I have recently analyzed recent reports at crashreport.libreoffice.org and it appears that the vast majority of recent Windows crashreports have useless backtraces, with many frames not resolved to function names or the backtraces having only few frames.

I'm not sure what's caused this, but random observations:
- Linux backtraces seem to work fine (https://crashreport.libreoffice.org/stats/crash_details/c249c48f-5919-425b-bd9d-bb5dc1a34680)
- Backtraces involving Skia (built with Clang) are fine for frames in Skia (https://crashreport.libreoffice.org/stats/crash_details/e1b81d2a-1358-486f-9d81-4f8303e5be0c)
- 32bit (x86) backtraces appear to be fine (https://crashreport.libreoffice.org/stats/crash_details/473f460a-a782-413b-96e1-3e00bd7b8b1d)
- Reports that are 1 year old appear to be broken (https://crashreport.libreoffice.org/stats/crash_details/6184857d-80dc-4964-bfb5-7e0cd84f40ad)
- Reports that are 2 years old appear to be fine (https://crashreport.libreoffice.org/stats/crash_details/7ad871cb-e187-44eb-bb5a-05a9cc792b0d)

Note that those URLs are just examples, I used psql queries to gather 10k+ crashreports from the most recent LO release from this year and practically all of them are useless.

Our snapshot of the breakpad library is from 2015, so one possible explanation is that this old snapshot cannot properly handle backtraces from recent MSVC 64bit builds. I have a Gerrit change with a recent breakpad snapshot ready, but I expect that the server side on crashreport.libreoffice.org needs to be updated first.

Can somebody please look into this?
Yes and no, while breakpad for LO as well as the minidump_stackwalk tool on the crashreport server have been updated, there does indeed seem to be a problem with adding the symbols to the server.

```
$ ls -lh mergedlo.pdb/430BDD31990C40E99ED04F6D5A74FD701
  total 92M
  -rwxr-xr-x 1 cloph users 92M Dec 10 18:26 mergedlo.pdb
  -rwxr-xr-x 1 cloph users  96 Dec 10 18:26 refs.ptr
```

the compressed symbols on dev-downloads vs

```
$ ls

total 19M
-rw-r--r- 1 crashreport crashreport 19M Dec 15 11:21 mergedlo.sym
```

(that is one of the 7.0.4 rc2) - and while I don't expect the size to be the same, that looks a bit too good in terms of "compression" rate..)

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## #6 - 2021-05-20 13:25 - Christian Lohmaier

(not all files are that small though, there are plenty others that are 100+MB, so need to dig deeper, and will probably have to use the symbol server's files to reextract them for breakpad)

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## #7 - 2021-05-27 11:57 - Florian Effenberger

- Status changed from New to In Progress
- Target version set to Q2/2021

Cloph is investigating this, will report back in this ticket

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## #8 - 2021-06-22 17:09 - Christian Lohmaier

- % Done changed from 0 to 70

thankfully dump_syms uses diag tools to symbol location, that makes it possible to use regular symbols server method for extracting/converting the debuginfo without having to manually download & uncompress the files.

I already re-processed the final builds for 7.0 and 7.1 for both 64bit as well as 32bit. Current dump_syms doesn't crash when processing 32bit builds, but apparently the version used for those did, so there were also some incomplete symbols for 32bit windows.

I'll keep processing older builds in the next days..

```bash
# use master's dump_syms.exe for the reprocessing
cp workdir/UnpackedTarball/breakpad/src/tools/windows/dump_syms/Release/dump_syms.exe ~/symbolsreprocessing/dump_syms
# copy the symsrv.dll to enable using symbol server from Windows debugging tools
cp /cygdrive/c/Program Files (x86)/Windows Kits/8.1/Debuggers/x86/symsrv.dll ~/symbolsreprocessing/dump_syms
# set symbol server path. N:\symbols is local staging directory for uploading to dev-downloads, 
# contains the compressed symbols for recent builds, so for the majority of the builds didn't go via the network
export _NT_SYMBOL_PATH="srv\c:\cygwin64\home\buildslave\symbolsreprocessing\symbolcache*N:\symbols;srv\c:\cygwin64\home\buildslave\symbolsreprocessing\symbolcachehttps://dev-downloads.libreoffice.org/symstore/symbols"
# administrative/silent installation of the build to reprocess
msiexec.exe /a N:\LibreOffice_7.0.6.2_Win_x86.msi TARGETDIR="c:\cygwin64\home\buildslave\symbolsreprocessing\instdir" /q
```

# #9 - 2021-06-30 11:54 - Florian Effenberger

- Priority changed from Normal to Low
- Target version changed from Q2/2021 to Q3/2021

Is work in progress, all 7.0 and up done

<7.0 (EOL) in the works
- Status changed from In Progress to Closed