



IBM Software Group

# Content Manager OnDemand

## *ODWEK collecting data – Java API*

IBM Information Management software



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Updated June 25, 2009

This presentation covers collecting data for ODWEK Java API problems.

## Collecting data - ODWEK Java API abend

- Files and information to collect:
  - ▶ Collect the ODWEK Crash Collecting Data  
[http://www-01.ibm.com/support/docview.wss?rs=0&q1=odwek+crash+mustgather&uid=swg21243419&loc=en\\_US&cs=utf-8&cc=us&lang=en](http://www-01.ibm.com/support/docview.wss?rs=0&q1=odwek+crash+mustgather&uid=swg21243419&loc=en_US&cs=utf-8&cc=us&lang=en)
  - ▶ A skeleton Java stand-alone test case using the ODWEK Java APIs that can re-create the abend

Collecting the necessary data before opening a support ticket with IBM Software Support will speed problem determination. The items listed here will assist you in providing that information.

Collect all of the data referenced in the ODWEK Crash Collecting Data document link here. If possible, provide a skeleton Java stand-alone test case re-creating the problem. A stand-alone test case provides the best method to show a possible defect.

## Collecting data - ODWEK Java API abend

- Good background information to provide
  - ▶ Is the abend reproducible at will?
    - If so, what are the specific re-create steps
  - ▶ Is there a pattern to the abend? Does it occur daily, weekly, intermittently?
  - ▶ Has the volume of users or ODWEK activity increased recently?

Additionally, good information to have ready for the IBM Software Support Engineer is; is the abend reproducible a will? If so, what are the steps to re-create the problem? Is there a pattern to the abend? How often does it occur? Daily? Weekly? Is it intermittent?

Has the volume of users or ODWEK activity increased recently?

## Collecting data - ODWEK Java API abend

- ▶ Any changes made recently?
  - OnDemand server
  - ODWEK application
- ▶ Is there only a single ODWEK application deployed on the application server?
  - If more than one, is it another ODWEK servlet or Java API application?

Have there been any changes made to the OnDemand server or ODWEK application recently?

Is there only one ODWEK application deployed on the application server?

If there is more than one, is it another ODWEK servlet or Java API application?

## Collecting data: ODWEK Java API hang

- Files and information to collect:
  - ▶ Collect the WebSphere® Hang MustGather
    - <http://www-1.ibm.com/support/search.wss?rs=180&tc=SSEQTP&tc1=SSCMPB9&q=MustGatherDocument>
  - ▶ Collect the corresponding ODWEK Trace=4 file
    - arswww.trace\*
  - ▶ arswww.ini or ODConfig settings
    - Referenced in the ODServer.initialize call
  - ▶ OnDemand server System Log for a period of 10 minutes before the hang

Collecting the necessary data before opening a support ticket with IBM Software Support will speed problem determination.

The items listed here will assist you in providing that information.

Collect all of the data referenced in the WebSphere Hang MustGather document link, the ODWEK Trace=4 file and the arswww.ini file or ODConfig settings. Also collect the OnDemand server System log for a period of 10 minutes before the hang.

## Collecting data: ODWEK Java API hang

- Good background information to provide
  - ▶ Can the hang symptom be re-created using the OnDemand Windows Client
  - ▶ Is there a pattern to the hang? Does it occur daily, weekly, intermittently?
  - ▶ Has the volume of users or ODWEK activity increased recently?
  - ▶ Any recent changes made?
    - OnDemand Server
    - ODWEK Java application

Additionally, good information to have ready for IBM Software Support is; can the hang symptom be reproduced using the OnDemand Windows client? Is there a pattern to the hang? How often does it occur? Daily? Weekly? Is it intermittent?

Has the volume of users or ODWEK activity increased recently?

Have there been any changes made to the OnDemand server or ODWEK Java application recently?

## Collecting data: ODWEK out-of-memory

- Determine Java heap or native heap leak?
  - ▶ Most ODWEK out of memory issues are native heap related and can be seen by an ODWEKabend
  - ▶ Collect the appropriate WebSphere OOM Collecting Data to investigate further

<http://www-1.ibm.com/support/search.wss?rs=180&tc=SSEQTP&tc1=SSCMPY&q=MustGatherDocument>

Most ODWEK out of memory issues are native heap related and can be seen by an ODWEKabend. To investigate further collect all of the data referenced in the WebSphere out-of-memory MustGather document link. Also, an ODWEK trace will help determine how the ODWEK Java APIs are being used.

## Collecting data: ODWEK out-of-memory

- Isolate leak to specific operation or API
- Request Java stand-alone test case that re-creates leak
- Request ODWEK trace to review ODWEK Java API usage
- Ensure problem not related to retrieving large documents or retrieving AFP resources

If the problem is believed to be caused by a memory leak, it is necessary to isolate the leak to a specific operation or API. Providing a Java stand-alone test case that reproduces the problem assists support in determining the problem.

This will also ensure that the problem is not related to retrieving large documents or AFP resources that are being retrieved.

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