

Introduction

Every exception has a **signature** that consists of the three elements **Service**, **Type** and **Code**. If an exception occurs, the monitoring attempts to look up the notification rule for the exceptions' signature and notifies accordingly. If no rule can be found, a new rule for the specific signature will be instantiated based on a template rule.

Advanced usage allows for grouping error signatures, and setting up "downtimes" on errors or groups to mute notifications during time periods, e.g. regular maintenance windows of IT systems that are known to trigger specific exceptions in connecting services.

Using the Service Errors' List

When an error occurs for the first time, a new entry in the error list is created, using the default settings from the template entry. The first entry in the list is that template entry. You can customize e this template entry to your needs, so new entries will get the most appropriate settings.

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Once the entry is created, it can be modified to configure individual handling for this specific type of error. To open the configuration dialog, double click the entry in the list.

Content of the Service Error List

The first four columns of the error list contain the meta information about the error, e.g. which specific service, identified by its name, is affected. Entries can either be one of the uncaught errors thrown by the xUML Runtime or a user generated log entry by using the log operation and type **Error**.

Service Name	Error Category	Error Code	Error Type	Info Mail	Always Notify	Custom Notify	Error Entry State	First Occ	Last Occ	Error Count	Threshold	Options
Template Entry	TemplateCategory	0	TemplateErrorType	true	false	false	Template			1		
OrderApprovalExample	Internal	00000000	Internal	true	false	false	New	08-08-2021 07:00:00	08-08-2021 07:00:00	1	1	
OrderProcessing	Internal	05	RESTAPI	true	false	false	New	08-08-2021 07:00:00	08-08-2021 07:00:00	1	1	

List Column	Description
Service Name	Service which raised this error.
Error Category	Category of the error.
Error Code	Error code.
Error Type	Type of the error.
Info Mail	If true, an email is sent to the recipients saved in the error definition.
Always Notify	If true, the notification is triggered each time the error threshold is reached. If unchecked, the notification is triggered once per day only. So if A (use with care).
Custom Notify	If true, a custom notification is triggered. This is a customized extension of the Monitoring Base Service, allowing the integration with other mor of JIRA issues.
Error Entry State	This column displays the status of the error entry.
First Occ	This column displays date and time of the first occurrence of this specific error.
Last Occ	This column documents the most recent occurrence of this specific error.
Error Count	This column documents how often this specific error occurred.
Threshold	Specifies the count of occurrences that trigger a notification. This setting is related to Always Notify .

Filtering the List

Use the search field to filter the list.

Error Codes												Action Filter	
Service Name	Error Category	Error Code	Error Type	Info Msg	Abstract Notify	Custom Notify	Error Count State	First Occ	Last Occ	Error Count	Threshold	Options	
OrderApprovalExample	Internal	000001	Success	True	False	False	0	05/08/2019 12:07:13	06/08/2019 08:18:28	0	1	Validation	<input type="checkbox"/>
ACME_DeliveryProcess	Internal	000002	Success	True	False	False	0	05/08/2019 12:07:13	06/08/2019 08:18:28	0	1	Validation	<input type="checkbox"/>
OrderApprovalExample	Internal	000003	Success	True	False	False	0	05/08/2019 12:07:13	06/08/2019 08:18:28	0	1	Validation	<input type="checkbox"/>

(Showing 1 to 3 of 3 entries (Filtered from 3 entries))

The content of the search field is applied to the whole table content.

Managing the List

Service Error List

Manage Error Groups

Show 10 entries

- | |
|-----|
| 10 |
| 25 |
| 50 |
| 100 |

[+ Order_Approval_Example](#)

 ACME_Delivery_Process

You can change the default value for the number of entries to be displayed.

Available options are:

- **10** entri es
- **25** e ntries
- **50** e ntries
- **100** entri es

Service Name	Error Category	Error Code	Error
+ Order_Approval_Example	Internal	OPCALL	BPMN
+ End_Event_Example_modified	Internal	OPCALL	BPMN
+ ACME_Delivery_Process	Internal	OPCALL	BPMN
+ OrderProcessing	Internal	8	SRVLM
+ OrderProcessing	Internal	45	RESTL
+ Template Entry	TemplateCategory	0	Templ

The list content is sortable by column content. Click the errors in the column header to change between ascending and descending order.