

ConnectDirect Adapter Session Limit Restart

Once Splunk has triggered alert named “SI ConnectDirect Adapter Session Limit has reached 4”, please do the following.

1. Login to SI <http://sterlingb2bi.corp.net.bcbsaz.com/dashboard>
2. Go to **Business Processes -> Monitor -> Current Activities** (set the values as shown in screenshot)

The screenshot shows the IBM Sterling B2B Integrator web interface. On the left is the 'Administration Menu' with a tree view containing 'Business Processes', 'Monitor', 'Advanced Search', 'Central Search', 'Current Processes', 'Current Documents', 'Current Activities' (highlighted), 'Trading Partner', 'Deployment', 'EBICS', 'Operations', and 'Accounts'. The main area is titled 'Service Activity' and contains a search form. The search form has the following fields: 'Service Type' (dropdown menu set to 'ALL'), 'Service Name' (dropdown menu set to 'ALL'), 'Service Activity Type' (dropdown menu set to 'None Available'), 'Not Updated Since: Date' (text input), 'Time' (text input), 'AM' (dropdown menu), 'Started Before: Date' (text input), 'Time' (text input), 'AM' (dropdown menu), 'Refresh Interval (min.):' (dropdown menu set to '1'), and 'Display Max. (rows):' (dropdown menu set to 'ALL'). A 'Go!' button is at the bottom right of the search form.

3. Look for **ConnectDirectserver** and **delete** one by one.

Service Activity Search Results

Service Activity 1-32 of 32

Clear	Service Name	Session	Activity	Node Name	Started	Last Updated	Context	Activity Details
	BCBS_Generic_FSA			node1	04/29/2022 7:37:41 AM MST	04/29/2022 7:37:41 AM MST	28290984	
	BCBS_Generic_FSA			node1	04/29/2022 7:37:48 AM MST	04/29/2022 7:37:48 AM MST	28308684	
	ConnectDirectServer	ConnectDirectServer_CDSE RVER_ADAPT ER_node1P00 873081200L2 848:6350491	Session	node1	04/23/2022 1:14:50 AM MST	04/23/2022 1:14:50 AM MST	25430750	Active SA.AFFNDMUP
	ConnectDirectServer	ConnectDirectServer_CDSE RVER_ADAPT ER_node1P01 895083176L4 670:6942255	Session	node1	04/28/2022 1:17:55 AM MST	04/28/2022 1:17:55 AM MST	27787240	Active SA.AFFNDMUP
	ConnectDirectServer	ConnectDirectServer_CDSE RVER_ADAPT ER_node1P03 953609978L5 171:7055971	Session	node1	04/29/2022 1:17:31 AM MST	04/29/2022 1:17:32 AM MST	28210094	Active SA.AFFNDMUP
	ConnectDirectServer	ConnectDirectServer_CDSE RVER_ADAPT ER_node1P04 094876200L4 671:6942944	Session	node1	04/28/2022 1:23:07 AM MST	04/28/2022 1:23:08 AM MST	27787233	Active SA.AFFNDMUP

- Next, go to **Operations -> System -> Troubleshooter -> Click on Adapters** (**Make sure you are on node1**)

The screenshot shows the IBM Sterling B2B Integrator interface. On the left is the 'Administration Menu' with a tree view. The 'System' folder under 'Operations' is expanded, and 'Troubleshooter' is selected. On the right is the 'System Troubleshooting' page. At the top, 'Select Node' is set to 'node1'. Below this is the 'System Status' section, which contains a list of links for various system management tasks, including 'Stop the System', 'Host Information', 'Classpath', 'JNDI Tree', 'Soft Stop', 'Database Usage', 'Business Process Queue Usage', 'Business Process Usage', 'Cache Usage', 'Threads', 'Clean-Up Processes Monitor', 'Controllers', 'Adapters', and 'Perimeter Server Status'. The 'Adapters' link is highlighted in yellow.

- Disable** Connect Direct Server Adapter by **unchecking** the check mark. Then click **F5** or **right click and refresh the page**. This will show "State" as "Stopped". Once it's in "Stopped" state, **re-check the check box**. This will **re-enable the adapter**.

Adapters: 72 active / 23 Stopped

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On/Off	State	Name	Type
<input checked="" type="checkbox"/>	Enabled	5.2 FTP Server Adapter PX 11034	FTP Server Adapter
<input checked="" type="checkbox"/>	Enabled	AS2Extract	File System Adapter
<input checked="" type="checkbox"/>	Enabled	AS3 FileSystem Adapter	File System Adapter
<input checked="" type="checkbox"/>	Enabled	B2B FTP Client Adapter	B2B FTP Client Adapter
<input checked="" type="checkbox"/>	Enabled	B2B SMTP Client Adapter	B2B SMTP Client Adapter
<input checked="" type="checkbox"/>	Enabled	B2B Sterling Information Broker Adapter	B2B Sterling Information Broker Adapter
<input checked="" type="checkbox"/>	Enabled	BackupService	Backup Business Process Service
<input checked="" type="checkbox"/>	Enabled	BasicCustomerImport FSA	File System Adapter
<input checked="" type="checkbox"/>	Enabled	BCBS Generic FSA	File System Adapter
<input checked="" type="checkbox"/>	Enabled	BP Execution Http Server Adapter on Port 80	HTTP Server Adapter
<input checked="" type="checkbox"/>	Enabled	CHIPS Adapter	CHIPS Adapter
<input checked="" type="checkbox"/>	Enabled	Connect:Direct Server Adapter	Sterling Connect:Direct Server Adapter
<input checked="" type="checkbox"/>	Enabled	E5 BP Fault Log	BP Fault Log Adapter
<input checked="" type="checkbox"/>	Enabled	E5 File System Adapter	File System Adapter
<input checked="" type="checkbox"/>	Enabled	Ebics Client HTTP Client Adapter	HTTP Client Adapter
<input checked="" type="checkbox"/>	Enabled	EBICS Http Server Adapter	HTTP Server Adapter
<input checked="" type="checkbox"/>	Enabled	ebXML FILE OUTPUT	File System Adapter
<input checked="" type="checkbox"/>	Enabled	ebXML Http Server Adapter	HTTP Server Adapter
<input checked="" type="checkbox"/>	Enabled	EDI Inbound File System Adapter	File System Adapter