



Active IQ Unified Manager running slow, unresponsive, or hanging on virtual machines

https://kb.netapp.com/data-mgmt/AIQUM/AIQUM_Kbs/Active_IQ_Unified_Manager_running_slow%2C...

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Applies to

- OnCommand Unified Manager 9.5 and below (OCUM)
- Active IQ Unified Manager 9.6+(AIQUM)
- All OS platforms

Issue

Observational Issues on Virtual Machine:

- Unified manager GUI is not operational
- `um cli/dfm cli` command line functionality fails with `Error: Unable to communicate with server. Please ensure the server is running.`
- Unified Manager application is running slow
- Unified Manager application CPU and/or memory utilization are extremely high and Swap/pagefile is in use
- GUI goes inaccessible intermittently
- The deployment files are seen in a failed state
- Unified Manager application experiences inconsistent behavior:
 - Services hanging
 - Services crashing
 - Services restarting
 - Occasional issues with alert notifications
 - Performance graphs fail to load in the web interface
 - Inventory / performance acquisition polls may not complete within their normal 15 minute / 5 minute cycles
 - Other abnormal (unexplainable) inconsistent behavior when running in a virtual environment

Observational Issues on the VMware ESXi Server:

Any of the below memory management processes can (and usually do) have adverse effects to databases. Even if you are not experiencing ballooning or swapping, TPS or compression is likely to occur in the pool of memory that the application has available to it

- Memory Ballooning
- Swapping
- Transparent page sharing (disabled by default in ESXi 5.5 and above, but on by default in previous versions)
- Compression

Observational Issues in Unified Manager Logs:

- MySQL error log:

```
2020-04-12T04:02:10.036849Z 205 [Note] Aborted connection 205 to db:
'unconnected' user: 'jboss' host: 'localhost' (Failed on my_net_write())
2020-04-12T08:50:42.808598Z 450 [Note] Got timeout reading communication
packets
```

```
2021-04-17T12:34:06.xxxxxxx xxxxxx [Note] Unknown error 1158
```

```
2021-04-17T12:34:14.xxxxxxxx xxxxxx [Note] Unknown error 1156
2021-04-17T12:34:14.xxxxxxxx xxxxxx [Note] Unknown error 1156
2021-04-17T12:34:36.xxxxxxxx xxxxxx [Note] Unknown error 1156
2021-04-17T12:34:36.xxxxxxxx xxxxxx [Note] Unknown error 1043
2021-04-17T12:34:55.xxxxxxxx xxxxxx [Note] Unknown error 1158
```

```
2021-08-05T02:56:31.437637Z 12382 [ERROR] [MY-010934] [Server] Out of memory
(Needed 2391524 bytes) 2021-08-05T02:56:31.440225Z 12382 [ERROR] [MY-010934]
[Server] Out of memory; check if mysqld or some other process uses all
available memory; if not, you may have to use 'ulimit' to allow mysqld to use
more memory or you can add more swap space"
```

- The server_mega.log:

```
2020-04-12 06:11:01,221 ERROR [default task-4]
c.n.s.s.a.OriginatorUpdateServlet (OriginatorUpdateServlet.java:82) -
Transaction rolled back: javax.ejb.EJBTransactionRolledbackException:
Transaction rolled back
```