



Cluster is not reachable in UM because acquisition service has run out of memory or CPU resources

https://kb-stage.netapp.com/data-mgmt/AIQUM/AIQUM_Kbs/Cluster_is_not_reachable_in_UM_becaus...

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Applies to

- OnCommand Unified Manager 9.5 and below(UM)
- ActiveIQ Unified Manager (UM) 9.6+
- All OS platforms

Issue

- '`Cluster not reachable`' Events are generated randomly indicating interrupted monitoring
- clusters might not be monitored for a longer period of time
- If alerts are configured, following email notification is received from UM:

Alert from Active IQ Unified Manager: Cluster Not Reachable

- The following messages may be observed in `/var/log/ocie/server_mega.log`:

```
2018-03-18 02:04:18,127 ERROR [pool-3-thread-166997] c.o.u.s.SessionCache
(SessionCache.java:236) - failed to invoke jndiName: ejb:mega-app/server-
core//VserverPerformanceBean!com.netapp.oci.netapp.performance.vserver.interfaces.
e com.netapp.oci.netapp.interfaces.data.NetappInterfaceException: Failed to
insert vserver performance, clusterKey:bd43f76c-68b5-11e3-a3ce-123478563412
dataSourceId:8
```

```
2018-03-18 02:08:21,220 ERROR [pool-36-thread-4]
c.o.s.a.d.n.a.p.ArchiveFileParser (ArchiveFileParser.java:206) - Message :Error
parsing CCMA file : /var/log/ocie/recording/archiver/sin-
fas01.operations.mycorp.com/sin-fas01-02/
223712_000300_1521267000903_0271000.ccma, java.lang.OutOfMemoryError:GC
overhead limit exceeded Exceptions : java.lang.OutOfMemoryError: GC overhead
limit exceeded
```

```
2018-03-18 02:08:37,998 ERROR [pool-36-thread-1]
c.o.s.a.d.n.a.p.ArchiveFileParser (ArchiveFileParser.java:206) - Message :Error
parsing CCMA file : /var/log/ocie/recording/archiver/ash-
fas01.operations.mycorp.com/ash-fas01-02/
255986_000300_1521349501005_0292000.ccma,
java.lang.IllegalArgumentException:Exception thrown while instantiating an
instance of class
com.onaro.sansscreen.acquisition.datasources.netapp_ocie.archiver.parser.CLibrary$Cr
(java.lang.reflect.InvocationTargetException) Exceptions :
java.lang.IllegalArgumentException: Exception thrown while instantiating an
instance of class
com.onaro.sansscreen.acquisition.datasources.netapp_ocie.archiver.parser.CLibrary$Cr
(java.lang.reflect.InvocationTargetException)
```