



Operations Alert Bulletin

emmDistributor Emergency Patch

Background

Our engineers are aware of a condition that can result in excessive database connections remaining open if the emmDistributor process does not close a connection when it closes a thread. This condition causes Informix to stop operating properly and requires a manual reboot of the Digital Network Communications Server (DNCS). Resolution of this issue is being tracked under Change Request (CR) 69645.

Impacted Environments

This condition occurs in environments operating with DNCS 4.2.0.31p3 through DNCS 4.2.0.31p11.

Over time, these environments may experience an increase in emmDistributor connections, which may cause eventual malfunction with the Informix database. Perform the following steps every seven days to monitor the emmDistributors connections:

- 1 From an xterm window on the DNCS, type **pgrep emmDistributor** to retrieve the emmDistributor PID.
- 2 Record the PID value: _____.
- 3 Type **ps -f -onlywp -p <PID value> | sed 1d** and press **Enter**. The value returned equals the number of threads the emmDistributor is currently using.
- 4 Record the number of threads: _____.
- 5 Type **onstat -g ses | grep <PID value> | wc -l** and press **Enter**. This yields the number of database connections in use by the emmDistributor. This count should equal the number of threads from step 3 minus 1. (A variance of 1 or 2 is acceptable.)
- 6 Record the number of active database connections: _____.
- 7 Repeat steps 1 through 6 every seven days to monitor your system. If the number in step 6 increases significantly (doubles or more) from the previous week, the emmDistributor is not re-using database connections properly.

Additionally, the following scenarios indicate that a system may be experiencing this condition:

- The DNCS fails to complete a process that is database-dependent.

Recommendation

- The system returns an error message indicating an Informix failure.
- The system returns an error message indicating not enough memory is available.

Resolution

Our Customer Focused Engineering Team (CFET) now has an emergency patch for the emmDistributor to correct this issue in impacted environments.

Note: Installation of the patch does not impact normal operation and can be performed without interruption to other processes.

Recommendation

Site managers of systems operating with DNCS 4.2.0.31p3 through DNCS 4.2.0.31p11 should contact the Cisco representative handling your account to coordinate installation of the emmDistributor Emergency Patch.

Once you receive the patch, follow the instructions included with the software to perform the installation.

About This Bulletin

Audience

This document is intended for system operators of the Digital Broadband Delivery System (DBDS) operating with DNCS 4.2.0.31p3 through DNCS 4.2.0.31p11. Support engineers who help system operators troubleshoot and maintain systems will also find this document useful.

Document Version

This is the third release of this document. This document provides steps to monitor the emmDistributor database connections.

For More Information

If you have technical questions, call Cisco Services for assistance. Follow the menu options to speak with a service engineer.



Cisco Systems, Inc.
5030 Sugarloaf Parkway, Box 465447
Lawrenceville, GA 30042

678 277-1120
800 722-2009
www.cisco.com

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of cisco trademarks, go to this URL:

www.cisco.com/go/trademarks.

Third party trademarks mentioned are the property of their respective owners.

The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Product and service availability are subject to change without notice.

© 2009, 2012 Cisco and/or its affiliates. All rights reserved.

August 2012 Printed in USA

Part Number 78-4022855-01 Rev C