



PERTAINS TO

- EBS Integration Kit - v2.0

ISSUE DESCRIPTION

The PingFederate services freeze due to a deadlock condition in Java.

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

Thread Dumps:

```

tcp18923336170-2922] #2922 p=05 os_priv=0 cpu=16.22ms elapsed=43895.92s tid=0x000007fdd8038800 nid=0x6dad waiting
java.lang.Thread.State: BLOCKED (on object monitor)
    at oracle.jdbc.pool.OraclePooledConnection.getConnection(OraclePooledConnection.java:279)
        - waiting to lock <0x00000007025c0228> (a oracle.jdbc.pool.OraclePooledConnection)
    at com.ilekinds.EBSAuth.EBSAuthHandler.createEBSSession(EBSAuthHandler.java:56)
    at com.ilekinds.EBSAuth.EBSAuthClient.doGet(EBSAuthClient.java:104)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:687)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:790)
    at org.eclipse.jetty.servlet.ServletHolder.handle(ServletHolder.java:865)
    at org.eclipse.jetty.servlet.ServletHandler.doHandle(ServletHandler.java:542)
    at org.eclipse.jetty.server.handler.ScopedHandler.handle(ScopedHandler.java:146)
    at org.eclipse.jetty.security.SecurityHandler.handle(SecurityHandler.java:548)
    at org.eclipse.jetty.server.handler.HandlerWrapper.handle(HandlerWrapper.java:132)
    at org.eclipse.jetty.server.handler.ScopedHandler.nextHandle(ScopedHandler.java:257)
    at org.eclipse.jetty.server.session.SessionHandler.doHandle(SessionHandler.java:170)
    at org.eclipse.jetty.server.handler.ScopedHandler.nextHandle(ScopedHandler.java:245)
    at org.eclipse.jetty.server.handler.ContextHandler.doHandle(ContextHandler.java:1345)
    at org.eclipse.jetty.servlet.handler.ScopedHandler.nextScope(ScopedHandler.java:203)
    at org.eclipse.jetty.servlet.ServletHandler.doScope(ServletHandler.java:480)
    at org.eclipse.jetty.server.session.SessionHandler.doScope(SessionHandler.java:167)
    at org.eclipse.jetty.servlet.handler.ScopedHandler.nextScope(ScopedHandler.java:201)
    at org.eclipse.jetty.server.handler.ContextHandler.doScope(ContextHandler.java:1247)
    at org.eclipse.jetty.servlet.handler.ScopedHandler.handle(ScopedHandler.java:144)
    at org.eclipse.jetty.server.handler.ContextHandlerCollection.handle(ContextHandlerCollection.java:220)

```

Elk, PingFederate Logs:

[illegible]

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 server.
- 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"]
```

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SEARCH ENGINE OPTIMISATION

TITLE FOR SEARCH ENGINE

EIK PingFederate Shutdown

DESCRIPTION FOR SEARCH ENGINE

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