settings from being erased, update your configuration with these rules:

- Set `KDUMP_UPDATE_BOOTLOADER="false"` to disable automatic updates.
- Keep all `crashkernel=` parameters out of the `GRUB_CMDLINE_LINUX` line.
- Manual configurations belong exclusively in `GRUB_CMDLINE_LINUX_DEFAULT`.

**Why should you avoid adding crash kernel settings to `GRUB_CMDLINE_LINUX`?**

Adding `crashkernel=` to `GRUB_CMDLINE_LINUX` causes system conflicts.

- Settings in `GRUB_CMDLINE_LINUX` apply globally to all boot targets.
- This includes the rescue system, which does not run Kdump.
- The `kdump-commandline` service never alters this specific line.
- Leaving values here creates direct conflicts with automated service settings.

## 2.1 Configuring Kdump for non-immutable systems

To use Kdump, a specific amount of system memory (RAM)—often referred to as crash kernel memory-must be permanently reserved at boot time for the capture kernel and initramfs. The amount of memory to reserve is specified using the `crashkernel= kernel` command-line parameter. Kdump includes `kdumptool calibrate` and `kdumptool commandline` to calculate exactly how much memory needs to be reserved.

When the **`systemctl enable --now kdump`** command triggers the main `kdump.service`, it automatically calls a helper service named `kdump-commandline.service` before attempting to load the kernel. This helper service verifies if the current kernel command line contains the expected `crashkernel=` options. The options are:

- Fixed memory allocation (e.g. ,`256M`) reserves a strict hardcoded amount of RAM.
- Range-based allocation (e.g. `2G-8G:192M` ) dynamically scales the reserved memory based on the total RAM installed in the system.
- Automatic allocation ( `auto`) where the kernel automatically calculates the required memory based on system architecture.
- High/low split (e.g. `512M,high crashkernel=128M,low`) allocates memory across different addressable zones specifically to accommodate hardware drivers on large enterprise systems.

If the options are missing, the helper service automatically modifies the boot loader configuration to contain the crash kernel options to be applied on the next boot.

Before attempting to load, the `kdump.service`:

- Starts the `kdump-commandline.service`
- Updates the boot loader
- Builds the capture initramfs

To verify that the service successfully checked and updated your kernel boot options, inspect the system logs:

```
> sudo  journalctl -u kdump-commandline.service
```

Expected output:

```
  Started Check and update kdump options on the kernel command line.
  Kdump expects these crashkernel= values on the kernel command line:
  crashkernel=72M,low crashkernel=443M,high
  (based on the output of 'kdumptool calibrate')
  No crashkernel= found in /proc/cmdline. Kdump can't be started.
  Updated the command line options in the bootloader.
  Changes will take effect on next boot.
```

The boot loader has been updated. Reboot the machine to apply the changes and start Kdump.

**Other configurations:**

The `/etc/sysconfig/kdump` file is the primary configuration file for managing the Kdump service. It includes essential options such as:

- `KDUMP_CRASHKERNEL` for defining the reserved crash memory size
- `KDUMP_VERBOSE` for increasing debugging log levels
- `KDUMP_SAVEDIR` for specifying the core dump (vmcore) storage location

EXAMPLE 1: CONTENTS OF A `/etc/sysconfig/kdump` FILE

```
cat /etc/sysconfig/kdump
  ## Path:        System/Kernel/Kdump
  ## Description: Crash Dump Configuration

  ## Type:        string
  ## Default:     "auto"
  ## ServiceRestart:      kdump
  #
  # KDUMP_CRASHKERNEL is used by "kdumptool commandline" to determine
  # the value of the kernel "crashkernel=" command-line options.
  #
  # Possible values are "auto" or one or more "crashkernel=..." values.
  #
  # KDUMP_CRASHKERNEL="auto" makes "kdumptool commandline" use the default
  # values as proposed by "kdumptool calibrate".
  #
  # If the default values are not adequate you may provide a manual setting,
  # e.g., KDUMP_CRASHKERNEL="crashkernel=72M,low crashkernel=300M,high"
  #
  # See also: kdump(5).
  #
  KDUMP_CRASHKERNEL="auto"


  ## Type:        boolean
  ## Default:     "true"
  ## ServiceRestart:      kdump
  #
  # When KDUMP_UPDATE_BOOTLOADER is set to "true" "kdumptool commandline -c -U"
  # called from the kdump-commandline.service  will check if the expected kernel
  # command-line options are present and update the bootloader using *pbl*(8) if
  # not.
  #
  # Also the kdump options are removed from the command line when kdump is
  # uninstalled.
```

```
#
# When set to false "kdumptool commandline -c -U" will only check the options
# and report possible warnings but bootloader will not be updated.
#
KDUMP_UPDATE_BOOTLOADER="true"

## Type:        string
## Default:     ""
## ServiceRestart:      kdump
#
# Kernel Version string for the -kdump kernel. Use an empty string to
# auto-detect a suitable kernel.
#
# See also: kdump(5).
#
KDUMP_KERNELVER=""

## Type:        integer
## Default:     32
## ServiceRestart:      kdump
#
# Number of CPUs to be used in the kdump environment. You may want to
# increase the number if computing power is the bottleneck in your setup.
#
# If the value is zero, use all available CPUs.
#
# Decreasing the number of CPUs lowers the memory required by kdump.
# Increasing it raises memory usage and may cause failures if crashkernel
# memory is insufficient.
#
# See also: kdump(5).
#
KDUMP_CPUS=32

## Type:        string
## Default:     ""
## ServiceRestart:      kdump
#
# The kdump commandline is the command line that needs to be passed off to
# the kdump kernel. If a command line is not specified, the default will be
# taken from /proc/cmdline and adjusted.
#
# WARNING: There are a few options that always should be passed to the kdump
# kernel. See kdump(5) for details. Don't use that variable, consider using
# KDUMP_COMMANDLINE_APPEND instead.
#
KDUMP_COMMANDLINE=""
```

```
  ## Type:        string
  ## Default:     ""
  ## ServiceRestart:     kdump
  #
  # Set this variable if you only want to _append_ values to the default
  # command line string. The string also gets appended if KDUMP_COMMANDLINE
  # is set.
  #
  # For network based dumps, you may have to add a "net_delay" parameter
  # here. Consult the man page for details.
[...]
```

For more information, refer to `man kdump(5)` and `man kdump(7)`.

Any modifications made to this configuration file require a manual restart of the Kdump service to take effect. However, if any changes are made specifically to the `KDUMP_CRASHKERNEL` memory allocation size, a full system reboot is required because these settings alter the system's core boot parameters.

## 2.2 Testing Kdump

It is advisable to test Kdump after configuring it by simulating a kernel crash. Otherwise, you may only find out that it does not work when an actual kernel crash occurs, leaving you with no possibility to debug the crash. Ensure no critical workloads are running and no unsaved data is present on the system. Additionally, ensure to sync and unmount file systems:

Force an immediate emergency sync of all cached memory data to your hard drives to prevent data loss:

```
echo s > /proc/sysrq-trigger
```

Force an immediate emergency remount of all file systems to read-only mode to prevent data corruption:

```
echo u > /proc/sysrq-trigger
```

Then you can simulate a kernel crash:

```
echo c > /proc/sysrq-trigger
```

Check if there is a new directory created under your `KDUMP_SAVEDIR`, which is `/var/crash` by default. This contains the dmesg and vmcore of the crashed kernel.

# 3 How to troubleshoot common Kdump issues

Troubleshooting Kdump is a critical process to ensure that your system can successfully capture a vmcore file during a kernel crash, which is often the only way to diagnose system crashes. When troubleshooting Kdump, the process usually fails at one of three stages: during boot (memory reservation), during the crash when the dump does not start, or during the save process when the file is not written.

## 3.1 Crash kernel memory reserved is insufficient

One of the most common reasons Kdump fails is that the amount of crash kernel memory reserved is insufficient. Different system configurations may require more memory than estimated by **`kdumptool calibrate`** and set up automatically in the boot loader config by the `kdump-commandline.service`.

During Kdump, if you see error messages mentioning low memory and invoking the Out of Memory (OOM) killer, this is the likely cause. If you don't see such messages, trying with increased crash kernel reservation is a good first step.

1. Find the size of the current automatically configured crash kernel reservation by checking the kernel command line:

   ```
   > sudo  cat /proc/cmdline
   ```

   - `crashkernel=X M`
   - `crashkernel=Y M,low`
   - `crashkernel=Z M,high`

   Add up the values of *X*, *Y*, and *Z* to determine the total size of the current reservation in MiB (*`current`*).

2. Manually set the new reservation by editing the `/etc/sysconfig/kdump` file. Locate and change the value of the `KDUMP_CRASHKERNEL` variable to double the current size:

   ```
   KDUMP_CRASHKERNEL="crashkernel=<2 * current>M"
   ```

3. Reboot the system to apply the new memory parameters:

   ```
   > sudo  reboot
   ```

4. Repeat this process a few times until Kdump successfully executes without errors.



### Note

Fine-tuning crash kernel memory involves finding the smallest RAM reservation that successfully captures a crash dump without triggering OOM errors in the capture kernel. Fine-tune your final setting using the range between your last working and non-working values to avoid wasting system memory.

### 3.1.1 Other troubleshooting issues

**Issues with switching to a text virtual terminal**

Check the Kdump boot messages for errors. If the screen is blank, the system is likely failing to switch to the text virtual terminal. To fix this, configure a serial console to capture the output; you cannot troubleshoot the issue without these messages.

Once you get some output, you can increase Kdump verbosity. Setting `KDUMP_VERBOSE` to 11 turns on debugging output during all stages of the Kdump process and results in the following behavior:

- Removes the quiet option from the capture kernel command line.
- Runs the `kdump-save` script with -x.
- Runs `makedumpfile` with debugging.

**`makedumpfile` or network config errors**

During the capture kernel boot, if you see problems with `makedumpfile`, network config, etc., set `KDUMP_CONTINUE_ON_ERROR=false` or `KDUMP_IMMEDIATE_REBOOT=false`. This opens up an interactive shell when an error occurs or when `makedumpfile` finishes, enabling you to manually debug problems from within the capture system.

**Dracut errors**

If you see dracut errors during the boot of the capture system, add dracut debugging options to `KDUMP_COMMANDLINE_APPEND`.

**`kdump initramfs` does not generate correctly**

If `kdump initramfs` does not generate correctly, turn on debugging when generating it; **`mkdumprd -fd`**. You can also unpack and inspect the generated initramfs image with the **`lsinitrd --unpack /var/lib/kdump/initrd`** command.

# 4 For more information

For information on Kdump, refer to the following resources:

- Man pages:
  - man 7 kdump
  - man 5 kdump
- Official Linux kernel documentation: https://docs.kernel.org/admin-guide/kdump/kdump.html
- Man page for Kexec: https://man7.org/linux/man-pages/man8/kexec.8.html

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