

E1: KER: Virtualization Software Causing JDE Crashes With Backed Up Metadata Kernel (Doc ID 2202298.1)

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APPLIES TO:

JD Edwards EnterpriseOne Tools - Version 9.2 and later
Information in this document applies to any platform.

SYMPTOMS

User finds JDE crashes with backed up Metadata Kernel with hundreds of outstanding requests. The jde logs show IPC objects errors (semaphores/mutexes) for Metadata Kernel and Security Kernel errors:

```
1248/1596 WRK:Starting jdeCallObject Tue Oct 11 10:02:09.629000 IPCMISC.C299
IPC3700029 - sendMessage (idx=15) Timed out trying to lock queue for sending. Queue properties: alloc-1024,
used-394, head-0, tail-393, lastHole-0, highest-0, dataOffset-12336, allocBytes-69648, usedBytes-65646

1248/1596 WRK:Starting jdeCallObject Tue Oct 11 10:02:09.629001 EXTMSGQ.C1145
Could not pass message to jdenet_k kernel queue=<Krn1992ReqQ> (lastIPCErr=<eIPCTimedOut>),Message aborted
for msgType=15751.

1248/1596 WRK:Starting jdeCallObject Tue Oct 11 10:02:09.629002 EXTMSGQ.C1221
NET2000002: Could not pass message to jdenet_k kernel queue=<Krn1992ReqQ> (lastIPCErr=<eIPCTimedOut>),
Message aborted, type=15751

1248/1596 WRK:Starting jdeCallObject Tue Oct 11 10:02:09.629003 SpecCnvr.c1923
METADATA - Failure to send message to metadata server. Message ID: 5354. Failed with JDENET eIPCErr:
eIPCNoError

1248/1716 WRK:Starting jdeCallObject Tue Oct 11 12:36:21.635000 IPCMISC.C299
IPC3700029 - sendMessage (idx=15) Timed out trying to lock queue for sending. Queue properties: alloc-1024,
used-394, head-0, tail-393, lastHole-0, highest-0, dataOffset-12336, allocBytes-69648, usedBytes-65646

1248/1716 WRK:Starting jdeCallObject Tue Oct 11 12:36:21.635001 EXTMSGQ.C1145
```

```
2136/2444 Fri Oct 07 22:49:40.848000 NETPUB.C267
```

The total of each kernel definition maxNumberOfProcesses is greater than the maxKernelProcesses setting, adjusting maxKernelProcesses to match

```
2136/2444 Tue Oct 11 09:57:45.849000 NETFLOW.C1105
```

```
2136 (pid) in routeOutgoingQueue(), unable to send message: sd=472, msgId=59482, msgHost=192.168.0.168,
msgPort=6020, sendingHost=192.111.5.111, msgType=555, msgRange=3, krnlName=SECURITY KERNEL, reqNet=58632,
resNet=2136, reqKrn1=58632, resKrn1=624, msgFlags=2.
```

```
2136/2444 Tue Oct 11 12:50:01.023000 NETRCV.C444
```

```
10054-Error from Host=<192.111.5.110> in rcv returned 10054 (WSAECONNRESET): Connection was reset by peer
```

```
2136/2444 Tue Oct 11 12:50:11.022000 IPCMISC.C299
```

```
IPC3700029 - sendMessage (idx=15) Timed out trying to lock queue for sending. Queue properties: alloc-1024,
used-394, head-0, tail-393, lastHole-0, highest-0, dataOffset-12336, allocBytes-69648, usedBytes-65646
```

```
2136/2444 Tue Oct 11 12:50:11.022001 EXTMSGQ.C1145
```

```
1248/1596 WRK:Starting jdeCallObject Tue Oct 11 10:02:09.629000 IPCMISC.C299
```

```
IPC3700029 - sendMessage (idx=15) Timed out trying to lock queue for sending. Queue properties: alloc-1024,
used-394, head-0, tail-393, lastHole-0, highest-0, dataOffset-12336, allocBytes-69648, usedBytes-65646
```

```
1248/1596 WRK:Starting jdeCallObject Tue Oct 11 10:02:09.629001 EXTMSGQ.C1145
```

```
Could not pass message to jdenet_k kernel queue=<Krn1992ReqQ> (lastIPCErr=<eIPCTimedOut>),Message aborted
for msgType=15751.
```

```
1248/1596 WRK:Starting jdeCallObject Tue Oct 11 10:02:09.629002 EXTMSGQ.C1221
```

```

NET2000002: Could not pass message to jdenet_k kernel queue=<Krn1992ReqQ> (lastIPCErr=<eIPCTimedOut>),
Message aborted, type=15751

1248/1596 WRK:Starting jdeCallObject Tue Oct 11 10:02:09.629003 SpecCnvt.c1923
METADATA - Failure to send message to metadata server. Message ID: 5354. Failed with JDENET eIPCErr:
eIPCNoError

1248/1716 WRK:Starting jdeCallObject Tue Oct 11 12:36:21.635000 IPCMISC.C299
IPC3700029 - sendMessage (idx=15) Timed out trying to lock queue for sending. Queue properties: alloc-1024,
used-394, head-0, tail-393, lastHole-0, highest-0, dataOffset-12336, allocBytes-69648, usedBytes-65646

1248/1716 WRK:Starting jdeCallObject Tue Oct 11 12:36:21.635001 EXTMSGQ.C1145

2136/2444 Fri Oct 07 22:49:40.848000 NETPUB.C267
The total of each kernel definition maxNumberOfProcesses is greater than the maxKernelProcesses setting,
adjusting maxKernelProcesses to match

2136/2444 Tue Oct 11 09:57:45.849000 NETFLOW.C1105
2136 (pid) in routeOutgoingQueue(), unable to send message: sd=472, msgId=59482, msgHost=192.168.0.168,
msgPort=6020, sendingHost=192.111.5.111, msgType=555, msgRange=3, krnlName=SECURITY KERNEL, reqNet=58632,
resNet=2136, reqKrn1=58632, resKrn1=624, msgFlags=2.

2136/2444 Tue Oct 11 12:50:01.023000 NETRCV.C444
10054-Error from Host=<192.111.5.110> in rcv returned 10054 (WSAECONNRESET): Connection was reset by peer

2136/2444 Tue Oct 11 12:50:11.022000 IPCMISC.C299
IPC3700029 - sendMessage (idx=15) Timed out trying to lock queue for sending. Queue properties: alloc-1024,
used-394, head-0, tail-393, lastHole-0, highest-0, dataOffset-12336, allocBytes-69648, usedBytes-65646

2136/2444 Tue Oct 11 12:50:11.022001 EXTMSGQ.C1145
Could not pass message to jdenet_k kernel queue=<Krn1992ReqQ> (lastIPCErr=<eIPCTimedOut>),Message aborted
for msgType=7.

```

```

492/2952 WRK:LORIJEE_09C88928_P09200 Tue Oct 11 09:56:44.100003SpecCnvt.c2060

METADATA - Attempted to send Metadata Kernel a message 3 times and did not receive a reply. Returning failure
to the caller. The Metadata Kernel is
Kernel #30 in the jde.ini and the message ID being sent to the kernel is 15751.

```

Process Name	Process Type	Process ID	Process Status	JDELOG File Size	Debug Log Size	Connected Users	Total Requests	Outstanding Requests	Memory (MB)	CPU %	Threads	JDE Caches	Total Open JDB Transactions
METADATA KERNEL	Kernel Process	992	RUNNING	781	87	0	86451	197	154	0	17	0	9

CAUSE

Virtualization software (example VMWare) has performance issues related to IPC objects(semaphores/mutexes etc). The metadata kernel locks up and stops processing any requests. The logs show metadata kernel is spawning security kernel.

SOLUTION

Oracle does not support the JDE Enterprise server running on third party virtualization software. JDE was never tested on third party virtualization software.

For details on Oracles position on virtualization software refer to the following Documents:

1. Support Position for Oracle Products Running on VMWare Virtualized Environments ([Doc ID 249212.1](#))
2. Oracle VM with JD Edwards EnterpriseOne Minimum Technical Requirements ([Doc ID 748349.1](#))
3. E1: MTR: What is EnterpriseOne Support Policy for Virtual Server Environments? ([Doc ID 647894.1](#))
4. JD Edwards EnterpriseOne 9.1.X Virtualized Components Support Statement ([Doc ID 1508629.1](#))

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