

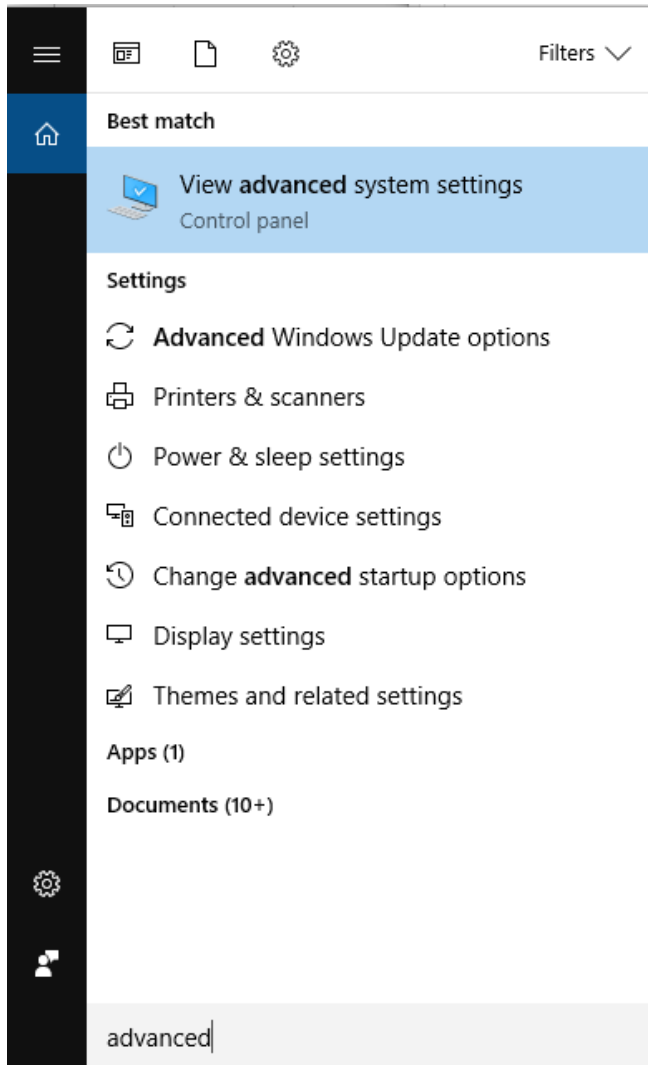
# How to collect kernel memory dump

**Kernel** memory dump is required when escalating wireless related BSOD issues.

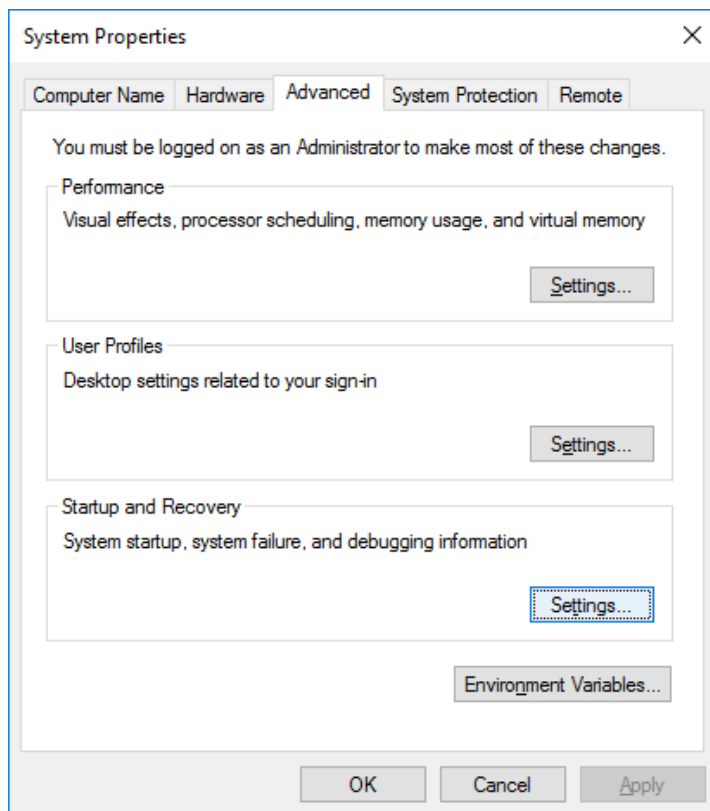
**Note:** Please get only **kernel dump** from the customer. Mini/small dump does not contain required info for debugging. Complete dump is too large in file size to transfer.

Steps to get the kernel dump:

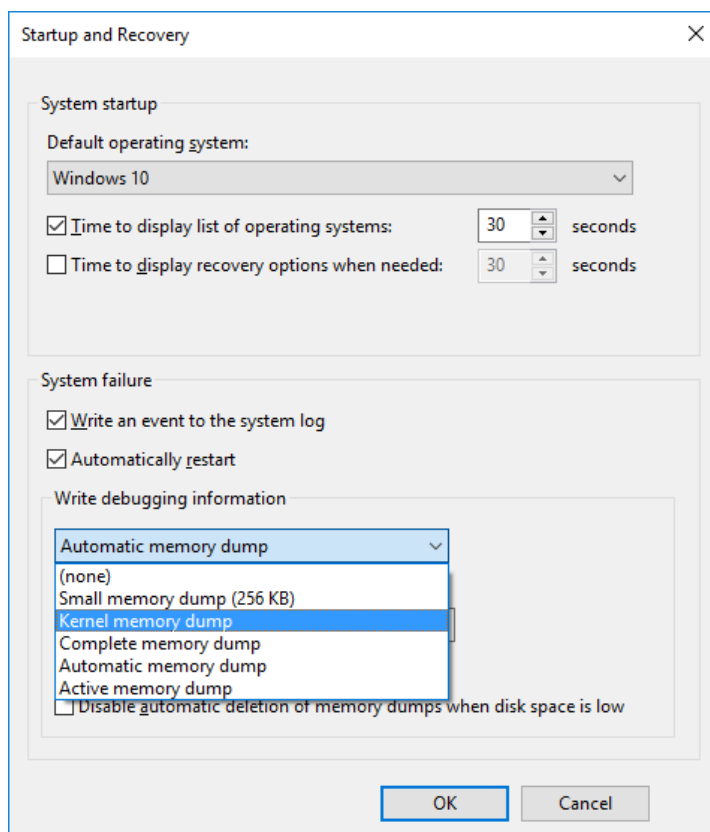
1. In Windows search, search for “**advanced**” and select “**View advanced system settings**”



2. Select **“Settings”** under **“Startup and Recovery”**



3. Select **“Kernel memory dump”** from the drop down menu under **“Write debugging information”** and select **“OK”**



4. Reproduce the BSOD issue. By default, the dump file is created under C:\Windows with filename: MEMORY.DMP
5. Get the exact WiFi driver version used to create the memory dump.