

# Downtimes and Change Log

## Downtimes

Downtimes are defined periods of time during which errors should not trigger notifications. For example: If an SAP system is being updated and will temporarily be unavailable, some services may throw corresponding errors. Since this is known in advance, a downtime for these errors can be configured to avoid the flood of error notifications.

## Configuring Downtimes

You can set downtimes for single errors or for whole error groups (see page [Managing Error Groups](#) for details).

Template Entry	TemplateCategory	0	TemplateEntryType	type	Subtype	Subtype	Template	07.08.2021 12:47:13	08.08.2021 08:42:34	1	<a href="#">Downtime</a>
Order Approval Example	Internal	000001	000001	type	Subtype	Subtype	New	08.08.2021 07:06:23	08.08.2021 07:06:23	1	<a href="#">Downtime</a>
Order Processing	Internal	45	000001	type	Subtype	Subtype	New	08.08.2021 07:06:23	08.08.2021 07:06:23	1	<a href="#">Downtime</a>
Order Processing	Internal	8	000001	type	Subtype	Subtype	New	08.08.2021 07:06:23	08.08.2021 07:06:23	1	<a href="#">Downtime</a>

If you want to set a downtime for one specific error, click the **Downtime** button of the error in the list.

This will open the list of defined downtime s for the current entry.

Create New EntryClose

TypeDateDaysTime FromTime ToOffline Recipients

No data available in table

Showing 0 to 0 of 0 entries

The downtime specifics will open in a pop-up window.

Click **Create New Entry** to enter a new downtime.

Downtime Definition

Downtime Date & Time Definition

TypeDay

Date

Day(s)☒ Monday☐ Tuesday☐ Wednesday☐ Thursday☐ Friday☐ Saturday☐ Sunday

Time From04:00

Time To05:00

Offline Notification

Offline to Recipientjane.marple@acme-corp.com

Cancel

Create

Set the new downtime in the **Downtime Definition** pop-up.

Downtimes can either be created for a certain date, or on a day pattern.

### On this Page:

- Downtimes
  - Configuring Downtimes
- Change Log

### Related Pages:

- Monitoring xUML Services
  - Working With the xUML Service Monitor
  - Managing Error Definitions
  - Managing Error Groups

## Downtime Specific List

Create New Entry Close

Type ▾ Date ▾ Days ▾ Time From ▾

Day every: friday, 02:00:00Z

Showing 1 to 1 of 1 entries

The downtime is added to the downtime specific list.

## Downtime Specific List

Create New Entry Close

Type ▾ Date ▾ Days

Day every: friday,

Showing 1 to 1 of 1 entries



To change or delete a downtime from an error in the list, click button **Do wntime** again to reopen the **Down time Specific List**. Double-click the downtime entry you want to change or delete.

### Downtime Definition

Downtime Date & Time Definition

Type Day ▾  
Date  
Day(s) ☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☒ Friday ☐ Saturday ☐ Sunday  
Time From 02 ▾ 00 ▾  
Time To 03 ▾ 00 ▾

Offline Notification

Offline To Recipient Offline To Recipient ⓘ

Cancel Modify Delete

The downtime definition of this entry will open.

- Change the settings and click **Mod ify** to save the changes.
- Click **Dele te** if you do not want to use this downtime anymore.

## Change Log

## Service Error List

Manage Error Groups
View Downtimes
View Change Log

Show 10 entries

	Error Category	Error	Info
2021-08-10 08:23:48	Unknown User	Downtime	Delete
Deleted downtime - DowntimeID (PK): 59 - ErrorCode (FK): 27 - Type: Date - Date: 12-12-2021 - Time_From: 00:00 - Time_To: 01:00 - Offline Recipients - Monday false - Tuesday false - Wednesday false - Thursday false - Friday false - Saturday false - Sunday false			
2021-08-10 08:31:01	Unknown User	Downtime	Create
Inserted new downtime - DowntimeID (PK): 59 - ErrorCode (FK): 27 - Type: Date - Date: 12-12-2021 - Time_From: 00:00 - Time_To: 01:00 - Offline Recipients - Monday false - Tuesday false - Wednesday false - Thursday false - Friday false - Saturday false - Sunday false			
2021-08-10 08:36:19	Unknown User	Downtime	Delete
Deleted downtime - DowntimeID (PK): 58 - ErrorCode (FK): 0 - ErrorCodeGroup (FK): 27 - Type: Date - Date: 12-12-2021 - Time_From: 00:00 - Time_To: 01:00 - Offline Recipients - Monday false - Tuesday false - Wednesday false - Thursday false - Friday false - Saturday false - Sunday false			
2021-08-10 08:05:38	Unknown User	Downtime	Create
Inserted new downtime - DowntimeID (PK): 58 - ErrorCode (FK): 0 - ErrorCodeGroup (FK): 27 - Type: Date - Date: 12-12-2021 - Time_From: 00:00 - Time_To: 01:00 - Offline Recipients - Monday false - Tuesday false - Wednesday false - Thursday false - Friday false - Saturday false - Sunday false			
2021-08-10 05:58:47	Unknown User	Downtime	Create
Inserted new downtime - DowntimeID (PK): 57 - ErrorCode (FK): 0 - ErrorCodeGroup (FK): 27 - Type: Day - Date: 12-12-2021 - Time_From: 00:00 - Time_To: 00:00 - Offline Recipients - monday.mple@msc-norip.com - Monday true - Tuesday false - Wednesday false - Thursday false - Friday false - Saturday false - Sunday false			
2021-08-09 13:54:06	Unknown User	ErrorGroupDefinition	Create
Assigned new error group to error - ErrorCode (FK): 727 - ErrorCodeGroup (FK): 27			
2021-08-09 13:47:28	Unknown User	ErrorGroup	Create
Inserted new error group - ErrorCodeGroup (FK): 27 - Error Group Name: Delivery Errors			
2021-08-09 12:11:10	Unknown User	Error	Modify
Modified error definition BEFORE Modification - ErrorCode (FK): 727 - Service Name: ACME.Delivery_Process - Error Category: Internal - Error Code: CPDALL - Error Type: SPINX - Description: ACME.delivery00000004a1x3b139400000baab1931705621097Acalling switchendofError - Remarks - Empty State New - Info Mail true - Notify Contact System false - Always notify true - Recipients TO: eng@msc-barndorf-pusher-group.com - Recipients CC - Subject: Order Delivery - Account data - Description for requested action: The address saved in the order delivery form seems to be incomplete. Please check delivery form.			
2021-08-09 12:11:05	Unknown User	Error	Modify
Modified error definition BEFORE Modification - ErrorCode (FK): 727 - Service Name: ACME.Delivery_Process - Error Category: Internal - Error Code: CPDALL - Error Type: SPINX - Description: ACME.delivery00000004a1x3b139400000baab1931705621097Acalling switchendofError - Remarks - Empty State New - Info Mail true - Always notify false - Recipients TO: Recipients CC: acm@msc-barndorf-pusher-group.com			

If you want to view the change log of the service monitor, click the **V** icon above the service error list.

The change log list is displayed. It shows the trace of all changes on monitoring data sets.