Clear vManage Stuck Task with an API Call

Contents

Introduction

This document describes how to clear a vManage task that has been stuck with the help of an API Call.

Background Information

Stuck Task is a task that was scheduled and was not completed when the action is done on vManage. If the vManage is 16.3+ and newer, you can clear a stuck task. Examples include software image push to the vEdge (software upgrade) that takes too long or also if the template push to the device does not succeed. Stuck Task(s) can be seen on the "Tasks" view on vManage Dashboard.

You need to have netadmin privilege level to be able to use the required API call. Typically default user admin is a member of this group and sufficient.

Clear vManage Stuck Task with an API Call

Here is the example of the API call that you should use to get information about currently scheduled (and probably stuck) tasks:

```
https://<vmanage-ip:8443>/dataservice/device/action/status/tasks
```
And here is the output:

```
{
  - runningTasks: [
    - {
        userSessionUserName: "Provider-admin",
        detailsURL: "/dataservice/device/action/status",
        tenantName: "Tenant1",
        processId: "software_install-10312017T203235376",
        name: "Software Install",
        tenantId: "1509385843674",
        userSessionIP: "24.133.151.157",
        action: "software_install",
        startTime: 1509481955379,
        endTime: 0,
        status: "in_progress"
      }
  ]
}
```

When you run the command **Process_ID**, the value will be shown as in the "running tasks" capture. Take the value and input after **clean?processId=** part of the URL in this URL; **https://<vmanage-ip:8443>/dataservice/device/action/status/tasks/clean?processId=<id_from_previous_call>**.

The result will be as shown in the image.

```
{
    Success: true
}
```