

ElasticJobs_Job_Agent_Timeout

Last updated by | Charlene Wang | Jan 4, 2023 at 12:40 AM PST

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Issue

If a customer is observing a issue with Elastic Jobs timeout this TSG will help you determine the issue.

Investigation/Analysis

1. Check for JOB Agent status on the portal, you should see failures , from there fetch Job Execution ID , Job name , start and end time of failure.
2. Query Monjobs for this particular timeframe :

```
MonJobs
| where TIMESTAMP between(datetime(<>)..datetime(<>))
| where AppName == <>
| where Message contains "<>"
```

3. If the Job is timing out , check the job timeout ,using the query:

```
MonJobs
| where JobId == '<>'
| summarize duration = max(TIMESTAMP) - min(TIMESTAMP)
```

If the jobtimeout needs to be increased you can do that following [sp_update_jobstep]
(<https://docs.microsoft.com/en-us/sql/relational-databases/system-stored-procedures/sp-update-jobstep-transact-sql?view=sql-server-ver15> [↗](#))

Mitigation

If the issue is still not resolved, please create an ICM.

External Links

[Troubleshooting Common issues with Elastic Jobs](#) [↗](#)

Internal Links

[186824565](#) 

Root Cause Classification

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

How good have you found this content?

