Troubleshooting Timer and Event Observer Services

When running a composite service using a timer or an event observer, the service may write the following warning to the composite service standard log:

`[Warning][External][TIMADLM][13][`**`Event dropped, queue is full. Request not being executed`**`: <internal activity diagram ID>]`

The Console provides facilities for viewing the xUML Service Standard Log.

The warning message occurs if a request is due and the forerunner has not finished. The system tries to start a new parallel thread; however, if this is not possible, because the parallel limit is reached (default = 1), the system puts the event into a queue. Since the queue size is also limited (default = 1), the above warning occurs if there is no more space in the event queue. Most of the time, the reason a service logs the warning is that the execution of the timed activities requires more time than is allowed by the tagged value **repeatInterval**. If the service logs the warning sporadically, the service will recover. However, if the warnings persist, the following counter measures are recommended:

- Confirm that the reason for the slow execution is not pathological, i.e. a backend system is not working properly. This would result in additional error messages in the log.
- Increase the value of the tagged value **repeatInterval** if the activities must be executed one after the other.
- Increase the value of the tagged value **parallelEvents** if the activities may be executed in parallel and the reason for the high execution time is primarily I/O.
- Increase the value of the tagged value **queuedEvents** if the log message occurs sporadically.

In order to analyze the time behavior, use the transaction logging feature of the Console described in the BRIDGE Integration Platform User's Guide.

Related Pages:

- xUML Service Standard Log
- BRIDGE Integration Platform User's Guide