









# Doc ID 1001.4 - Java Deadlock Error **PERTAINS TO** ■ EBS Integration Kit - v2.0 ISSUE DESCRIPTION The PingFederate services freeze due to a deadlock condition in Java.

Thread Dumps:

ErrorMessage - Caused by: org.apache.xmlbeans.XmlException: error: Unexpected end of file

Thread Dumps:

ttp:193336170-2922\* 45922 prio=5 os\_prio=0 cpu=16.22ms elapsed=43889.92s tid=0x00007fddd8038800 nid=0x6dad waiting
java\_lang\_nhread.State: BLOCKED (on object monitor)

at oracle.jdbc.pool.OracleFooledConnection.getConnection(OracleFooledConnection.java:279)

- waiting to lock '0x0000007025020229' (a oracle\_jdbc.pool.OracleFooledConnection)

at com.likeminds.EBSAuth.EBSAuthBL.oracteEBSSession(EBSAuthBL.java:169)

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at org.eclipse.jetty.servlet.servleeHandler.dofeveTesvlet.java:169)

at org.eclipse.jetty.servlet.ServletHandler.dofeveTesvlet.java:169)

at org.eclipse.jetty.server.handler.ScopedHandler.handle(ScorpedHandler.java:146)

at org.eclipse.jetty.server.handler.ScopedHandler.handle(ScorpedHandler.java:168)

at org.eclipse.jetty.server.handler.ScopedHandler.nathBlockServlet.java:1700)

at org.eclipse.jetty.server.handler.ScopedHandler.dofeveTesvlet.java:1700)

at org.eclipse.jetty.server.handler.ScopedHandler.dofeveTesvlet.java:1700)

at org.eclipse.jetty.server.handler.ScopedHandler.dofeveTesvlet.java:1700)

at org.eclipse.jetty.server.handler.ScopedHandler.dofeveTesvlet.java:185)

at org.eclipse.jetty.server.handler.ScopedHandler.dofeveTesvlet.java:185)

at org.eclipse.jetty.server.handler.ScopedHandler.java:1345)

at org.eclipse.jetty.server.handler.ContextHandler.dofeveTesvlet.java:1446

at org.eclipse.jetty.server.handler.ScopedHandler.java:

#### EIK, PingFederate Logs:

after null

## DIAGNOSIS

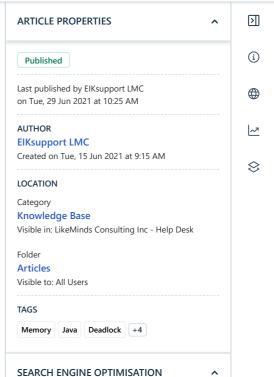
- The EIK Java Class com.likeminds.EBSAuth.EBSAuthBL.createEBSSession is responsible for triggering the Java deadlock condition.
- This issue occurs when the JVM is not configured properly among the services in a
- The PingFederate server may run out of memory if too many EIK instances are deployed on the same server. In this case, a proper performance tuning should be in place for PingFederate to handle and process all the requests.

### SOLUTION

Restarting the PingFederate server (restart only the affected node if deployed in cluster) will resolve the issue.

Following are some of the JMX monitoring parameters that help to monitor Java memory related issues and also to avoid such deadlocks in future:

jmx["java.lang:type=Memory","HeapMemoryUsage.committed"] jmx["java.lang:type=Memory","HeapMemoryUsage.max"] jmx["java.lang:type=Memory","HeapMemoryUsage.used"] jmx ["java.lang:type=Memory","NonHeapMemoryUsage.committed"]jmx["java.lang:type=MemoryPool,name=Code Cache","Usage.max"] jmx["java.lang:type=MemoryPool,name=Code Cache","Usage.used"]



# EIK PingFederate Shutdown **DESCRIPTION FOR SEARCH ENGINE**

TITLE FOR SEARCH ENGINE

#### **ANALYTICS**

VERSIONS (19)

v.19 Published (Live) 29 Jun 2021, 10:25 AM

**EIKsupport LMC** 

#### v.18 Published

16 Jun 2021, 1:00 AM Likeminds Support

v.17 Draft 16 Jun 2021, 1:00 AM Likeminds Support

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