

3063212 - Troubleshooting DIServer Random Crash and Performance Issues

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Component	SBO-SDK-DIS (Data Interface Server)		

Please find the original document at <https://launchpad.support.sap.com/#/notes/3063212>

Symptom

You have developed application based on DIServer and you experience the following in random interval.

1. DIServer Crashes.
2. DIServer application is not responding and request.
3. DIServer hangs or induces performance issue in the Business One System

Solution

1. DIServer crashes because of high memory usage or does not respond.

Reason:

B1_DIServer.exe is a 32 bit application (Also in 10.0 version). All 32 bit application has an OS memory limitation of 2 GB(theoretical), but in real world, this limit will be hit much earlier say close to 1.2 GB, depending on the resource available for the OS to work with.

Solution:

- In this case, setting scheduled restart can help to clear the memory.

- 1) Open *Notepad*
- 2) Add the following lines in the open text file:

```
net stop SBODI_Server  
net start SBODI_Server
```

- 3) click the *File* menu and select *Save As*. Type a name for the file and save with the .BAT extension.
- 4) Open *Task Scheduler*
- 5) Once Task Scheduler opens, in the right, *action* pane window click *Create Task*.
- 6) In the *Create task* window, *General* tab, type a name for the service. Enable the "*Run whether user is logged on or not*" and "*Run with highest privileges*".
- 7) On the *Triggers* tab select *New*.

Begin the task: On a schedule

Settings: Select the option needed. e.g. Daily

Select the Start: day and time the task will start triggering. If set for Daily, Weekly or Monthly the time configured will be used for the recurring triggers.

8) On the *Actions* tab, click *New*.

Action: Start a program

Program/script: Click the Browse... button and navigate to your saved .bat file.

9) Leave the rest of the settings default and select OK again to create the task. You will be prompted to enter user credentials with administrative rights if "*Run with highest privileges*" was selected.

10) Now click Task Scheduler Library folder in the left column, verify that the schedule has been created and is listed.

- You can also programmatically restart the service after a specified period of time, when there is no response for your request

```
Dim sc As ServiceController = New ServiceController()  
sc.DisplayName = "SAP Business One DI Server"  
If sc.Status = ServiceControllerStatus.Running Then  
sc.Stop()  
sc.Start()  
End If.
```

2. DIServer application hangs or creates long standing database locks.

Reason:

Issue is caused by DB Connection recycling. The DB connection between the B1_DIServer.exe and the database is closed after a period of idle time. In this case, session will be alive but the DB connection will be lost.

Solution:

- Change Configuration in DIServer as below.
 - 1) Open the SAP Business One Service Manager
 - 2) Choose DI Server.
 - 3) Open settings
 - 4) Under 'Connection string'. Change the value of 'Minimum Connections' to a higher value let say 20. Keep the default 'Maximum Connections' to value 100.
 - 5) Restart the service.

Products

SAP B1 VERSION FOR SAP HANA all versions

SAP BUSINESS ONE all versions

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