Steps to Perform ESM Manager Thread Dumps and DB Sessions

**Title :**  Steps to Perform ESM Manager Thread Dumps and DB Sessions

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**Product -**  **Version:**  arcsight enterprise security manager

How to collect the ESM Manager thread dumps and DB Sessions?

**Solution:**

**Determining the timing for running the script**

The timing of running this script is critical. If not done at the right time it will not yield the required information that will help with identifying the cause for the issue.  
Before starting to collect the Thread Dumps, please follow the below guideline to determine a good timing to run the script.  
There are two ways of doing that:

Option 1:

1. In ArcSight Console, Open ArcSight Dashboard **/All Dashboards/Arcsight Administration/Connectors/System Health/Connector Status**
2. Float the table name called **Current Connector Status**

Option 2:

1. Login to the Web Console (**https://<manager hostname>:8443**) with the admin user.
2. Click **System Management**
3. Navigate to **AgentStateTracker**

In both options look for the columns **Sent to Manager EPS**and **Post-Aggregation EPS.** Run the script below when the value of **Sent to Manager EPS**is about 50% less than the value of **Post-Aggregation EPS**

**Instructions for running the Thread Dump and DB Session script:**

**NOTE:** **The steps below generate the thread dumps and DB sessions, It needs to be completed alternately during the same period of time. Execute the manager threaddump command and the DB session Step #3 in DB session in at least 4 or 5 times with 30-60 seconds interval during the time the issue is happening. A. Thread Dumps:**The quicker you can do this, the better - all steps should be completed in a matter of minutes.

The following are two ways to collect the ESM Manager thread dumps:

1. Execute the following command from the **<**[**ARCSIGHT\_HOME**](https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM1271661)**>/bin** directory:

*arcsight  managerthreaddump*

**NOTE**: Thream dump traces are stored in the latest server.std.log

**B. DB sessions:**

The DB sessions need to be taken on the Database Server. The following are the instructions to collect the db sessions:

1. Login to the database as the *arcsight* schema user. Refer to [KM1262996](https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM1262996) for the full process.

2. Execute the following statements once at the SQL> prompt:

*set pagesize 1000  
set linesize 1000  
set echo on  
break on sid  
spool session.out*

3. Execute the following statements:

**NOTE:** If the default Database user is not *arcsight*, modify these SQL statements to replace *'ARCSIGHT'* (3 places) with the correct arcsight user account.

*select systimestamp from dual;  
select \* from v$session where username like 'ARCSIGHT';  
select sw.\*  
from v$session\_wait sw  
where sid in (select sid from  v$session where username like  'ARCSIGHT');  
select sess.sid, sql.sql\_text  
from v$session sess, v$sqltext sql  
where sess.sql\_address = sql.address  
and sess.sid in (select sid from  v$session where username like  'ARCSIGHT')  
order by sess.sid, sql.piece;*

4. These statements produce a file named **session.out** under the **<**[**ARCSIGHT\_HOME**](https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM1271661)**>/bin** directory.

5. After collecting the thread dumps and the DB sessions,  attach the following information to  the ticket:

a. The entire **<**[**ARCSIGHT\_HOME**](https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM1271661)**>/logs/default** directory.

b. The s**ession.out** file from the database.