

# NC Farm Bureau Reduces DB2 Deadlock Troubleshooting Time

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## Background

Part of the Farm Bureau family of companies, North Carolina Farm Bureau Mutual Insurance Company, Inc (NC Farm Bureau) is the largest domestic property and casualty insurance company in the state, specializing in protecting the interests of farm and rural families since 1953.

With a statewide network of agents, NC Farm Bureau provides insurance for farm and non-farm policyholders in all 100 North Carolina counties. NC Farm Bureau has earned an A.M. Best Company, Inc. rating of A (excellent), thanks to a dedicated employee base that maintains the financial stability and strength to provide security to customers in need when misfortunes occur.

## Challenge

In 2010, Jeff Boggess, Senior DBA for NC Farm Bureau, was looking for more efficient tools to reduce the time spent identifying and fixing DB2 application deadlocks. The company's DB2 application programmers and DBAs were losing valuable time searching for frustrating and time consuming deadlock causes.

## Solution

NC Farm Bureau selected SoftBase's DeadLock Advisor™ to improve its deadlock troubleshooting methods. DeadLock Advisor can be installed in as little as 10 minutes and can save valuable time when trying to troubleshoot the root causes of contention. With DeadLock Advisor, NC Farm Insurance receives instant insight on deadlock root causes, saving time and effort previously spent investigating DB2 deadlocks.

DeadLock Advisor instantly places a message in the job log of every batch job that experiences a deadlock timeout or resource unavailable condition, making it easy to identify which job abended (the offended job). However, to prevent future deadlocks, programmers need to find out which job caused the deadlock (the offending job). Rather than simply receiving a negative SQL error code for one failed job, DeadLock Advisor's unique functionality of placing a message in the job log of both jobs, enables immediate notification of which application caused the abend.

Shortly after installing DeadLock Advisor, Boggess and his team found that several deadlocks had already displayed in the job output and were instantly visible to anyone involved with the job.

“With DeadLock Advisor, we were instantly directed to the source of each deadlock, which eliminated the time we had previously spent having to search for and fix them,” said Boggess. “When a deadlock occurs, DeadLock Advisor clearly presents the information in the job output, and there is no additional search required on our part.”

With its process automation capabilities, Deadlock Advisor has enabled Boggess’ team to devote its resources to more critical projects.

## About SoftBase

SoftBase, a division of Quadrant Software, is committed to creating a better DB2 development experience. By combining decades of DB2 expertise with a set of proven testing and performance-tuning tools and an unmatched customer support team, SoftBase delivers – helping application developers and DB2 administrators create reliable, high-quality applications faster and with ease. With SoftBase, you can count on tools that work as promised, and a knowledgeable support team available 24/7 to answer questions.

That’s SoftBase: Proven Technology. Proven Tools. Proven Partner.