
Jobs in GDC queue never start

- **Product:** Voyager
 - **Product Version:** 8.0.0
 - **Relevant for Installation Type:** Dedicated-Direct; Direct; Local
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Problem Symptoms

Jobs in Global Data Change Job Queue are never started - jobs just sit in the queue

Note

GDC jobs with a start time of "now" should usually start within a few minutes. There is a job scheduler function that checks the queue regularly, and typically a job that was submitted should start within 5 minutes or less. Note however that only one job at a time will run, so new jobs queue up behind a running job. In some situations jobs can get "stuck" and additional jobs will not run (an example of this is when an operator attempts to [KILL](#) a job but it does not transition to KILLED status). Contact Support if you suspect you may have a problem like this.

Cause

jobd isn't running on the server for the Voyager database instance (xxxdb).

Resolution

1. Connect to server via SSH or Telnet.
2. `ps -ef | grep jobd`
3. If there is no process for xxxdb listed, start the process:
 - a. `cd /m1/voyager/xxxdb/sbin`
 - b. `./Pjobd`
4. Check that process is running for xxxdb: `ps -ef | grep jobd | grep xxxdb`

Additional Information

If step 3.b. results in "Jobd is running on xxxdb. Please kill PID {PID} and restart the Pjobd program"

1. Check for the referenced process: `ps -ef | grep {PID}` [where {PID} is the PID in the message]. If a process with that PID is *not* running, continue.
2. `cat /m1/voyager/xxxdb/log/jobd.pid`
3. If the jobd.pid contains the PID from the message, then remove the jobd.pid file: `rm -i jobd.pid`
4. Start jobd: `/m1/voyager/xxxdb/sbin/Pjobd`

If the process does not start, does not remain running after it's started, or Voyager server access is not available (Voyager TotalCare customers, for example), please open a Case with Support.

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