Usage of the Monitoring UI

The main screen of the UI shows a **Service Error List**, a list of all errors that have previously occurred on the Bridge node where the Monitoring service is running.

Figure: Main Screen of the Monitoring UI

	Manage Error Groups View DownErrors		View Chang	View Change Log			neve Recipients	Delete Selection	Logout	Admin	MentoringAdmin			
ho	w 10 · entries											Search		
	Service Name	Error Category 0	Error Code	Error Type C	info Mull C	Always Notify	Caston Notify 0	Error Entry State 0	First Occ o	Last Occ o	Error Court	Threshold 0	Options	•
0	testhopEx	Internal	14	FUSSM	true	898	false	Nov	01/27/2016 12:39:25	01/27/2016 12:39:25	1	1	Downtime	
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o	OSP_Antragsabholung_NRM	Internal	7	SRVLM	one	1996	false	Checked	01/27/2016 08:51:50 01/27/2016 08:51:50		1	1	Downtime	
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	Error UIL co Description logs/or Description holotiz Required Consec Error Benerka	wastor subsystem erro ror/error-2016-01-27.0 Datas > boleDCSAstrag t error. Check if endpo	r in URL 0-54-17 (m > un xe URL 1	"http://localhost.8080 JUTC-1.som1- Calintack vServices DVA DCSNach s correct. If correct che	/esip-ce internal richtenT ck-with (ne/x2/xiks* I = umt Ser tamferSO 26IP Provid	0 Failed vices Ants AP11http3 ler if servi	e connect to 10.240 grabholung, NRISe XSNachrichten&2DY to is up and running	L20.164 port 8080. Timed e nvices. BAA TimerServices. Ab ort.holeDXSAnfragen > receir	ut. Error description: Could fragetXSDatesTinor: EXECU Mathagen	יל כנפואת וב, דואבת,	t to server - I DIAGRAM >-	crear Trace: calling >	
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Once an error occurs during the execution of a Bridge service, an error type entry is written to that service's log file. These will be collected by the Monitoring Base Service. The Monitoring UI presents a user interface to configure the individual handling of known errors. In order to configure a specific error, it has to occur at least once. So this list typically grows over time.

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 (see screenshot above, the first entry in the list is that template entry). You can tweak this template entry to your needs, so new entries will get the most appropriate settings. 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.

The first four columns of the table are generated by the Bridge and contain the meta info about the error: which service raised this error, and category, code and type of the error. This can either be one of the uncaught errors thrown by the xUML Runtime (see also Error Codes) or a user generated log entry by using the log operation and type **Error** (only type **Error** is notified by the Bridge, refer to Logging for explicit error logging).

Table Column	Description	V	alues	
Info Mail	If checked, an email is sent to the recipients configured below.	true	e, false	
Always Notify	If checked, the notification is triggered each time the error threshold is reached. If unchecked, the notification is triggered once per day only.	true	e, false	
Custom Notify	If checked, a custom notification is triggered. This is a customized extension of the Monitoring Base Service, allowing the integration with other monitoring or ticketing systems like Nagios, JIRA, DataDog etc. This can be configured by linking a customer specific library. Please do not hesitate to contact us, if you need assistance (see Bridge Support).	true, false		
Error Entry State	This column displays the status of the error entry.	N ew	A new entry of an error or one that has been configured by an admin.	
		T e m pl ate	An error template.	
		C h c k ed	Entry has been checked manually.	
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 (over the whole lifetime of this Bridge instance).			
Threshold	Specifies the count of occurrences that trigger a notification. This setting is related to Always notify and Info Mail .			

If **Info Mail** is set to true the Bridge automatically sends a notification email to the configured recipients. It looks like:

On this Page:
 Managing Error Definitions Modifying an Error Definition Deleting Error Definitions Bulk Change of Error Definitions
Managing Error Groups Downtimes Configuring Downtimes Viewing Downtimes

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IocalE2EBr	idae@e	2e.ch								
O Click here to de	wnload pi	tures. To help pro	tect your privac	y, Outlook	prevented automati	c download of	some pi	tures in this me	ssage.	
Sent: Mi 27.01.201	6 14:48									
To: 🗷 Rombach	Jürgen									
ProcessID	Level	Erzeugt a	n Zeit (lokal)	Erster Fehl um	er Anza	ıhl	Treshold	Host	-
11052	Error	27.01.2016	6 14:47	:53	08:54:39	5		1	TP-JROME	A
Error	32_UT urn:Se > callir urn:Se	C-1.xml - Ca rvices.Antra ng > holeEKS rvices.BVA.I	allstack: int gsabholun SDaten > h EKSNachri	ternal = g_NRV oleEK ichten1	> VServices.BV SAnfragen > TransferSOAF	A.TimerSe 11http.Ek	ervice SNac	s.AbfrageE hrichtenE2	KSDatenTim EPort.holeEl	ei KS
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rtomanto										-,
Service			Category	Code	Error Type	Always n	otify			
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For details on all possibilities to configure the error notifications (recipients, ...) refer to Managing Error Definitions below.

The notification mail states an error count: the number of times this error occurred so far **this day**. At the end of day, this error counter will be reset to 0.

Having a look at the Monitoring UI, you may notice a different error count. The error count of the UI is never reset and states the overall occurrence of the error.

For that reason the number of occurrences in the notification email and the error count in the user interface may differ. The email is related to the current day, whereas the error count in the UI is the absolute number of occurrences of this specific error.

Managing Error Definitions

Modifying an Error Definition

Double-click an error entry on the **Service Error List** to modify the error configurations. The screenshot below shows the configuration dialog:

Figure: Error Configuration Dialog

and Deminus			
ervice Name	Template Entry	Error Group Definition	
rror Category	TemplateCategory	^ ^ ^	
rror Code	0		
rrorType	TemplateErrorType	-	
nformation About Error			
Description	This is the template entry - Do not delete th	is entry This is used for the default settings for new entries	
temarks	Remarks		
intry State	Template 🔹 🧕		
Error Notification			
Error Notification	Info Mail 🗷 🕐 Always notify Custom Notify 🗌 🕐	Error threshold	
error Notification	Info Mail 🛛 🕐 Always notify Custom Notify 🗌 🕐 arryaddress@anymailprovidec.com	Error threshold	0
error Notification	Info Mail 🛛 🖉 🚺 Always notify Custom Notify 🗌 🗿 anyaddress @anymailprovide.com e.g.: mr.@mail.com_msy@mail.comdiffere	O Error threshold I	0
error Notification	Info Mail 🛛 🗶 🚺 Absays notify Custom Notify 📄 🥥 anyaddress@anymailprovidec.com e.g.: m:rtPminic.com,msgPmail.com anotheraddress@anymailprovidec.com	O Error threshold 1	0
error Notification lecipients TO lecipients CC Asscription for required action	Info Mail 8 Always notify Custom Netify 0 Always notify anyraditese gamymiliprovides.com e.g. mrcifmail.com, mrydmail.com differe anotheraddress@anymaliprovides.com 2) This is the template entity. but in here the	O Error threshold I O	0
crer Notification locification eciptents TO eciptents CC wscription for required action ubject	Info Mall R Abays notify Custom Notify R Abays notify anyyddrawsg anymaligenodex com e.g. mrchmail com mydmail com anotheraddesamymaligenodex of 1) This is the template entry. Put in here the Enter your custom subject here.	O Error threshold I O Error threshold I O Error threshold Error Error threshold Error Eror Eror	0
cree Notification accipients TO ecipients CC wscription for required action ubject	Info Mall R Anays notify Costom Notify R Anays notify anyaddressg Danyadipervidencom 4.9. mohani Lom anyamaligervidencom 1) This is the template entry. Put in here the Differ your custom subject here.	O Inner threaded Inner threaded Inner threaded by using ; realised action or further info about the error	0

The upper two boxes contain information on the error, i.e. the service that raised it, category, code, description etc.

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

Setting	Description
Info Mail	If checked, an email is sent to the recipients configured below.
Always notify	If checked, the notification is triggered each time the error threshold is reached. If unchecked, the notification is triggered once per day only.

Error threshold	Specifies the count of occurrences that trigger a notification. This setting is related to Alwa ys notify and Info Mail.
Custom Notify	If checked, a custom notification is triggered. This is a customized extension of the Monitoring Base Service, allowing the integration with other monitoring or ticketing systems like Nagios, JIRA, DataDog etc. This can be configured by linking a customer specific library. Please do not hesitate to contact us, if you need assistance (see Bridge Support).
Recipien ts TO	Specify a list of recipients addressed as TO if email notification is used.
Recipien ts CC	Specify a list of recipients addressed as CC if email notification is used .
Descripti on for required action	Enter a free text. This text is typically used to give the email recipients detailed instructions about what to do about the error (e.g. "this error indicates that there is a parcel stuck in logistics, please check LogiManager for the parcel ID given in the error description").
Subject	Enter a free text. The subject in this field will replace the default subject defined in the service settings of the Monitoring service (Bridge). You can still overwrite the subject, when an error using this template is thrown.
	If you want to use the subject field, a column subject has to be added to table Error in the errorList.sqlite database. Use the SQL script addSubjectToErrorTable.sql to create this column.

Furthermore, in box **Error Group Definition** you can assign the error to one or more error groups by selecting the groups from the list. To unselect an error group, use **Ctrl + click**. Error groups are used for documentation reasons and to specify centralized downtimes. Refer to Managin g Error Groups further below for more details on how to add and manage error groups.

Deleting Error Definitions

In the far right column of the error list on the main screen, you can select entries of the error list by a checkbox. Clicking **Delete Selection** will delete all selected entries.

Bulk Change of Error Definitions

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



Managing Error Groups

All errors can be added to one or more error groups for centralized downtime administration. Click **Manag** e Error Groups on the main screen to manage the error groups.

Error Group List					
Create New Error Group	Back to Service Error List				
Show 10 v entries				Search:	
	Error Croup		Options		
testgroupdff		Details/Edit			
Showing 1 to 1 of 1 entries					

Click **Create New Error Group** to create a new error group. Click **Details/Edit** on an entry of the error group list to inspect the details of an error group, like

- the error members of the group
- the configured downtimes

Error Group Def	nnition							
Error Group Na	ame	testgroupdff			Cancel	Modify	/ Dek	ste
The following e	rrors are me	mber of this erro	r group					
Show 10 Ve	entries					Sei	arch:	
Se	ervice Name	0	Error Cate	yory 0	Error Code	0	Error Type	
				No data available in t	able			
Showing 0 to 0	of 0 entries							
The following d	lowntimes ar	e defined for thi	s error group					
The following d	kowntimes ar	e defined for thi	s error group			Set	arch:	
Type ^	lowntimes ar	e defined for thi	s error group Days		0 Time From 0	Sec Time To 0	arch:	its 0
Type A	lowntimes ar	e defined for thi	s error group Days	No data available in 1	0 Time From 0	Sec Time To 0	arch: Offline Recipier	its 0
Type A	Date 0	e defined for thi	s error group Days	No data available in 1	0 Time From 0	Sec Time To 0	arch:	its (
Type Showing 0 to 0	Date ¢	e defined for thi	s error group	No data available in t	0 Time From 0 bble	Sec Time To 0	arch: [Offline Recipier	its 0

Click **Manage Downtime** to change the service downtimes for this error group during which occurring errors should not be notified. Refer to Downtimes for more details.

Click **Modify** to save the changes you made. Click **Delete** to delete the error group and all assignments to errors.

Downtimes

Downtimes are defined periods of time during which errors should not trigger notifications. E.g. 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. Downtimes can be assigned to error groups (see above).

Configuring Downtimes

Crate New Entry Clean Type © Date © Days © Date © Days © Date © Date © Date © Days © Date © D	Time from 0	Time To S 01/01/1900 22:00:00	Search:	000	Click the Dow ntime button in the list. This will open the list of defined downtimes for the current entry.
Downtime Definition Downtime Date & Time Definition Type Date Day(s) Time From Time To Offline Notification Offline to Recipient Cancel Cancel	Inition Date Date Date Date Date Date Date Date	Wednesday Sunday	Thursday	×	Clicking Creat e New Entry will open the dialog to create a new downtime entry.

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

Viewing Downtimes

Defined Do	owntimes For All Error and	f Error Group Definition	ons								
Man 20 W and	Sec.								Search		
Type +	there o theys o					Service Name				Ever type	
Date	16/38/3311 00:00:00	01,107/1380 10:00:00	81/91/1908 22:08:00			Two place to by	THEREADERSONY	0	Test	planetriorType	
Shawing 1 to 1 of 1	1 milio										

This screen shows all defined downtimes of all services. During this downtimes, no error notifications will be sent for this error.

Viewing the Change Log

This screen simply shows the trace of all changes on Monitoring data sets.