

## Delta Item Load Issue in Jobs Server –Exit Code 3.

### Steps to Triage on Delta Item Load Issue :-

#### Step 1 :-

If we see Exit code 3 in logs which has heap dump issue and socket timeout issue.

→ Move heap dumps from the server from `/opt/apps/IBM/WebSphere/CommerceServer80/bin/` to `/opt/apps or/tmp/` for analysis.

```
Output file location: /opt/apps/DataExtract/Catalog/XML/Process/wc-catalogEntry-deltaExtract.txt.
Error log location: /opt/apps/IBM/WebSphere/CommerceServer80/logs/CatalogEntry(EPCMF)_ERROR_2018.01.06_13.42.49.443.log.
-----
2018-01-06 13:42:49.495 INFO      com.ibm.commerce.foundation.dataload.DataLoaderMain logExitCode
Program exiting with exit code: 3.
Load was not successful. An unrecoverable error has occurred.

2018-01-06 13:42:49.495 INFO      com.ibm.commerce.foundation.dataload.DataLoaderMain logExitCode The program will be terminated.
Failed load items: [CatalogEntry(EPCMF)].

2018-01-06 13:42:49.496 INFO      com.ibm.commerce.foundation.dataload.DataLoaderMain logEndDateAndTime Load ended at: Sat Jan 06 1
3:42:49 UTC 2018
2018-01-06 13:42:49.496 INFO      com.ibm.commerce.foundation.dataload.DataLoaderMain logEndDateAndTime Load completed in 1,717.851
seconds.
ERROR: HP-ROW.NA-G1 (glt4723c.austin.hpincorp.net) - Delta Item extract job run failed at Sat 06 Jan 2018 01:42:49 PM UTC. Exit co
de: Data Extract 1.
```

### Heap Dump Logs in HPDeltaExtract.log.20180106.1314

```
JVMDUMP039I Processing dump event "systhrow", detail "java/lang/OutOfMemoryError" at 2018/01/06 13:42:29 - please wait.
JVMDUMP032I JVM requested System dump using '/opt/apps/IBM/WebSphere/CommerceServer80/bin/core.20180106.134229.3388.0001.dmp' in
response to an event
JVMPORT030W /proc/sys/kernel/core_pattern setting "|/usr/libexec/abrt-hook-ccpp %s %c %p %u %g %t e" specifies that the core dum
p is to be piped to an external program. Attempting to rename either core or core.3382.

JVMDUMP010I System dump written to /opt/apps/IBM/WebSphere/CommerceServer80/bin/core.20180106.134229.3388.0001.dmp
JVMDUMP032I JVM requested Heap dump using '/opt/apps/IBM/WebSphere/CommerceServer80/bin/heapdump.20180106.134229.3388.0002.phd'
in response to an event
JVMDUMP010I Heap dump written to /opt/apps/IBM/WebSphere/CommerceServer80/bin/heapdump.20180106.134229.3388.0002.phd
JVMDUMP032I JVM requested Java dump using '/opt/apps/IBM/WebSphere/CommerceServer80/bin/javacore.20180106.134229.3388.0003.txt'
in response to an event
JVMDUMP010I Java dump written to /opt/apps/IBM/WebSphere/CommerceServer80/bin/javacore.20180106.134229.3388.0003.txt
JVMDUMP032I JVM requested Snap dump using '/opt/apps/IBM/WebSphere/CommerceServer80/bin/Snap.20180106.134229.3388.0004.trc' in r
sponse to an event
JVMDUMP010I Snap dump written to /opt/apps/IBM/WebSphere/CommerceServer80/bin/Snap.20180106.134229.3388.0004.trc
JVMDUMP013I Processed dump event "systhrow", detail "java/lang/OutOfMemoryError".
2018-01-06 13:42:49.504 INFO      com.ibm.commerce.foundation.dataload.report.error.LoadItemErrorReport addReportDetails
```

### /opt/apps/IBM/WebSphere/CommerceServer80/logs/CatalogEntry(EPCMF)\_ERROR\_2018.01.06\_13.42.49.443.log

```
2018-01-06 13:42:49.452 FINE      com.ibm.commerce.foundation.dataload.report.error.LoadItemErrorReport addReportDetails

An exception was caught: java.lang.RuntimeException: java.lang.OutOfMemoryError: Java heap space
Application message:
An unexpected error occurred when attempting to load the data. The error message was: java.lang.OutOfMemoryError: Java heap spac
e
Exception message:
java.lang.OutOfMemoryError: Java heap space
Stack trace:
java.lang.RuntimeException: java.lang.OutOfMemoryError: Java heap space
    at com.ibm.commerce.foundation.dataload.DataLoaderMain.execute(DataLoaderMain.java:487)
    at com.ibm.commerce.foundation.dataload.DataLoaderMain.main(DataLoaderMain.java:215)
```

In case of heap dump in delta item load, please don't retrigger the job.

## Step 2 :-

Check the script has heap size defined correctly or request approval from manager , do needful changes and commit file in SVN.

Location - **/opt/apps/IBM/WebSphere/CommerceServer80/bin/dataextract.sh**

```
DATAEXTRACT_CONFIG="$WCS_HOME/wc.ear/xml/config/dataextract"
DATAEXTRACT_CONFIG_PATH="$DATAEXTRACT_CUSTOM_CONFIG_PATH:$WCS_HOME/samples/DataExtract"
DATAEXTRACT_XSD_PATH="$WCS_HOME/wc.ear/xml/config"

${JAVA_EXE?} -Xms512m -Xmx2048m -Djava.util.logging.config.file=$DATAEXTRACT_CONFIG/logging.properties -DerrorLogPath=$DATAEXTRACT_CONFIG/log_path -Dj2se=true -Ddataextract=true $PM_ARGS -Dwas.repository.root="$CONFIG_ROOT" -Dserver.root="$WAS_HOME" -Dwas.root="$WAS_HOME" -Dwas.install.root="$WAS_HOME" -Dwas.cellname=$WAS_CELL -Dwas.nodename=$WAS_NODE -Dws.ext.dirs="$WAS_EXT_CLSLDR_PATH:$WAS_USER_DIRS" -classpath $DATAEXTRACT_CONFIG_PATH:$MORE_CLASSPATH:$EXT_CP:$WAS_CLASSPATH -Djava.security.policy="config.policy" com.ibm.ws.bootstrap.WSLauncher $dataload "$@" -DdataLoadConfigXSDLocation=$DATAEXTRACT_XSD_PATH
```

\$

**{JAVA\_EXE?} -Xms256m -Xmx1024m**

To

**{JAVA\_EXE?}**

**-Xms512m -Xmx2048m (Currently present in Production)**

## Step 3 : Updating using query **hp\_batchjobruns** In stager DB.

We have to reset the params to original values [as in start of the job] before triggering

PFB the details on the same.

- Execute the query

**select \* from hp\_batchjobruns where job\_id=1059 order by start\_time desc;**

[Take the id of the run [49652], As it was triggered 2 times again rather than scheduled one, its showing 3 id's]

	ID	JOB_ID	START_TIME	STATUS	END_TIME
1	49654	1059	06-JAN-18 01.54.34.211595000 PM		6 06-JAN-18 01.54.47.567000000 PM
2	49653	1059	06-JAN-18 01.48.56.866046000 PM		6 06-JAN-18 01.49.08.865000000 PM
3	49652	1059	06-JAN-18 01.14.19.634112000 PM		6 06-JAN-18 01.42.49.303000000 PM

- `select * from HP_BATCHJOBRUNSTATS where jobrun_id=49652;`

	JOB RUN ID	STAT_GRP CD	PNAME	PTYPE	PVALUE
1	49652	Delta Item Load	error.count	1	0
2	49652	START_PARAMS	il.prod.delta.dependencyfile	11	HPProductDataExtract*.done
3	49652	END_PARAMS	il.prod.delta.dependencyfile	11	HPProductDataExtract*.done
4	49652	START_PARAMS	il.prod.delta.lastRunDate.en_US	1	2018-01-03 12:30:06
5	49652	END_PARAMS	il.prod.delta.lastRunDate.en_US	1	2018-01-06 13:14:19
6	49652	START_PARAMS	il.prod.delta.lastRunPreviousDate.en_US	1	2018-01-02 12:04:38
7	49652	END_PARAMS	il.prod.delta.lastRunPreviousDate.en_US	1	2018-01-03 12:30:06
8	49652	START_PARAMS	il.prod.delta.localelist	11	en_US
9	49652	END_PARAMS	il.prod.delta.localelist	11	en_US

```
update hp_batchjobparams set pvalue='2018-01-03 12:30:06' where job_id='1059' and
pname='il.prod.delta.lastRunDate.en_US';
commit;
```

```
update hp_batchjobparams set pvalue='2018-01-02 12:04:38' where job_id='1059' and
pname='il.prod.delta.lastRunPreviousDate.en_US';
commit;
```