Table of Contents

[1. Check for hung process on the server 2](#_Toc532981641)

[2. Kill PIDs and Remove check file: 3](#_Toc532981642)

[3. Call IT Help: 4](#_Toc532981643)

4. Assign JIRA ticket to ISG after Manager's approval:………..………………………………………………………………..4

[5. Verify jobs 4](#_Toc532981644)

# Check for hung process on the server

Run this to see what jobs are running on the server

[lg74078@rsmxap31 ~]$ ps -edf | grep kitchen

Once you have a list of jobs, find out if something has been running way longer than it should have, or has been stuck.

For example, if run\_bpm is stuck, then

Run this to find details about the job:

[lg74078@rsmxap31 ~]$ ps -edf | grep run\_bpm

lg74078  10217   998  0 11:16 pts/0    00:00:00 grep run\_bpm

appadmin 27279 27276  0 Feb25 ?  00:00:00 /bin/sh -c /u01/maximus/maxdat-prd/IL/ETL/scripts/il\_run\_bpm.sh 2>&1 | sed "s/^/$(date)/ " >> /u01/maximus/maxdat-prd/IL/ETL/logs/il\_run\_bpm.log

\*\*\*\* The above PID should not be killed – it is the cron

appadmin 27283 27279  0 Feb25 ?        00:00:00 /bin/bash /u01/maximus/maxdat-prd/IL/ETL/scripts/il\_run\_bpm.sh

1. Check for child process of the il run bpm

[lg74078@rsmxap31 ~]$ ps -edf | grep 27283

lg74078 10229   998  0 11:17 pts/0    00:00:00 grep 27283

appadmin 27283 27279  0 Feb25 ?        00:00:00 /bin/bash /u01/maximus/maxdat-prd/IL/ETL/scripts/il\_run\_bpm.sh

appadmin 27984 27283  0 Feb25 ?        00:00:00 /bin/bash /u01/maximus/maxdat-prd/IL/ETL/scripts/run\_kjb.sh /u01/maximus/maxdat-prd/IL/ETL/scripts/OutboundCalls/OutboundCalls\_Runall.kjb Detailed

1. check for child process of the  run kjb

[lg74078@rsmxap31 ~]$ ps -edf | grep 27984

lg74078  10239   998  0 11:17 pts/0    00:00:00 grep 27984

appadmin 27984 27283  0 Feb25 ?        00:00:00 /bin/bash /u01/maximus/maxdat-prd/IL/ETL/scripts/run\_kjb.sh /u01/maximus/maxdat-prd/IL/ETL/scripts/OutboundCalls/OutboundCalls\_Runall.kjb Detailed

appadmin 28045 27984  0 Feb25 ?        00:00:00 /bin/sh /u01/app/appadmin/product/pentaho/data-integration/kitchen.sh -file=/u01/maximus/maxdat-prd/IL/ETL/scripts/OutboundCalls/OutboundCalls\_Runall.kjb -level=Detailed

1. Check for child process of the kitchen

[lg74078@rsmxap31 ~]$ ps -edf | grep 28045

lg74078  10248   998  0 11:17 pts/0    00:00:00 grep 28045

appadmin 28045 27984  0 Feb25 ?        00:00:00 /bin/sh /u01/app/appadmin/product/pentaho/data-integration/kitchen.sh -file=/u01/maximus/maxdat-prd/IL/ETL/scripts/OutboundCalls/OutboundCalls\_Runall.kjb -level=Detailed

appadmin 28118 28045 22 Feb25 ?        02:55:47 /u01/app/appadmin/product/java/jdk1.6.0\_31/bin/java -Xmx2048m -cp /u01/app/appadmin/product/pentaho/data-integration:/u01/app/appadmin/product/pentaho/data-integration/lib/

1. Stop!  you have reached the Java process.
2. You can also check for other abandoned jobs on the server

Ps -edf | grep kettle

This will give you all the jobs that are running on the server. You can use this information to see if any jobs have been abandoned for long. If so, include the PID of the abandoned job as well in the next step.

## Kill PIDs and Remove check file:

Based on above, order them – Java 🡪 Kitchen 🡪 run bpm

Create a ticket with instructions as below :

1. Kill PIDs in the follow order:

28118

28045

27984

27283

1. Remove file:

/u01/maximus/maxdat-prd/IL/ETL/scripts/IL\_run\_check.txt

**Important note** 🡪 Please make sure you are referencing the correct check file. Check the date time stamp on the file and compare it with the hanging job. Please check with your manager if in doubt.

1. Get manager’s approval before assigning to ISG
2. Call IT Help

Call IT Help – create a P2 ticket and give details about the issue / outage.

## Assign JIRA ticket to ISG after Manager’s approval

Please make sure to get Manager’s approval before assigning the ticket to ISG

**NOTE:** All steps – creating JIRA, calling IT help and getting manager’s approval – are required before assigning to ISG

1. Verify jobs

Once the PIDs are killed and check file removed, confirm the jobs are re-started, running, completing in a timely manner.

If the hung job will not start soon (the cron is scheduled for later during the day), add a comment on the ticket with instructions to kick off the job manually. Please make sure the correct cron job is included in the instructions of the ticket.

Work with the app admin to make sure the job starts and completes as expected.

1. You can get the list of active crons from the app admin and verify the timings to see if they are running and completing as expected
2. You can also look into the log file directory of past instances, to see if everything is running in a timely manner.

After jobs are verified and completing as expected, please coordinate with the MicroStrategy team to make sure the cubes are up-to-date and send notifications to projects. Please coordinate with your manager for this step.