How to tell if appliance will hit the major issue in bug AR-4240

1. Generate and download a sysdump of the appliance from Administration->System Operations, System Dumps tab. Deselect the option "Include System Metrics" before creating the sysdump to make the sysdump smaller.
2. Open the sysdump and open the file etc/npm/npm_capture/job.conf. There will be an "id" field for each job configured on the appliance.

```
{
  "objects": [
    {
      "config": {
        "capture_from_all_vifgs": true,
        "enabled": true,
        "indexing": {
          "enabled": true,
          "retention_rules": {
            "max_disk_space": 0,
            "max_retention_time": "0",
            "min_disk_space": 52428800,
            "min_retention_time": "0"
          }
        },
        "name": "default_job",
        "optimize_for_read": true,
        "retention_rules": {
          "max_disk_space": 0,
          "max_retention_time": "0",
          "min_disk_space": 0,
          "min_retention_time": "0"
        },
        "snap_len": 65535,
        "vifgs": [

        ]
      },
      "id": "2a627a34-738c-4106-87b6-4f4b96dfed58",
      "state": {
        "stats": {
          "bytes_written": {
            "last_hour": 0,
            "last_minute": 0,
            "last_second": 0,
            "total": 0
          },
          "packets_written": {
            "last_hour": 0,
            "last_minute": 0,
            "last_second": 0,
            "total": 0
          }
        },
        "status": {
          "capture_disk_space": 0,
          "capture_size": 0,
          "packet_end_time": "0",
          "packet_start_time": "0",
          "state": "STOPPED"
        }
      }
    }
  ],
  "variables": {
  }
}
```

```
}
```

3. If that ID contains 1, 3, 5, 7, 9, b, d, f as the last digit of **all** the first 4 groups of hexadecimal numbers, a packet download from that specific job might error out or return 0 bytes, or possibly cause a crash in npm_capture module.
   For example
   01f6e04**b**-9fc**e**-4cc**7**-bbd**6**-e43a2c0e5d30 will not hit the problem
   ecdb8d9**b**-f9c**5**-459**1**-a8a**1**-2aa082db6bb4 will hit the problem

Workarounds

If the previous check is true, at the moment the only known workaround is to delete the job and recreate it with the same configuration. Deleting the packets in the job or reinitializing the storage will not solve the underlying problem.