
ManagedConnectionFactory error in stopped pipe

- **Article Type:** General
 - **Product:** Primo
 - **Product Version:** 4
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Problem Symptoms:

In the Back Office:

- Update pipe is stuck or stopped due to zombie error.

In the BE Log:

- ERROR [t-NEP-bulk-21.PersistRecords] [c-JDBCExceptionReporter] - You are trying to use a connection factory that has been shut down: ManagedConnectionFactory is null.; - nested throwable:

Cause:

This is a sizing issue in DB, most likely wrong SGA sizing.

Resolution:

1. Send a sizing request to ExLibris Sizing Manager for a sizing re-assessment.
2. Apply advised changes.

Category: BO monitoring

Subject: Pipes Monitoring

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