

GRC Access Control: Troubleshooting Background Jobs



Applies to:

This document applies to risk analysis and remediation in SAP GRC Access Control. It explains in detail **'how to troubleshoot background job issues'**.

Summary

GRC Access control requires background jobs to be run. This document will help consultants in troubleshooting issues associated with those background jobs.

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Created on: 22 January 2008

Authors' Bio

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Troubleshooting background Jobs in GRC Access Control

Problem: A background job is scheduled but its status shows as ready and does not go to run mode even after the background job scheduler interval. The analysis daemon threads and web services threads are stopped.

It is possible that the background job daemon is engaged in any other thread for another background job. It is possible to confirm the job status from the URL:

http://<server_name>:<port no.>/virsa/CCBgStatus.jsp

If the analysis daemon threads and web services are stopped the threads may be restarted from URL:

http://<server_name>:<port no.>/virsa/CCADStatus.jsp

BGDaemon Script

Check the following entries in the GRC Access Control configuration table. If you do not find those entries then please insert the following 3 records into table *virsa_cc_config*. The “debug screen” as displayed below is for viewing only, i.e. an **insert operation is not possible in debug mode**. It is necessary to log on to the database to perform the insert operation.

Please check the status of the daemon, if it changes to ‘IDLE’ then it is ok to collect the background job, if not then please try to start it in the daemon.

If it takes more than 4 minutes to start the daemon, please let Support know, you may need to restart the J2EE server. The instructions below will help to resolve the issue.

Step 1) Check the entries in *virsa_cc_config* table

The screenshot shows a web browser window titled 'BgJobStart - Microsoft Internet Explorer'. The address bar contains the URL: `http://dnw640sp:50000/webdynpro/dispatcher/virsa/ccappcomp/BgJobStart?debug=1`. The page content includes a 'Background Job Invoker' section with various controls and a table displaying configuration data for the 'virsa_cc_config' table.

Row	CHFGPARAM	CHFGSEQ	CHFGVALUE	COMMENT
1	12	0	ObjAri	
2	20	0	*	
3	21	0	0	
4	107	0	http://localhost:50000/webdynpro/dispatcher/virsa/ccappcomp/BgJobStart	BgJobStart URL
5	105	0	http	J2EE Engine Protocol
6	106	0	50000	J2EE Engine Port

Step 2) If the entries for 105, 106, 107 are missing please update the table *virsa_cc_config* with following records.

Make sure you insert in the right Database.

```
INSERT INTO virsa_cc_config
VALUES (105, 0, 'http', 'J2EE Engine Protocol')
INSERT INTO virsa_cc_config
VALUES (106, 0, '50000', 'J2EE Engine Port')
INSERT INTO virsa_cc_config
VALUES (107, 0,
'http://localhost:50000/webdynpro/dispatcher/virsa/ccappcomp/BgJobStart',
'BgJobStart URL')
```

Note: If the port is other than 50000 then please mention that port number instead of "50000", e.g. "50400".

Note: Localhost may be changed to the server name or IP address if it is reverse proxy or server name is accessible from other domain etc.

Note: There may be a hidden invisible character during copying and pasting of the SQL command to the utility tool so you might need to write it in the utility script.

Step 3) The Status should be IDLE now, if not follow Step 4

The screenshot shows the 'Analysis Engine Daemon Manager' web interface. The title bar indicates it is running in Microsoft Internet Explorer. The address bar shows the URL: <http://dhw640sp:50000/virsa/CCADStatus.jsp>. The main content area displays a table titled 'Daemon Status' with columns for 'Daemon ID', 'Status', and 'Since'. The table is divided into two sections: 'Background Job Workers' and 'Web Services Workers'. All daemons listed are in an 'IDLE' status. Below the table, there are controls for the number of daemon workers: '# Daemon Workers: Bg Job 3' and 'Web Services 5', with a 'Change Pool Size' button. At the bottom of the table area, there are three buttons: 'Start All', 'Stop All', and 'Refresh'.

Daemon Status		
Daemon ID	Status	Since
Background Job Workers		
0	IDLE	Monday, July 24, 2006 12:37:12 PM
1	IDLE	Monday, July 24, 2006 12:37:13 PM
2	IDLE	Monday, July 24, 2006 12:37:14 PM
Web Services Workers		
3	IDLE	Monday, July 24, 2006 12:37:15 PM
4	IDLE	Monday, July 24, 2006 12:37:16 PM
5	IDLE	Monday, July 24, 2006 12:37:17 PM
6	IDLE	Monday, July 24, 2006 12:37:18 PM
7	IDLE	Monday, July 24, 2006 12:37:19 PM

Daemon Workers: Bg Job Web Services

Step 4) Click on Start All and check that the status changes to "IDLE" (max 4 mins), if it changes to "IDLE" then you are done.. If it is still STOPPED then please follow Step 5,

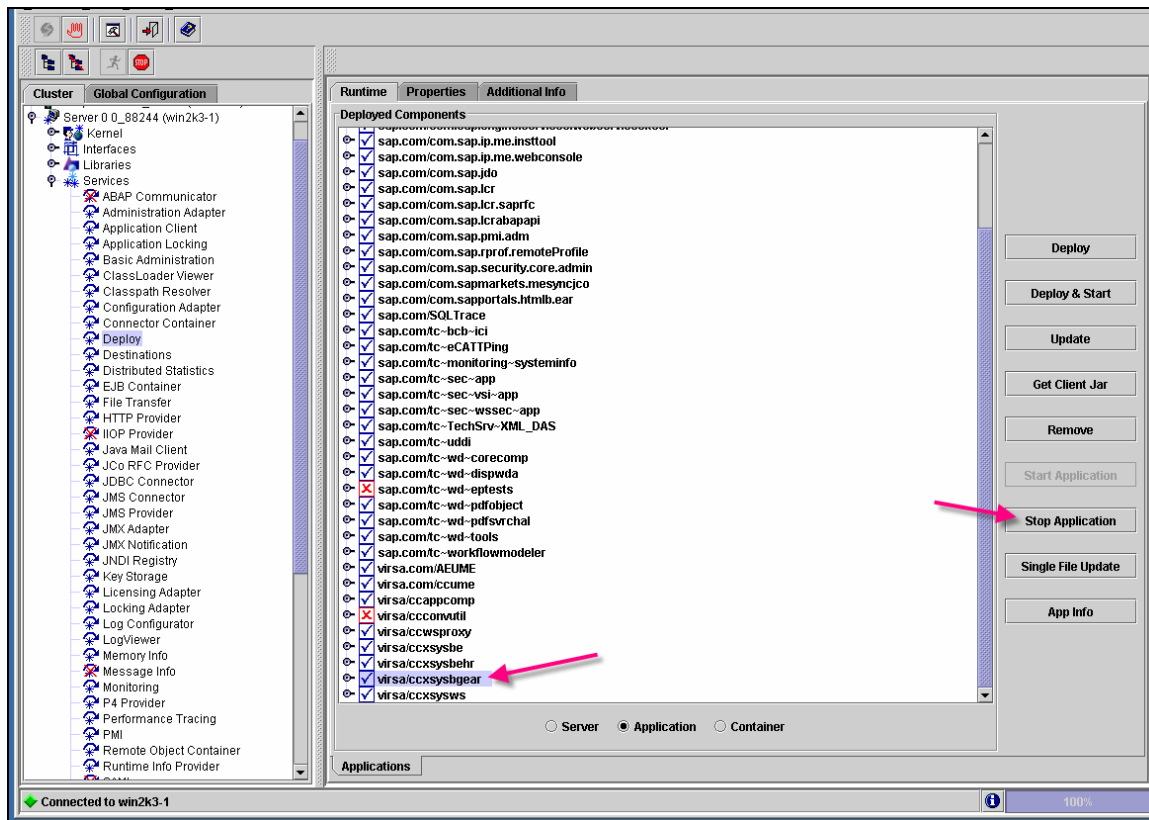
Analysis Engine Daemon Manager

Daemon Status		
Daemon ID	Status	Since
Background Job Workers		
0	STOPPED	-
1	STOPPED	-
2	STOPPED	-
Web Services Workers		
3	STOPPED	-
4	STOPPED	-
5	STOPPED	-
6	STOPPED	-
7	STOPPED	-

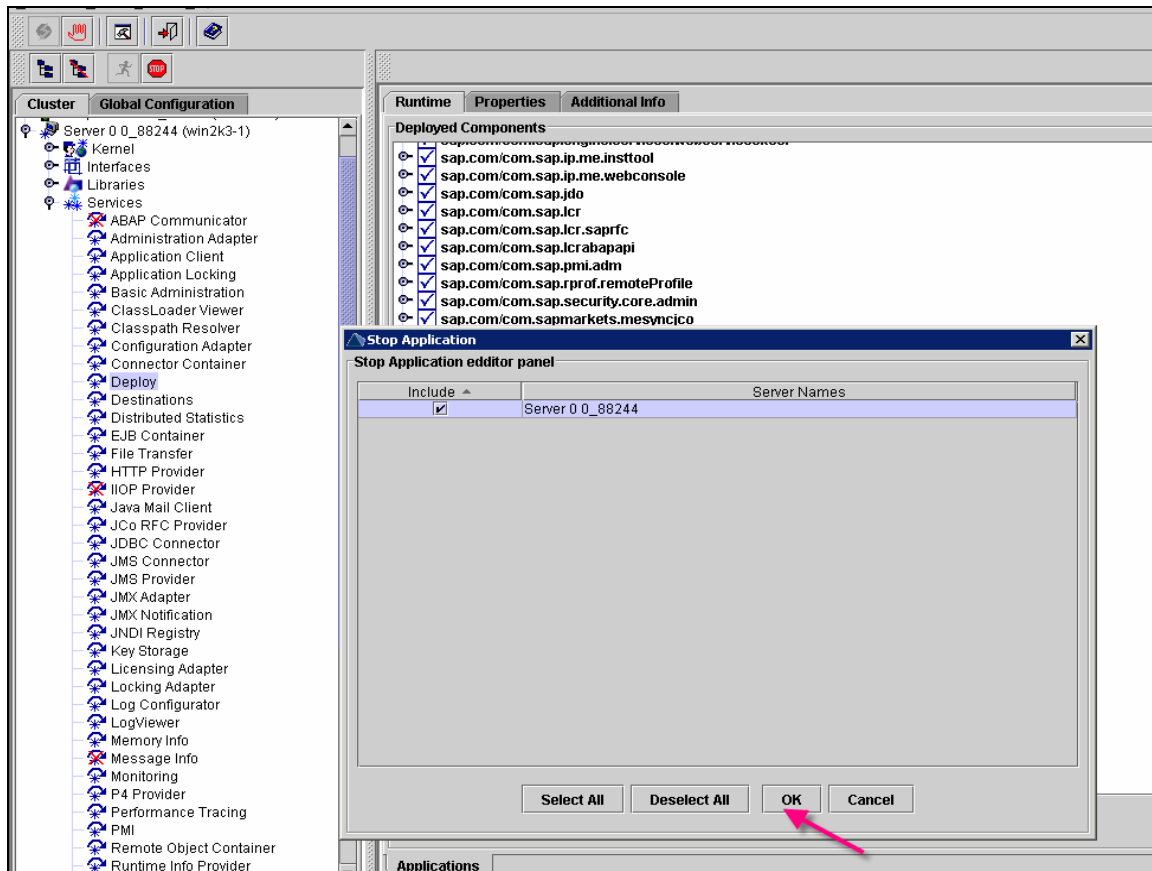
Daemon Workers: Bg Job 3 Web Services 5

Step 5) Stop and start the application finally and check the status of daemon as follows:

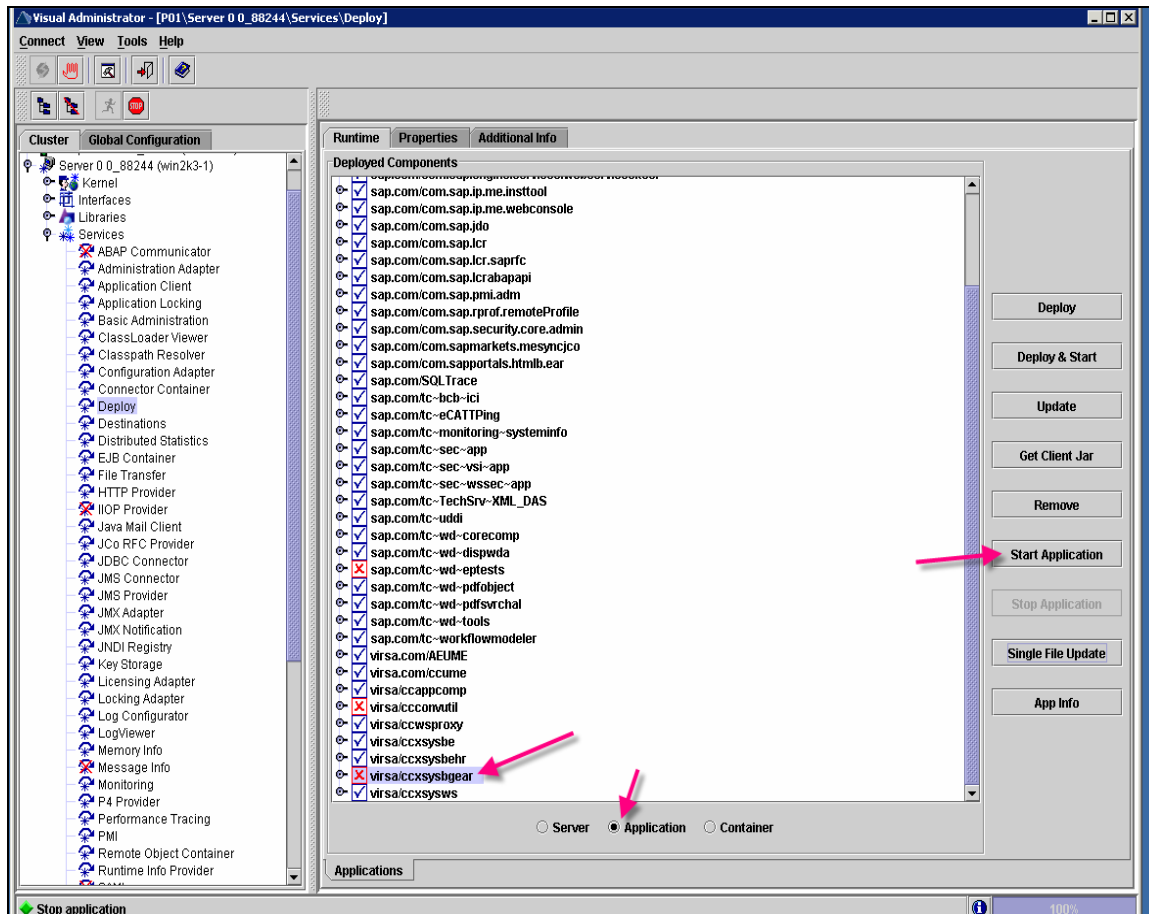
To Stop the BGEAR application



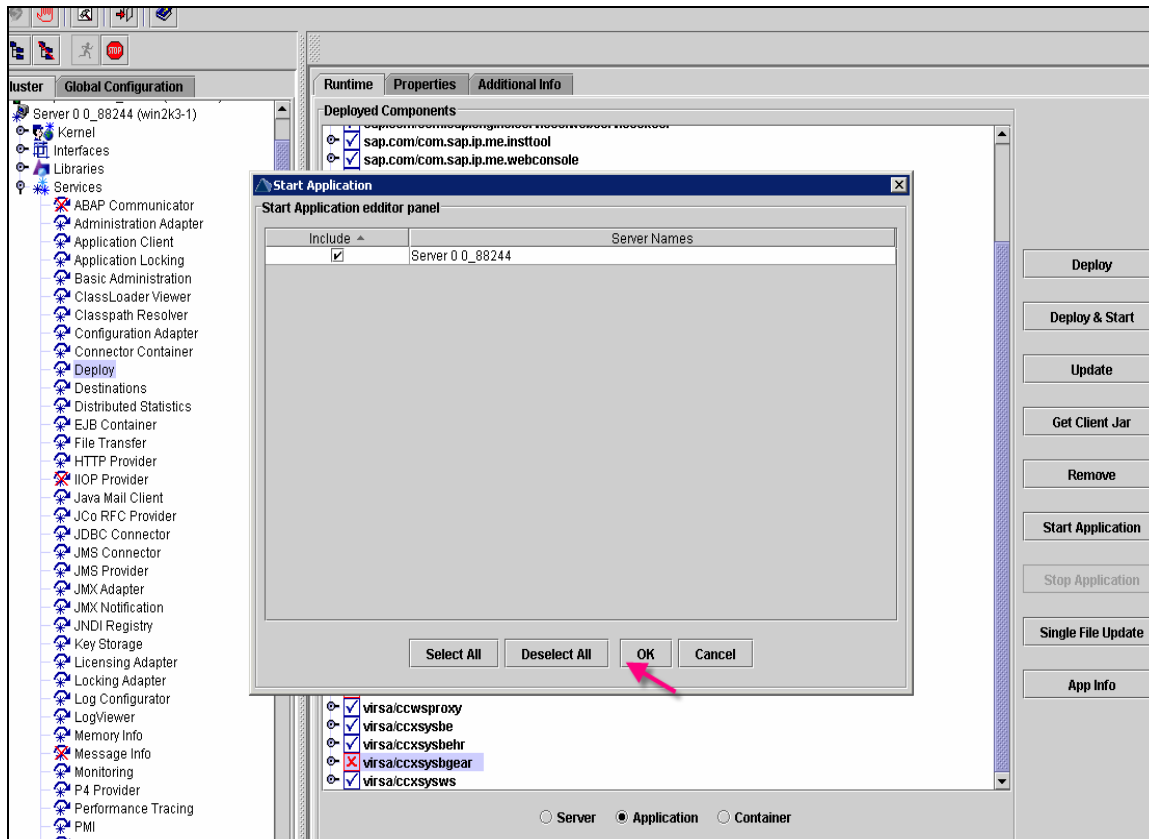
Please proceed with OK



Start the Application now



Please proceed with OK now



Step 6) If not please restart the J2EE Engine, Daemon status should be changed to "IDLE" , if not then please open a support message with SAP.

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