

## Task Agent Job Troubleshooting

If a Task Agent job appears to be “stuck” in a processing state and cannot be disabled or modified, perform the following steps to forcefully reset the running state of the Task Agent job.

**Important Note:** Some Task Agent jobs may require longer period of time to complete their processing. Proceed with the following steps only after the Task Agent was not able to completed the job (with either success or failure result) within a reasonable amount of time.

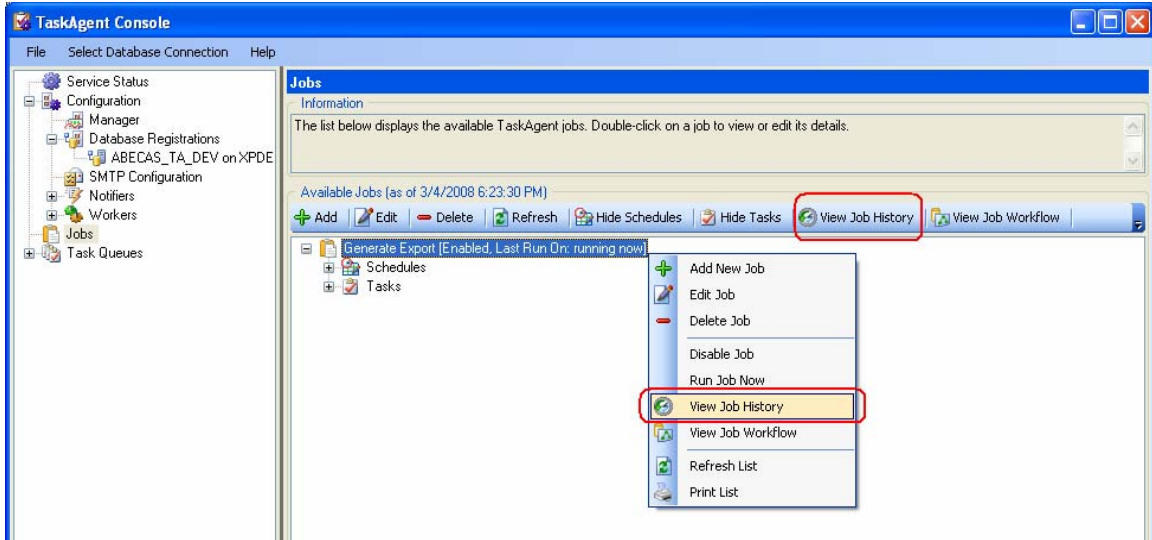
1. Stop the Task Agent service on the local machine and any other machine where the Task Agent service is installed. You can view the list of running Task Agent worker processes by selecting the “Task Queues” node on the Task Agent Console menu tree.

**Important Note:** Failure to stop all Task Agent services while performing the following steps may result in Task Agent jobs or tasks to be left in an unstable state.

Processing Task Type	Started	Last Activity	Running Time	Tas...	Machine Name
<b>Task workers running on server XPDEV35</b>					
Process TaskAgent Job	1/21/2008 10:08:59...	1/21/2008 10:10:22...	00:01:22.8140000	12	XPDEV35
Schedule TaskAgent Job	1/21/2008 10:08:59...	1/21/2008 10:10:22...	00:01:23.0170000	13	XPDEV35
Receive FTP	1/21/2008 10:08:59...	1/21/2008 10:10:22...	00:01:22.6070000	15	XPDEV35

The column “Machine Name” of the Task Workers Summary section contains the machine names where a Task Agent service is running. Use the Refresh button to get the current list of Task Agent worker processes.

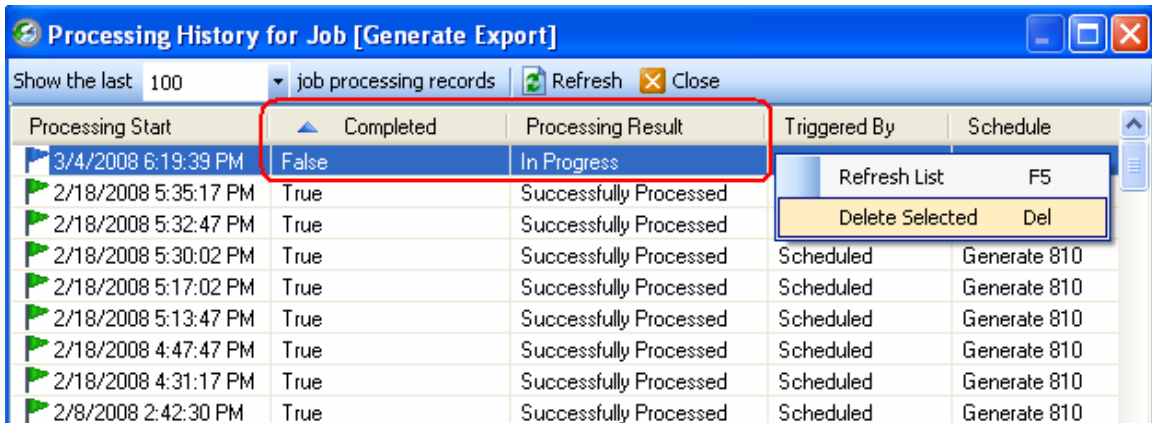
2. In the Task Agent Jobs list, select the job which is in a running state and click the “View Job History” toolbar button (or right-click the job and select the option “View Job History” from the context menu)



Jobs which are in a processing state display as their “Last Run On” information the text “running now”. Use the “View Job History” option to display the job processing history dialog for the selected Task Agent job.

- The job history dialog will be displayed. In the list of job processing records, locate the record(s) which are not completed and whose Processing Result is “In Progress”. Once you have located the record(s) select them and press the Delete key on the keyboard (or right-click on the selection and choose “Delete Selected” from the context menu). You will be prompted to confirm the deletion of the selected record(s).

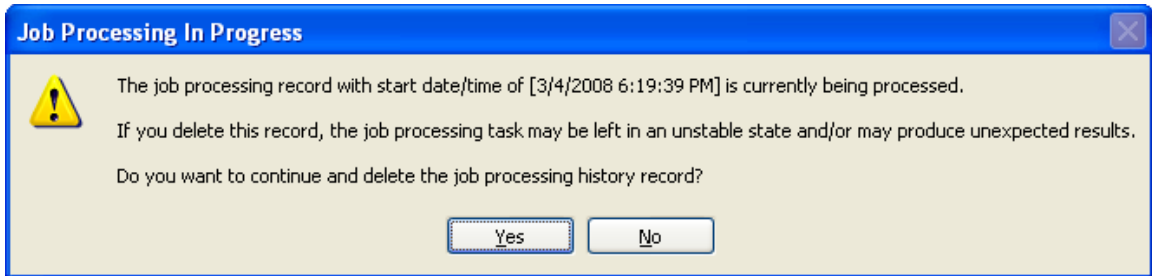
**Important Note:** If any log information is available for the processing record(s) which are about to be deleted, you can copy the text from the log messages and save it in a text file for future troubleshooting reference.



You can sort the list by clicking on the column headers to display the records which you are looking for at the top of the list. If none of the displayed records is still in progress, you can try showing more records by using a bigger result set for the option “Show the last...job processing records” and clicking the Refresh button.

4. Since the job processing record indicates that the job is still in progress, a warning message will be displayed.

**Important Note:** Make sure that the deletion of the job processing records is performed while all Task Agent services (running on any machine) are stopped.



5. Once the job processing record(s) are deleted, close the job processing history dialog and refresh the Task Agent Jobs list. The job will be reset and will no longer be in a "running" state. You will be able to disable or modify its configuration as needed.

**Important Note:** Be sure to start the Task Agent service(s) which have been stopped in Step 1 after the Task Agent job issue has been resolved.