

Axxess\5000 Collector service not recovering from network related crash

PROBLEM

In one 5000/Axxess environment we have seen cases of the Collector service crashing and not recovering.

SYMPTOMS

The Collector service crashes without throwing any errors. Due to system resource issues the Server Monitoring Agent is not active, and cannot restart the Collector.

RESOLUTION

We are currently building HotFix KB96650 to address this issue in 6.0.1.1. The code fix will then be included in the next available fix pack. We expect this to be the 6.0.2.2 release.

Internal reference number (TFS) 96647

APPLIES TO

6.0.1.1

Keywords: 5000 axxess collector crash recover SMA

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