ElasticJobs_JobAgent_Unhealthy

Last updated by | Charlene Wang | Jan 3, 2023 at 12:30 AM PST

Issue

If a customer is observing a issue with Elastic Jobs, this TSG will help you determine if a Job agent is unhealthy.

Investigation/Analysis

Check for Heartbeat events

JobAgent emits below 3 heartbeat Xevents every minute.

1. Controller heartbeat: We generate heartbeat in every controller iteration, with a maximum 100 ms sleep between iterations. So for an idle job account, max theoretical value for Beats field will be 600. If there are active job executions, controller loop does not sleep between multiple iterations but it will also spend more time in executing control pass, so we will see lower values (typical values are ~500 for SE Asia stage workload, using query pasted below). This value signifies # of times JobAccount ran controller pass in given minute.
2. Scheduler heartbeat: Scheduler loop always waits for 10 seconds between successive iterations, so Beats value for this even will usually be 6 (per minute). If scheduler is spending more time in creating job executions, Beats count will be less. This value signifies # of times JobAccount ran Scheduler pass in given minute.
3. Database connectivity heartbeat: For a healthy service, Beats field will be 1 for this event as its testing connectivity to control database once every measurement interval and reporting it.

Sample Kusto query to get this data:

```
MonJobs
|where AppName == "<>"
|where event == "JobsHeartbeatXEvent"
|order by TIMESTAMP desc
|limit 100
```

If there are not heartbeat events even with controldb available, JobAgent process must be stuck.

Mitigation

To mitigate this PG will have to kill the JobHost.exe process, please create an ICM.

Root Cause Classification

Cases resolved by this TSG should be coded to the following root cause: CRUD/Service issue/Elastic Jobs

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