

# 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

Service Error List

Manage Error Group

View Dashboard

View Change Log

Add/Remove Templates

Delete Location

New Error Definition

Showing 11 of 11 entries

Service Name

Error Category

Error Code

Error Type

Info Msg

Abstract Notify

Concrete Notify

Error Name

First Occ.

Last Occ.

Error Count

Threshold

Options

Template Entry

Template Category

Template Error Type

Info

Name

Template

1

Options

OrderApprovalExample

Internal

INTERNAL

ERROR

Info

False

False

New

08.08.2021 14:27:13

08.08.2021 18:24:28

5

1

Options

OrderProcessing

Internal

INTERNAL

ERROR

Info

False

False

New

08.08.2021 07:11:24

08.08.2021 07:11:24

5

1

Options

OrderProcessing

Internal

INTERNAL

ERROR

Info

False

False

New

08.08.2021 07:11:24

08.08.2021 07:11:24

5

1

Options

ACMEDeliveryProcess

Internal

INTERNAL

ERROR

Info

False

False

New

08.08.2021 08:45:40

08.08.2021 08:45:40

1

1

Options

Ext.EventExample.modified

Internal

INTERNAL

ERROR

Info

False

False

New

08.08.2021 10:24:47

08.08.2021 10:24:47

0

1

Options

Showing 11 of 11 entries

1

2

3

4

5

6

7

8

9

10

11

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

### On this Page:

- [Introduction](#)
- [Using the Service Errors' List](#)
  - [Content of the Service Error List](#)
  - [Filtering the List](#)
  - [Managing the List](#)

### Related Pages:

- [Monitoring xUML Services](#)
  - [Managing Error Definitions](#)
  - [Managing Error Groups](#)
  - [Downtimes and Change Log](#)

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		TemplateEntryType	true	false	false	Template			1		
Order_Approval_Example	Internal	OPCAL	BPNN	true	false	false	New	08.08.2021 14:27:12	08.08.2021 08:24:28	2	1	
OrderProcessing	Internal	45	RESTLM	true	false	false	New	08.08.2021 07:00:22	08.08.2021 07:51:29	5	1	

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

## Filtering the List

Use the search field to filter the list.

