

ジョブが二重起動し、ジョブアイコンが終了しない原因調査依頼

2026/07/02 16:09 - 匿名ユーザー

ステータス:	回答中	開始日:	2026/07/02
優先度:	通常		
担当者:	保守サポート 担当362		
カテゴリ:			
対象バージョン:			

説明

ご担当者様

お世話になっております。
表題の件です。

事象

- ・ Windowsサーバーがホストのジョブアイコンが実行中のまま終了しない現象が発生しました。
- ・ WindowsサーバーのAgentのログを見ると、「jobid: 599363」を開始しようとしたところ、すでに実行されているためエラーとなり、その後「jobid: 599363」関連の一時ファイルの移動に失敗し続けているようです。
- ・ Job Arranger画面から、ジョブアイコン及び親ジョブの強制停止を試みましたが、終了しませんでした（jobarg_server.logには5秒おきにジョブを終了させようとして失敗しているログが記録されていました）
- ・ Windows側jobarg_agentd及びLinux側jobarg_serverのサービス再起動を実施しましたが、変化はありませんでした。
- ・ 一時ファイル「C:/Program Files/Job Arranger/Job Arranger Agent/temp/data/599363-20260701133024.json」を「C:/Program Files/Job Arranger/Job Arranger Agent/temp/error/599363-20260701133024-0000」に配置すると、ジョブを終了させることに成功しました。

環境

- ・ Windows Server 2019 : JobArrangerAgent 7.0.0
- ・ RHEL9 : jobarranger-manager-7.0.0-1.el9.x86_64.rpm

jobarg_agentd.log

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449528:20260701:133024.700 [ERROR] In ja_jobfile_check_processexist(), executing process found. dir :C:/Program Files/Job Arranger/Job Arranger Agent/temp/end, filename:599363-20260701133024-0000.job
449528:20260701:133024.700 [ERROR] In ja_job_check_beginfile() jobid: 599363 Job process is already running. process id: 0. delete [C:/Program Files/Job Arranger/Job Arranger Agent/temp/begin/599363-20260701133024.job] file.
449528:20260701:133024.700 [INFO] In job_to_error() [599363-20260701133024.job] file and it's data files will be moved to error folder.
449528:20260701:133024.701 [INFO] In job_to_error() [599363-20260701133024*] files will be moved from [data] and [close] folders to C:/Program Files/Job Arranger/Job Arranger Agent/temp/error/599363-20260701133024 folder.
449528:20260701:133024.702 [WARN] In job_to_error() [C:/Program Files/Job Arranger/Job Arranger Agent/temp/close/599363-20260701133024] folder does not exist. (No such file or directory)
449528:20260701:133024.702 [INFO] In job_to_error() move[599363-20260701133024.job] file from C:/Program Files/Job Arranger/Job Arranger Agent/temp/begin to C:/Program Files/Job Arranger/Job Arranger Agent/temp/error folder.
449528:20260701:133024.703 [WARN] [599363-20260701133024.job] ,along with the data files, are moved to error folder.
449528:20260701:133024.703 [WARN] In read_datafile(),data file [C:/Program Files/Job Arranger/Job Arranger Agent/temp/data/599363-20260701133024.json], [size : -1] is empty.
449528:20260701:133024.703 [INFO] In job_to_error() [599363-20260701133024-0000.job] file and it's data files will be moved to error folder.
449528:20260701:133024.704 [INFO] In job_to_error() [599363-20260701133024-0000*] files will be moved from [data] and [close] folders to C:/Program Files/Job Arranger/Job Arranger Agent/temp/error/599363-20260701133024-0000 folder.
449528:20260701:133024.707 [WARN] In job_to_error() [C:/Program Files/Job Arranger/Job Arranger Agent/temp/close/599363-20260701133024-0000] folder does not exist. (No such file or directory)
449528:20260701:133024.707 [INFO] In job_to_error() move[599363-20260701133024-0000.job] file from C:/Program Files/Job Arranger/Job Arranger Agent/temp/end to C:/Program Files/Job Arranger/Job Arranger Agent/temp/error folder.
449528:20260701:133024.708 [WARN] [599363-20260701133024-0000.job] ,along with the data files, are moved to error folder.
449528:20260701:133024.708 [WARN] In read_json_data(), cannot parse json head. data{ "sendretry": 0, "kind": "", "value": 0.000000, "serverid": "", "hostname": "", "data": { "type": "", "method": -1, "script": "", "argument": { }, "env": { }, "run":

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_user_password": "", "jobid": "0", "jobstatus": -1, "pid": 0, "message": "", "cur_unique_id": "", "pre_unique_id": "", "hostname": "INOPSSV", "result": 0, "std_out": "", "std_err": "", "return_code": -1, "signal": 0 } }}. file [C:/Program Files/Job Arranger Agent/temp/data/599363-20260701133024.json].
449528:20260701:133024.709 [WARN] In read_datafile(),1 try : [C:/Program Files/Job Arranger/Job Arranger Agent/temp/ata/599363-20260701133024.json] file cannot be read.
449528:20260701:133024.709 [WARN] In read_json_data(), cannot parse json head. data[{"sendretry": 0, "kind": "", "v": 0.000000, "serverid": "", "hostname": "", "data": {"type": "", "method": -1, "script": "", "argument": { }, "env": { }, "r": "_user_password": "", "jobid": "0", "jobstatus": -1, "pid": 0, "message": "", "cur_unique_id": "", "pre_unique_id": "", "hostname": "INOPSSV", "result": 0, "std_out": "", "std_err": "", "return_code": -1, "signal": 0 } }}. file [C:/Program Files/Job Arranger Agent/temp/data/599363-20260701133024.json].
449528:20260701:133024.709 [WARN] In read_datafile(),2 try : [C:/Program Files/Job Arranger/Job Arranger Agent/temp/ata/599363-20260701133024.json] file cannot be read.
449528:20260701:133024.709 [WARN] In read_json_data(), cannot parse json head. data[{"sendretry": 0, "kind": "", "v": 0.000000, "serverid": "", "hostname": "", "data": {"type": "", "method": -1, "script": "", "argument": { }, "env": { }, "r": "_user_password": "", "jobid": "0", "jobstatus": -1, "pid": 0, "message": "", "cur_unique_id": "", "pre_unique_id": "", "hostname": "INOPSSV", "result": 0, "std_out": "", "std_err": "", "return_code": -1, "signal": 0 } }}. file [C:/Program Files/Job Arranger Agent/temp/data/599363-20260701133024.json].
449528:20260701:133024.710 [WARN] In read_datafile(),3 try : [C:/Program Files/Job Arranger/Job Arranger Agent/temp/ata/599363-20260701133024.json] file cannot be read.
449528:20260701:133024.710 [WARN] In read_json_data(), cannot parse json head. data[{"sendretry": 0, "kind": "", "v": 0.000000, "serverid": "", "hostname": "", "data": {"type": "", "method": -1, "script": "", "argument": { }, "env": { }, "r": "_user_password": "", "jobid": "0", "jobstatus": -1, "pid": 0, "message": "", "cur_unique_id": "", "pre_unique_id": "", "hostname": "INOPSSV", "result": 0, "std_out": "", "std_err": "", "return_code": -1, "signal": 0 } }}. file [C:/Program Files/Job Arranger Agent/temp/data/599363-20260701133024.json].
449528:20260701:133024.710 [WARN] In read_datafile(),4 try : [C:/Program Files/Job Arranger/Job Arranger Agent/temp/ata/599363-20260701133024.json] file cannot be read.
449528:20260701:133024.710 [WARN] In read_json_data(), cannot parse json head. data[{"sendretry": 0, "kind": "", "v": 0.000000, "serverid": "", "hostname": "", "data": {"type": "", "method": -1, "script": "", "argument": { }, "env": { }, "r": "_user_password": "", "jobid": "0", "jobstatus": -1, "pid": 0, "message": "", "cur_unique_id": "", "pre_unique_id": "", "hostname": "INOPSSV", "result": 0, "std_out": "", "std_err": "", "return_code": -1, "signal": 0 } }}. file [C:/Program Files/Job Arranger Agent/temp/data/599363-20260701133024.json].
449528:20260701:133024.711 [WARN] In read_datafile(),5 try : [C:/Program Files/Job Arranger/Job Arranger Agent/temp/ata/599363-20260701133024.json] file cannot be read.
449528:20260701:133024.711 [WARN] In write_data_file(), file cannot be read after writing file.file : [C:/Program Files/Job Arranger/Job Arranger Agent/temp/data/599363-20260701133024.json]
449132:20260701:133124.483 [INFO] In ja_chk_job_begin(), job status check starts. jobid : 599363
449132:20260701:133124.485 [INFO] In ja_chk_job_begin(), job information exists.jobid :599363, folder_type :5
449132:20260701:133128.493 [ERROR] In create_check_res_files(), 599363-20260701133024.json File move failed from C:/Program Files/Job Arranger/Job Arranger Agent/temp/error/599363-20260701133024-0000 to C:/Program Files/Job Arranger/Job Arranger Agent/temp/data
449132:20260701:133128.493 [ERROR] In ja_chk_job_begin(), Cannot create check result files. jobid : 599363
452456:20260701:133224.564 [INFO] In ja_chk_job_begin(), job status check starts. jobid : 599363
452456:20260701:133224.566 [INFO] In ja_chk_job_begin(), job information exists.jobid :599363, folder_type :5
452456:20260701:133228.585 [ERROR] In create_check_res_files(), 599363-20260701133024.json File move failed from C:/Program Files/Job Arranger/Job Arranger Agent/temp/error/599363-20260701133024-0000 to C:/Program Files/Job Arranger/Job Arranger Agent/temp/data
452456:20260701:133228.585 [ERROR] In ja_chk_job_begin(), Cannot create check result files. jobid : 599363
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jobarg_agentd.log

ジョブネットID、ユーザーネームは消去しております

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1373737:20260701:150736.528 [INFO][JAABORT000001] In process_jajobnet_abort() jobnet forced stop was requested. inner_jobnet_id: 23044, jobnet_id: , user_name:
1373737:20260701:150736.529 [INFO][JAABORT000002] In jajobnet_kill() inner_jobnet_id: 23044, ready_cnt: 0, run_cnt:
1373737:20260701:150741.531 [INFO][JAABORT000001] In process_jajobnet_abort() jobnet forced stop was requested. inner_jobnet_id: 23044, jobnet_id: , user_name:
1373737:20260701:150741.532 [INFO][JAABORT000002] In jajobnet_kill() inner_jobnet_id: 23044, ready_cnt: 0, run_cnt:
1373737:20260701:150746.533 [INFO][JAABORT000001] In process_jajobnet_abort() jobnet forced stop was requested. inner_jobnet_id: 23044, jobnet_id: , user_name:
1373737:20260701:150746.534 [INFO][JAABORT000002] In jajobnet_kill() inner_jobnet_id: 23044, ready_cnt: 0, run_cnt:
1373737:20260701:150751.536 [INFO][JAABORT000001] In process_jajobnet_abort() jobnet forced stop was requested. inner_jobnet_id: 23044, jobnet_id: , user_name:
1373737:20260701:150751.537 [INFO][JAABORT000002] In jajobnet_kill() inner_jobnet_id: 23044, ready_cnt: 0, run_cnt:
1373737:20260701:150756.538 [INFO][JAABORT000001] In process_jajobnet_abort() jobnet forced stop was requested. inner_jobnet_id: 23044, jobnet_id: , user_name:
1373737:20260701:150756.539 [INFO][JAABORT000002] In jajobnet_kill() inner_jobnet_id: 23044, ready_cnt: 0, run_cnt:
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よろしくお願いたします。

履歴

#1 - 2026/07/03 09:56 - 保守サポート 担当362

- ステータスを 新規登録 から 担当者アサイン中 に変更
- 担当者を 保守サポート 担当362 にセット

#3 - 2026/07/06 09:24 - 保守サポート 担当362

- ステータスを 担当者アサイン中 から 回答中 に変更

ご担当者様

いつもお世話になっております。

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449528:20260701:133024.700 [ERROR] In ja_jobfile_check_processexist(), executing process found. dir :C:/Program Files/Job Arranger/Job Arranger Agent/temp/end, filename:599363-20260701133024-0000.job
449528:20260701:133024.700 [ERROR] In ja_job_check_beginfile() jobid: 599363 Job process is already running. process id : 0. C:/Program Files/Job Arranger/Job Arranger Agent/temp/begin/599363-20260701133024.job] file.
```

*jobarg_agentd.log

*を確認した結果、本事象は実際のジョブ処理が開始される前にジョブチェック処理が実行されることにより発生することを確認いたしました。本事象は、Job Arranger Version 7.2.2にて修正済みです。

ご不明な点がございましたらお気軽にお問い合わせください。
何卒よろしくお願いたします。