

Knowledge Base Articles

Title:

Xian processes have a high CPU and memory usage.

Revision:

Revision : T01-SLR01

Date : 07/14/05

Description:

Xian NMS and Data Server components are in charge of receiving and processing all the rule's alerts and performance data information. The NMS obtains all the data from the devices, then processes it and finally sends the information to the data server, which receives the information from all the NMS associated to it and store the information in the Xian database.

In Xian 2005 Network Manager build 2.1.20.104 and previous, when there is a lot of information arriving to the data server, such as performance data from many rules applied to many interfaces. In this case the data server creates a queue in memory because it can not handle the information as fast as it arrives, so depending on the amount of data, the queue consumes large amounts of memory causing eventually the whole system to collapse due to a memory leak.

This problem can be sensed when the machine's performance is lower than normal, it can be confirmed by opening the task manager (CTRL + ALT + Delete), checking the CPU and memory usage of the machine on the performance tab and then looking for the CPU percentage use of the Xian processes under the processes tab. You will see that the Xian processes are consuming a big percentage of the system resources and can produce a memory leak after some time.

Solution:

A solution implemented for solving this problem consists on using Microsoft Queuing Services (MSMQ) to exchange information between Xian NMS and Data Server services.

MSMQ consists on an efficient and reliable message service that allows the messages to be queued on the hard disk instead of the memory, when there are communication problems between sender and receiver applications.

This solution was implemented on Xian Network Manager 2005 with SP1 and it can be downloaded from:

http://www.jalasoft.com/jalasoftweb/jsp/products/downloads/productRequest.do?step=0&product_id=12&version_id=9

Applies to:

Xian 2005 Network Manager builds: 2.0.12.82, 2.0.13.84, 2.1.13.97 and 2.1.20.104).

Status:

Solved in Xian 2005 Network Manager with SP1.

Additional Comments:

No comments.