

2232733 - Error: CMS is unstable and will shut down immediately

Version	3	Type	SAP Knowledge Base Article
Language	English	Master Language	English
Release Status	Released to Customer	Category	Problem
Component	BI-BIP-SRV (CMS / Auditing issues (excl. 3rd Party Authentication))	Released On	26.03.2019

Please find the original document at <https://launchpad.support.sap.com/#/notes/2232733>

Symptom

- The Central Management Server (CMS) crashes with the following error appearing in the logs: CMS is unstable and will shut down immediately. Reason: CMS system database is overloaded, please try again. If the problem persists, please contact the system administrator(FWB 00027) (FWB 00087)

Environment

- SAP BusinessObjects Business Intelligence Platform 4.x (BI 4.0 / 4.1 / 4.2)
- Windows
- Linux / Unix

Reproducing the Issue

Connect your CMS to a database server across a slow connection, such as a WAN link between datacenters.

Cause

The error is non specific. It means that the query results are not returning quickly enough and the CMS is timing those stale queries out and resending them. Given the large number of CMS queries against the CMS database if it runs into this problem it does not take very long for a significant queue to build of waiting queries, and the system performance rapidly decreases. As a safety precaution the CMS shuts itself down in a controlled fashion.

Resolution

The CMS database must be highly responsive. A target number would be 10ms as the maximum allowed for a healthy environment. 5ms is a good typical goal for a reliable production environment.

If the CMS DB is hosted on Oracle, the tnsping utility can be utilized as it will show the round trip time. If the round trip time is repeatedly less than 10ms response time then that connection can be considered stable and ready for a CMS to use.

Contributing factors that can slow the response time include, but not limited to:

- DNS Name resolution

- Authentication methodologies
- Traversing a WAN link between the CMS host and the CMS Database, such as going between datacenters in different cities.
- Load on the network
- Load on the database server
- Out of date statistics on the CMS DB tables

It should be noted this can also prevent an install of the product, or a patch of the product, from completing fully.

Note: There is no timeout setting to increase the delay allowed - this is by design - and a safety feature to ensure the stability / user experience of the product.

Products

SAP BusinessObjects Business Intelligence platform 4.0

SAP BusinessObjects Business Intelligence platform 4.1

SAP BusinessObjects Business Intelligence platform 4.2

[Terms of use](#) | [Copyright](#) | [Trademark](#) | [Legal Disclosure](#) | [Privacy](#)