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Troubleshoot Concurrent Manager

After upgradation from 11.5.10.2 to 12.1.1, some of the concurrent managers are not coming up and showing the following error:

The actual value of the manager is 0.

ERROR

"System Hold, Fix Manager before resetting counters".

Solution

1. Stop all middle tier services including the concurrent managers.
Please make sure that no FNDLIBR, FNDSM, or any dead process is running.
2. Stop the database.
3. Start the database.
4. Go to cd \$FND_TOP/bin
\$ adrelink.sh force=y link_debug=y "fnd FNDLIBR"
\$ adrelink.sh force=y link_debug=y "fnd FNDFS"
\$ adrelink.sh force=y link_debug=y "fnd FNDCRM"
\$ adrelink.sh force=y link_debug=y "fnd FNDSM"
5. Run the CMCLEAN.SQL script from the referenced note below (don't forget to commit).
6. Execute the following SQL:
select CONCURRENT_QUEUE_NAME from FND_CONCURRENT_QUEUES
where CONCURRENT_QUEUE_NAME like 'FNDSM%';
7. Start the middle tier services including your concurrent manager.

Now all of my concurrent managers are back to normal.
We can check the metalink note:985835.1, to know more.