

# Managing Error Definitions

## Modifying an Error Definition

On this Page:

Double-click an error entry in the **Service Error List** to open the error definition.

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Related Pages:

The error definition opens in a pop-up window.

The two upper boxes contain information on the error:

- **Error Definition:** Contains meta information about the error such as the service that raised the error, error category, code and type.
- **Information About Error:** Contains description message that came with the first occurrence, provides a field for remarks, and the current entry state of the error. Every error definition is created in state "New". It is considered good practice to change the entry state to "Checked" when you configured the definition to your needs.

- [Monitoring xUML Services](#)
  - [Working With the xUML Service Monitor](#)
  - [Managing Error Groups](#)
  - [Downtimes and Change Log](#)

You can define the specific error handling in the box labelled **Error Notification**.

Setting	Possible Options
Notification	<ul style="list-style-type: none"><li>• <b>Email:</b> Activate, if notifications shall be sent by email.</li></ul>

<a href="#">+</a>	Template Entry	TemplateCategory	0
<a href="#">+</a>	Order_Approval_Example	Internal	OPCALL
<a href="#">+</a>	OrderProcessing	Internal	45

Error Definition

Service Name

Order\_Approval\_Example

Error Category

Internal

Error Code

OPCALL

Error Type

Info

Error Group Definition

ExampleGroup

Information About Error

Description

Order\_Approval\_1000000091605790000203077670020311 localling onUnhandledError

Remarks

Entry State

New

Error Notification

Notification

Email

☒

Always notify

☐

Error threshold

1

Recipients TO

toRecipients

e.g. me@gmail.com;my@gmail.com different e-mail addresses can be separated by using ;

Recipients CC

ccRecipients

Description for required action

!) This is the template entry. Put in here the required action or further info about the error

Subject

mailSubject

Modify

Delete

Cancel

Entry State

New

Error Notification

Notification

Email

☒

Always notify

☒

Error threshold

1

Recipients TO

toRecipients

jane.margale@acme-corp.com

Recipients CC

ccRecipients

Description for required action

The address saved in the order delivery form seems to be incomplete. Please check delivery form.

Subject

Order delivery: incomplete address

Modify

Delete

Cancel

- **Jira:**  
Activate if you need custom notifications for errors, for example the creation of Jira tickets.
- **Always notify:**  
Activate the option to send the notification each time the error threshold is reached. If the option is not activated, the notification is sent once a day only.

	<ul style="list-style-type: none"><li>• <b>Error threshold:</b> The threshold defines, how many times the errors may occur until a notification is sent. If <b>Always notify</b> is activated, the notification is sent at every number of occurrences defined in the threshold.</li></ul>
<b>Recipients TO</b>	Enter the email addresses of the notification recipients in this field. Separate multiple addresses with semicolons.
<b>Recipients CC</b>	If required, you can define additional email recipients in this field. Recipients CC is an optional field.
<b>Description for required action</b>	Enter meaningful text that explains to the recipients of the notification what to do if this error occurs.

**Subject** In this field you can enter a subject for the email notification.

Order Delivery: Incomplete address

Test-E2E  
Jane Marple

### Error Details

**Service** ACME\_Delivery\_Process on pas-doc-bridge (PID 23466)  
**Signature** Type: 'BPMN', Code: 'OPCALL'  
**Timestamp** 09.08.21 14:17:42  
**Occurrences** First: 06.08.21 08:45:40, Previous: 09.08.21 14:17:37, Total: 2  
**Message** ACME\_Delivery(000000492ad8dc2f00005baab19937005f1c1623)Calling 'onUnhandledError'.  
**Callstack**

### Notification Rule

**What to do** The address saved in the order delivery form seems to be incomplete. Please check delivery form.

**Notification** Threshold: 1, Always: yes, JIRA: no

Notification from Scheer PAS.  
For more details, go to the service page in the Scheer PAS administration.

If **Email** is set to true, the integration component automatically sends a notification mail to the configured recipients.

## Deleting Error Definitions

Service Error List

Manage Error Group | Add Definition | Add Template Log | Add/Remove Definition | Table Definition | New Error Definition

Show [1] [2] Entries

Service Name	Error Category	Error Group	Error Type	Info Help	Always Notify	Custom Priority	Error Entry Name	First Occ.	Last Occ.	Error Count	Threshold	Options
Template Entry	Template/Category	0	Template/Type	Info	Info	Info	Template			1		Buttons
Order Approval Example	Internal	OPCALL	INFO	Info	Info	Info	New	06.08.2021 14:37:13	06.08.2021 08:34:28	1	1	Buttons
Order Processing	Internal	42	202306	Info	Info	Info	New	06.08.2021 07:36:23	06.08.2021 07:31:29	5	1	Buttons
Order Processing	Internal	0	202306	Info	Info	Info	New	06.08.2021 07:36:22	06.08.2021 07:31:29	5	1	Buttons
ACME_Delivery_Process	Internal	OPCALL	INFO	Info	Info	Info	New	06.08.2021 08:45:40	09.08.2021 14:17:44	2	1	Buttons

In the far right column of the error list you can select entries by a checkbox.

Clicking the **Delete Selection** button will delete all selected entries.



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	<div>de n t a l l y d e l e t e d t h e e x i s t i n g t e m p l a t e , s e e C r e a t i n g a n E r r o r D e f i n i t i o n .</div>
<div><div>Confirm Deletion</div><div>Are you sure you want to permanently delete the chosen error records ?</div><div><div>Yes</div><div>No</div></div></div>	<div>You will have to confirm the deletion in a separate pop-up.</div>

Bulk Change of Error Definitions

Service Error List

Manage Error Groups

View Downtimes

View Change Log

Add/Remove Recipients

Show 

10

 entries

Error Category

Error

Info

Always

Custom

Error

Add / Remove Recipients to all Errors

Recipient to be added / removed :  

irene.adler@acme-corp.com

Action to apply

☒ Add

☐ Remove

Apply on field

☐ TO Recipient

☒ CC Recipient

Apply

Click the **Add /Remove Recipients** button to bulk add or remove one recipient (email address) for all error entries.

In the pop-up window, enter the email address you want to use.

Then select the action to apply: **Add** or **Remove** and the field to apply the action to: **TO** or **CC**.

## Creating an Error Definition

In most cases, DevOps will wait until a new error appears in the list of service errors and then change its error definition. However, it is also possible to create a new error definition if an error has not yet occurred.

Delete Selection

New Error Definition

Search:

First Occ

Last Occ

Error Count

Threshold

Options

1

Downtime

05.08.2021 14:37:13

06.08.2021 08:34:28

3

1

Downtime

In some use cases, it is useful to create a new error definition from scratch, e.g.

- to create a new **Template** in case you accidentally deleted the existing one.
- to create a **Match Template** that matches specific parts of the error signature, e. g. the service's name only.
- to create an error definition for an error that has not yet occurred but is already known to the service modeler.



In the navigation bar of the xUML service monitor you can find the button **New Error Definition** for this purpose.

Error Definition

Error Definition

Service Name

Error Category

Error Code

Error Type

Error Group Definition

ExampleGroup

Delivery Errors

Information About Error

Description

Remarks

Entry State

Match Template

Error Notification

Notification

Email

Always notify

Error threshold

Recipients TO

Recipients CC

Description for required action

Subject

Create

Cancel

The error definition opens in a pop-up window.

Unlike the error definition of an already existing error, the pop-up is now empty and can be filled according to your wishes.

The fields for **Service Name**, **Error Category**, **Error Code** and **Error Type** each contain an asterisk (\*) that serves as a placeholder for all possible contents.

- For the master template (entry state "Template"), in case you accidentally deleted it, leave all definition fields as asterisk (\*).
- For a matching template (entry state "Match Template"), define the parts of the error that you want to match, and leave the rest as asterisk. E.g. if you want to create a matching template for a servi

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- For an error definition (entry state "New" or "Checked"), fill out all four fields according to the error signature (ask the modeler what to enter here).