Transport Queue Locked

Contents

Overview

PINsafe may report that the Transport Queue has become locked. It may also stop sending emails or SMS messages on rare occassions. Message Sent log entries may be absent.

Prerequisites

PINsafe 3.x

Symptoms

- PINsafe may log a Transport Queue Locked entry;
- PINsafe no longer logs Message Sent entries;
- Users do not receive SMS messages;
- Users do not receive SMS emails;

Solution

This can be caused by several problems, and is usually caused by a transport timing out as the message cannot be sent.

Note: Although the message may state the transport queue has become locked, this is often not the case and messages not affected by the problem can still be sent. If the queue has become locked then **restarting Tomcat** will resolve it. If you wish to failover to the Standby before restarting the Primary node in an Active Active pair of appliances, see: Failover to Standby and restart Primary How To. However the original cause of the error may need to be addressed.

If the transport queue has become locked, it would be worth upgrading as various improvements have been made to handle the message queues in a better manner.

For possible issues causing message queue locks see the following:

Resolving Security String Issues

Transport Configuration

Transport problems

SMS messages are not being sent