Troubleshooting your triggering environment

Starting with the local queue that you want to have a process triggered:

Ensure that triggering is on.

Ensure that there is a trigger type specified, FIRST, EVERY or DEPTH.

Ensure that there is a name in the PROCESS attribute. **

Ensure there is a name in the INITQ attribute. **

Look at the "in processes", IPPROCS, local queue attribute. If it has a value of 1, then there already is a process getting messages from this queue and a trigger type of FIRST will not fire.

Next, look at the PROCESS definition attributes from the process named in the local queue to be triggered:

Ensure the application type, APPLTYPE attribute is correct for your platform.

Ensure that the application id, APPLID attribute is the correct location where the program you want triggered resides. On WindowsNT or Windows2000 this includes the full path name along with drive location.

Next, look at the local queue that is named in the INITQ attribute of the local queue to be triggered:

Ensure that it exists.

Ensure that it is a local queue of type usage, NORMAL.

Look at the current depth, CURDEPTH, to see if any trigger messages are currently stored in it.

Look at the "in processes" attribute, IPPROCS to ensure that there is a count of one, 1.

Next, look at the trigger monitor:

Ensure that the trigger monitor is running.

Ensure that it is listening on the initiation queue named in the INITQ attribute for the local queue to be triggered.

If all of the above situations seem to be in order, now look at:

If the trigger type is FIRST, are there already messages in the local queue, empty the queue and try to send other message to fire the trigger. Remember a trigger type of FIRST only will fire when the depth of the local queue goes from zero to one, (0 to 1).

See if there are any messages arriving on the local queue managers dead letter queue. Trigger monitors that receive errors when starting a process will sometimes place messages on the dead letter queue.

If everything still looks correct, empty the local queue to be triggered (if it has any messages), stop the trigger monitor running in the background, and start the trigger monitor in a foreground

session for the correct local queue manager, listening on the correct INITQ. In this way, all error messages from the trigger monitor will be displayed in the foreground.

Note: Remember, ALL MQSeries object names are case sensitive and must match exactly.