Working With the xUML Service Monitor

Introduction

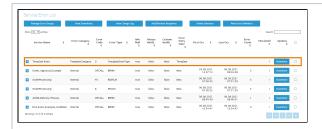
Using the xUML Service Monitor you can configure notification rules that control what happens in case an exception occurs during execution of xUML services. Such exceptions range from system errors like "DB connection not available" to customer modeled specific errors like "no Order ID found for Payment token".

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.

A typical setup consists of a template rule that notifies someone in DevOps, so each exception signature triggers a notification for DevOps on first occurrence. After reviewing the exception, DevOps decides how to deal with such exception, i.e. ignore, send emails to specific people, or create a JIRA issue, and maybe add instructions for the recipient. Once that's done and the rule is configured accordingly, notifications are dispatched when further exceptions with the same signature occur.

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



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 customiz e this template entry to your needs, so new entries will get the most appropria settings.

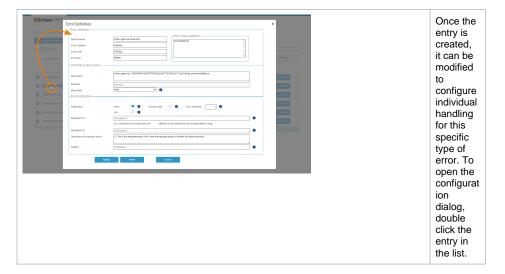
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Related Pages:

- Monitoring xUML Services
 - Managing Error Definitions
 - Managing Error Groups
 - Downtimes and Change Log



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**.



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





Managing the List

