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Use OpenEdge Management Alerts

OpenEdge®

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Preface

Purpose

This guide provides information to assist you in understanding and working with the OpenEdge® Management alert feature.

Audience

This guide is designed for database administrators and end users of OpenEdge Management. This includes IT managers, ASP hosting companies, and others who are responsible for the day-to-day monitoring and management of resources.

Organization

Alerts in OpenEdge Management on page 13

Introduces the alert feature, defines the alert types that can be generated, and identifies where you can find additional information about alerts in the OpenEdge Management documentation set.

Alerts Setup and Maintenance on page 21

Provides detailed information about setting up, maintaining, and displaying alerts.

Alerts Reference on page 51

Presents a comprehensive list of the OpenEdge-generated alerts and their associated polled or asynchronous property definitions.

Documentation conventions

See Documentation Conventions for an explanation of the terminology, format, and typographical conventions used throughout the OpenEdge content library, including information about the following:

- Using ABL documentation
- Examples of syntax descriptions
- OpenEdge messages

1

Alerts in OpenEdge Management

The key purpose of alerts is to bring your attention to the status of the resources. Alerts are the responsive component of the OpenEdge Management Console that are trigged based on abnormal conditions or when the values fall outside the threshold.

You can configure alerts to actively monitor and manage problems by programmatically triggering follow-up actions based on the threshold violations. With OpenEdge Management, you can customize alerts flexibly as suits your business needs by defining how and when to receive alerts by email or flash them on application page. An alert contains information about which resource is most likely in a problem situation. An alert's severity level, category, and source details can help you decide what course of action to take.

This helps you to use the OpenEdge Management monitoring system and associated tooling such as log files to investigate the cause of the problem and implement a mitigation strategy..

You can perform the following tasks with alerts:

- Configure alerts using monitoring plans
- Define actions for alerts
- View alert information
- Edit alert properties
- Specify the conditions or threshold values to trigger an alert
- Assign severity level to an alert
- Enable and disable alerts
- Access alert information from the command line

Severity levels of alerts

The severity of an alert varies based on the specific abnormal condition that triggered it, to indicate the level of problem seriousness. The severity levels are indicative of a problem situation and allow you to determine which alerts are assigned highest severity based on the specific needs of your organization.

You can assign the following severity levels to an alert from the **Alert severity** drop-down menu located in the **Rule definition** section of a monitoring plan page:

- Information
- Warning
- Error
- Severe

Types of alerts

Every alert may not necessarily lead to an action. Consider a scenario in which you configure an alert to notify you when the database crashes. In this case, to start the database automatically, you can create a script to start the database and run it as an action when the database crash alert is triggered.

As such, consider the following types of alerts to help you depending on your need

Internal alerts

OpenEdge Management internal alerts automatically inform you of events that occur internally to OpenEdge Management and for which you cannot set up specific alert definitions.

Consider these scenarios:

- If the disk space is going down (less than 300MB) OEM throws an internal alert.
- If the fathom trend database is not up and running, all your trending info is not stored; in such scenario an alert will be throw as an internal alert.

Although OpenEdge Management automatically generates alerts for internal events, the alerts associated with internal situations appear on the Management Console and are processed like asynchronous and polled alerts.

External alerts

External alerts are categorized into asynchronous and threshold alerts.

- **Asynchronous alerts** - An asynchronous alert is generated by a resource the moment a specific condition is detected, regardless of the polling interval set for that resource. Many asynchronous alerts identify violations related to mission-critical and time-sensitive activities. Others, such as `DB_AgentStartup`, function as confirmations of normal, or expected, operational status. Some common mission-critical conditions for which you can define an asynchronous alert include:

  - Database abnormal shutdown
  - OpenEdge Management Trend Database Unavailable

  Other events for which you can define asynchronous alerts are greatly time-dependent. For example, if a running job is not completed in a specified duration, you can be notified by an asynchronous alert. This situation could indicate that there is either a runaway or a hung job. In these types of instances, the firing of an asynchronous alert would inform you immediately of the situation so that you could take appropriate action.

- **Polling alerts** - A polling alert is generated when the scheduled evaluation of a monitored resource detects an error or a condition or threshold violation in the resource. Polling alerts generally require threshold values to be defined so that a resource's performance can be tracked in response to these parameters. For example, threshold values can include defining criteria such as a performance level that is lower or higher than a given number or identifying the age of a file being older than a time (i.e., minutes, hours, days, and so on). Threshold values give you the flexibility to refine rule conditions based on the performance values you choose for a resource.

For details, see the following topics:

- How OpenEdge Management alerts relate to rules and actions
- Alert types

How OpenEdge Management alerts relate to rules and actions

Alerts are triggered in response to rules that you associate with a resource or job. Each rule has its own unique alert and action definition. The content of this book focuses on alerts associated with resources. For details about setting up alerts for jobs and job instances, see *OpenEdge Management: Resource Monitoring*.

A cause and effect relationship

You can set up a simple, automated chain of events to ensure that you are notified of any resource rule violations. This sequence executes as follows:

1. Some condition causes a rule for an active resource to be violated.
2. The rule violation causes an alert to be triggered.
3. The alert causes a specific predefined action to occur.

Note: You define the action to be triggered by the alert. An alert can be triggered many times if a given condition exists, but the action that is associated with the alert will be run only when the alert is initially triggered. Once the alert is cleared, the alert and its related action can fire again.

Use monitoring plans to set up rules-related criteria

The values defined for each set of rule, alert, and action elements comprise an OpenEdge Management monitoring plan. A resource monitoring plan uses:

- A rule definition and its associated threshold values
- An action that is initiated when the rule is violated
- A schedule to identify when the rule is applied
- A polling interval that determines how often the rule is evaluated

Once a polling interval (that is, the time frequency with which a resource is monitored) is set, OpenEdge Management recognizes the values you define for the monitoring plan attributes and executes them.

See Example: Reviewing polled alert fields on page 17 and Example: Reviewing asynchronous alert fields on page 19 for detailed information about setting up and maintaining alert-related details on monitoring plans.

Alert types

There are three types of alerts:

- Polled
- Asynchronous
- Internal

A rule's definition determines what type of alert is associated with the rule.

Polled alerts

A *polled* alert is generated when the scheduled evaluation of a monitored resource detects an error or other condition in the resource. Polled alerts generally require threshold values to be defined so that a resource's performance can be tracked in response to these parameters. For example, threshold values can include defining criteria such as a performance level that is lower or higher than a given number, or identifying the age of a file being older than a particular time (that is, minutes, hours, days, and so forth). Threshold values give you the flexibility to refine rule conditions based on the particular performance values you choose for a resource.

Factors associated with assessing threshold values

OpenEdge Management can trigger an alert when a monitored resource performs outside the currently defined value for a threshold rule. However, the defined polling interval could be set such that *x* number of polling cycles (as defined in the **Throw alert after polled** field in the **Rule definition** section of a monitoring plan) must be complete before the alert is triggered.

For example, a CPU resource can be polled hourly to see if the CPU usage exceeds 90%. If the percentage does exceed 90%, an alert is generated. However, the alert will not trigger until the number of polling cycles as defined in the **Throw alert after polled** field is also exceeded.

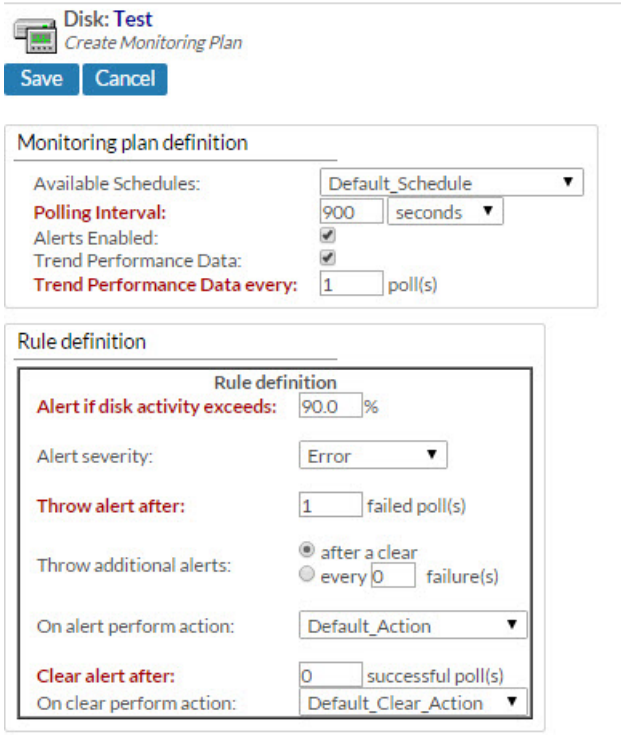
Alerts that gather data through this polling process allow you to assess data polled over time to determine if your thresholds are too high or too low. You can adjust these threshold values, and the frequency with which the polling cycles are set to occur, at any time to refine your data collection.

The interpretation of a threshold value can vary from resource type to resource type. Differences in these interpretations can also affect what an alert display means for these various resource types. For an explanation of these resource-specific calculations, see the appropriate resource-specific rule details in the system, network, or file resource rule calculations in *OpenEdge Management: Resource Monitoring*. For details about database rule details, see *OpenEdge Management: Database Management*. For details about OpenEdge Management rules related to the OpenEdge server products, see *OpenEdge Management: Servers, DataServers, Messengers, and Adapters*.

Example: Reviewing polled alert fields

The following figure shows the **Create Monitoring Plan** page for a disk resource in OpenEdge Management. The **Rule definition** section contains the **Alert if disk activity exceeds** field, which is an example of a rule for which a polled alert is generated. The value defined for this threshold, along with the values defined for the associated action and alert fields in this same section, enable the triggering of a polled alert.

Figure 1: Sample polled alert-related data



The **Monitoring plan definition** section contains the **Polling Interval** field. Based on the value you define for this field, the resource is checked (polled) according to the time interval specified. The default value of 900 seconds establishes that this disk resource must be checked every 15 minutes and a count kept of the number of passed or failed polls. This count is used to assess the alert properties values defined in the **Rule definition** to determine when to throw or clear an alert. Note that the **Alerts Enabled** field is selected in the previous image. Alerts fire when the resource is active and a rule is violated.

The **Rule definition** section shows the fields related to rules, alerts, and actions for a disk resource monitor. Note that the rule definition is actually a combination of the threshold value and the specific values related to actions and alerts that identify the activities performed if this threshold is exceeded.

As shown in the **Rules definition** section, polled alerts require you to either accept default values or set values in a combination of fields to establish the following criteria:

- The specific rule's threshold which, when violated, causes an alert to trigger. In the previous image, the rule threshold is set at 90.0% in the **Alert if disk activity exceeds** field.

- The severity of the alert as defined in the **Alert severity** field: **Informational**, **Warning**, **Error**, or **Severe**.
- The number of polls in which the condition must occur before an alert is generated. In the previous image, the **Throw alert after** field indicates that the alert will be generated after one failed poll.
- When to throw additional alerts: after a clear, or after a certain number of failures.
- The action, if one is specified, to perform in OpenEdge Management when the alert is generated.
- The number of polls in which the condition must occur without the detection of any rule violations before the alert is automatically cleared. In the previous image, the value of **0** in the **Clear alert after** field indicates that the alert will not be automatically cleared. (If you choose not to clear an alert automatically, you must clear it manually.) See Clear alerts through the management console on page 37 for more details about manually clearing alerts.
- The action, if one is specified, to perform in OpenEdge Management when the alert is cleared.

For more detailed information about defining alerts, see Configure rules for individual resources on page 24.

Asynchronous alerts

An *asynchronous* alert is generated by a resource the moment a specific condition is detected, regardless of the polling interval set for that resource. Many asynchronous alerts identify violations related to mission-critical and time-sensitive activities. Others, such as **AS_BrokerNormalShutdown** or **DB_AgentStartup**, function as confirmations of normal, or expected, operational status.

Some common mission-critical conditions for which you can define an asynchronous alert include:

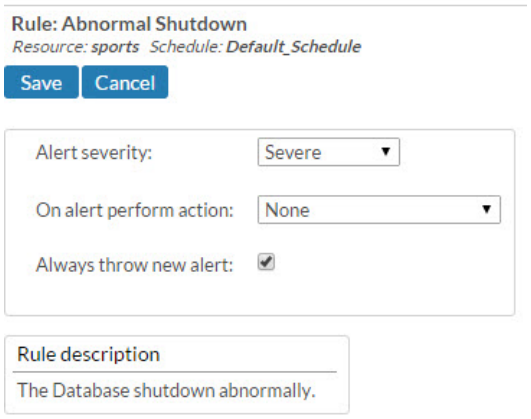
- Database abnormal shutdown
- OpenEdge Management Trend Database Unavailable
- AppServer added

Other events for which you can define asynchronous alerts are more time-dependent. For example, if a running job has not completed in a specified period of time, you can be notified by an asynchronous alert. This situation could indicate that there is either a runaway or a hung job. In these types of instances, the firing of an asynchronous alert would inform you immediately of the situation so that you could take appropriate action.

Example: Reviewing asynchronous alert fields

The following figure shows a sample rule definition section of a resource monitoring plan. This sample shows both the alert severity and the action currently associated with a database agent abnormal shutdown condition.

Figure 2: Sample asynchronous alert-related data



All asynchronous rules also have an **Always throw new alert** field. If you retain the default check mark for this option, a new asynchronous alert of this type fires each time this rule is violated. Given the sample data shown in the figure, a unique alert will fire each time a database agent shuts down in an abnormal manner.

You can review each of these alert instances on the **Alert Detail Summary** page. If you clear the value in the **Always throw new alert** field, the alert fires once, so that an alert message does not display in the user interface each time the alert is triggered. However, even if you suppress this alert display, the **Occurrence count** field value increases on the **Alert Detail Summary** page on a subsequent occurrence.

Internal alerts

OpenEdge Management internal alerts automatically inform you of events that occur internally to OpenEdge Management and for which you cannot set up specific alert definitions. For example, there is no option to define a rule, associated alert, and action for an internal event such as a CPU resource being unable to trend data to the OpenEdge Management Trend Database. In this instance, OpenEdge Management automatically triggers an alert.

Although OpenEdge Management automatically generates alerts for internal events, the alerts associated with internal situations appear on the management console and are processed in a manner similar to polled and asynchronous alerts. For more information about reviewing and processing alert data, see Alerts Setup and Maintenance on page 21 and the internal alert details in OpenEdge Management internal alerts on page 48.

For additional alert information

The following table identifies where you can find additional information about alerts and alert-related topics.

Table 1: Accessing more information about alerts

For details about . . .	See . . .
Setting up, maintaining, and displaying alerts	Alerts Setup and Maintenance on page 21 in this guide

For details about . . .	See . . .
Each generated alert and its associated polled or asynchronous property definition	Alerts Reference on page 51 in this guide
All the basic elements of resource monitoring	*OpenEdge Management: Resource Monitoring*
Trending alert data to the OpenEdge Management Trend Database according to a database's schema definition	*OpenEdge Management: Trend Database Guide and Reference*
Creating and running OpenEdge Management-based reports that contain alert data	*OpenEdge Management: Reporting*

2

Alerts Setup and Maintenance

A key benefit of OpenEdge Management is the ability to generate alerts for certain conditions that occur on actively monitored resources. Within OpenEdge Management, you can then establish actions that occur in response to the triggering of an alert.

For details, see the following topics:

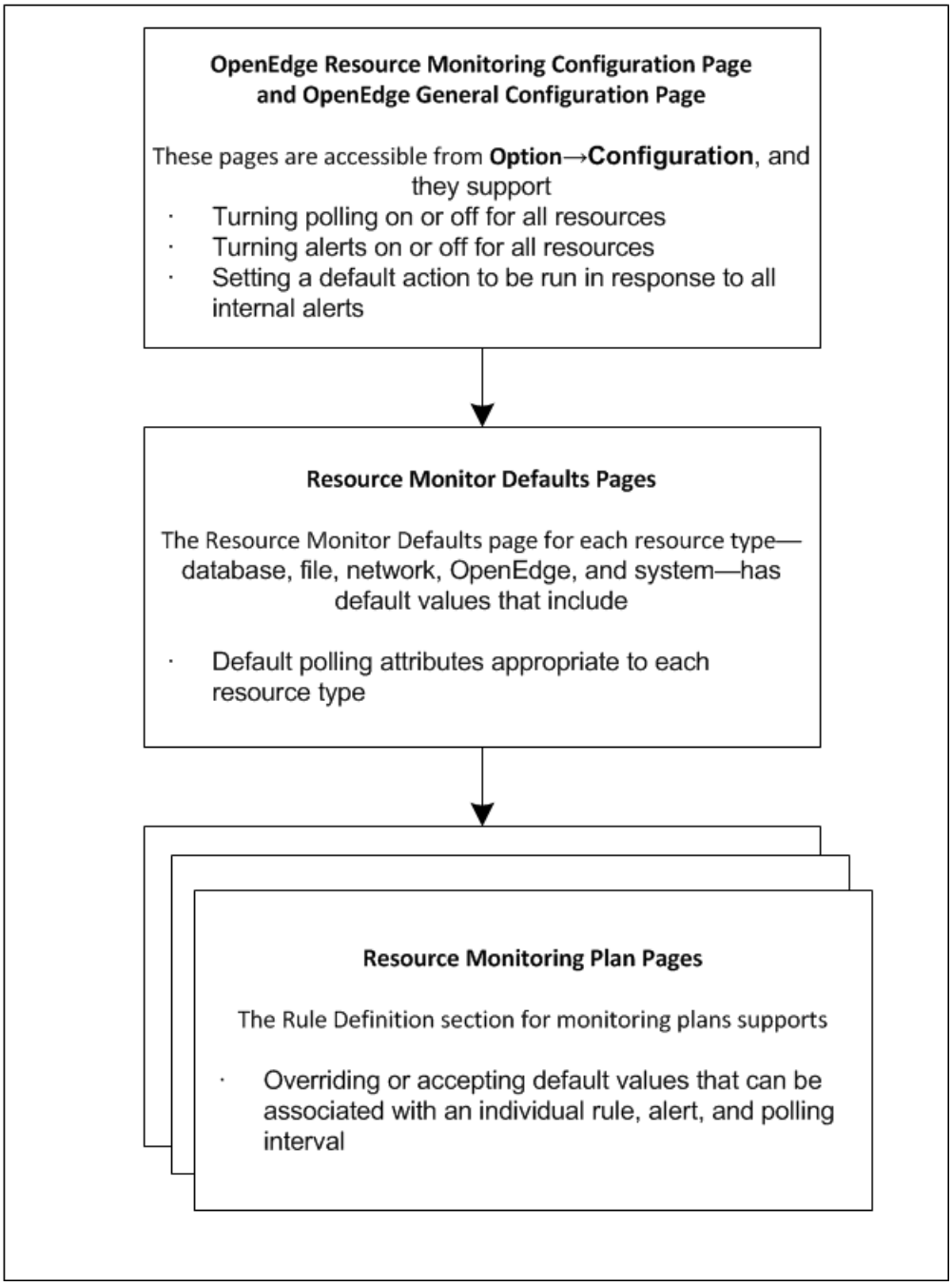
- Initial monitoring plan settings
- Configure rules for individual resources
- View alert information
- Clear alerts through the management console
- Disable alerts
- Access alert information from the command line
- OpenEdge Management internal alerts

Initial monitoring plan settings

OpenEdge Management provides default options and values for various monitoring plan settings at the global, resource type, and individual resource monitor levels. You can change or override these options and values at any time. This topic briefly reviews these initial monitoring plan settings, focusing specifically on the alert-specific options and default capabilities.

The following figure illustrates the alert default hierarchy and related options. See Alert options and default values on page 22 for details about these options.

Figure 3: Alerts default and override hierarchy



Alert options and default values

Figure 3: Alerts default and override hierarchy on page 22 highlights some of the default values and the override hierarchy available when you set up resource monitoring plans. The primary purpose of the diagram is to focus on the alert-related options available at the global, resource type, and individual resource monitor levels.

General and Resource Monitoring options

The top block in Figure 3: Alerts default and override hierarchy on page 22 identifies the options and defaults you can set globally on the **OpenEdge Management General Configuration** page and the **OpenEdge Management Resource Monitoring Configuration** page. You access these pages by choosing **Options** in the OpenEdge Management console.

Establishing alert-related options at this level can help to promote consistency within your alert data through the use of default values. However, you can override these default global settings at the resource type or individual resource monitor levels.

After you have defined your initial configuration settings, you can refine particular global settings by:

- Changing the alert-related selections.
- Turning global settings on or off. For example, you can elect to suspend OpenEdge Management's alerts generation feature, or enable or disable resource polling for all active resource monitors.

Resource Monitor Defaults pages

The middle block in Figure 3: Alerts default and override hierarchy on page 22 focuses on alert-related options available on the **Resource Monitor Defaults** pages. Among the various defaults values that you can set from each resource-specific default page, you can display and change default polling attributes associated with each resource type.

A polling interval determines how often a rule is evaluated. Therefore, you can determine a uniform polling interval that OpenEdge Management uses as a part of the criteria for determining when a rule violation will cause an alert to be triggered. Resource type default values can also be overridden at the individual resource monitor level.

Resource Monitoring Plan pages

The bottom block in Figure 3: Alerts default and override hierarchy on page 22 identifies the lowest level in this hierarchy. This individual resource monitor level inherits values set at the higher global or resource type levels. When you override values on a **Resource Monitoring Plan** page for an individual resource monitor, your changes affect only the specific resource monitor.

For additional reference information

The following table identifies where you can find additional details about monitoring plans and alerts.

Table 2: Additional monitoring plan and alerts information

For details about . . .	See . . .
Selecting an action to be applied to all internal alerts	OpenEdge Management internal alerts on page 48
Accessing and changing values associated with resource monitor types	*OpenEdge Management: Resource Monitoring*
Accepting or overriding values at the individual resource level	Configure rules for individual resources on page 24

Configure rules for individual resources

The following topics describe the steps involved in configuring a rule in OpenEdge Management, including:

- Setting threshold values
- Setting properties, including a severity level, for generated alerts
- Defining actions for alerts

As described in Initial monitoring plan settings on page 21, default polling attributes automatically appear at the individual resource level. You can change or override them to address your needs. The following topics explain what each of these activities involves.

Set threshold values

Threshold values identify the rule component criteria of the polling attributes associated with a resource. These values typically identify the highest or lowest acceptable resource performance-related value for a specific resource. The type of threshold value varies according to the resource type. The OpenEdge Management System resource type threshold values are often characterized by the highest or lowest value definitions. The OpenEdge Management Network resource type threshold values relate to values defined for response times being greater than a specified value, or no response within a defined period of time.

During the monitoring process, when OpenEdge Management finds a value that is outside the defined threshold value, the rule is considered violated. This rule violation causes the alert to be generated and the action to trigger. See How OpenEdge Management alerts relate to rules and actions on page 15 for more information.

Knowing how threshold values are interpreted can help you to interpret more accurately the context of a specific alert. For an explanation of these resource-specific calculations, see the appropriate resource-specific rule details in the system, network, or file resource rule calculations in *OpenEdge Management: Resource Monitoring*. For information about database rule details, see *OpenEdge Management: Database Management*. For details about OpenEdge server-related rules, see *OpenEdge Management: Servers, DataServers, Messengers, and Adapters*.

You can use threshold values supplied through these means:

- Default values
- Values you type directly into the threshold fields in the **Rule definition** section
- Values determined by the Configuration Advisor (AppServer, database, WebSpeed® Transaction Server, CPU, disk, and FileSystem in OpenEdge Management only)

Configuration Advisor

The OpenEdge Management Configuration Advisor collects data about typical operating activities for specific resource rules for a time period that you set. Based on an analysis of this data, the Configuration Advisor suggests a range of threshold values from which you can select and then apply to a rule.

The Configuration Advisor works with these specific resource types: AppServer, database, WebSpeed Transaction Server, CPU, disk, and FileSystem.

See *OpenEdge Management: Database Management* for details about how the Configuration Advisor determines database resource-related recommended rule threshold settings. See *OpenEdge Management: Servers, DataServers, Messengers, and Adapters* for details about how the Configuration Advisor calculates WebSpeed Transaction Server broker- and AppServer broker-related recommended rule threshold settings. See *OpenEdge Management: Resource Monitoring* for details about how the Configuration Advisor can be used to suggest rule thresholds for CPU, disk, and file system resources based on data in the OpenEdge Management Trend Database.

Set properties for generated alerts

The alert-related properties are:

- **Alert severity**
- **Throw alert after**
- **Clear alert after**

The **Alert severity** property is set for all polled and asynchronous alerts. The **Throw alert after** property and the **Clear alert after** property provide a mechanism to reduce unnecessary noise in your polled alerts.

Assign an alert's severity

You can assign one of four severity levels to an alert. This allows you to choose which alerts are assigned highest priority based on the specific needs of your organization. The four levels of severity, in increasing severity, are:

- **Information**
- **Warning**
- **Error**
- **Severe**

To assign a severity to an alert, choose the desired severity from the **Alert severity** drop-down menu located in the **Rule definition** section of a monitoring plan page.

Specify when to throw an alert

Noise is the normal variability that can occur while a resource is being monitored. For example, a CPU might run at 75% utilization with infrequent spikes of 100% utilization. The infrequent spikes are noise. You probably do not need to be alerted to those spikes because they do not reflect the true overall performance of the CPU. To avoid unnecessary alerts like these, you can set the **Throw alert after** and **Clear alert after** properties appropriately.

For example, you determine how many times a condition must occur before an alert is generated. Setting a low number, such as **1**, means you are more susceptible to noise. Setting this value to a higher number, such as **3**, reduces the likelihood of noise alerts, but also means an event must occur three times in a row before an alert is generated. The higher the setting of the **Throw alert after** property, the longer it takes to generate an alert. For example, with a **Throw alert after** property set to **3**, three sample periods occur before the alert is generated.

Edit alert properties

Alert properties are located on the **Rule Definition** section of a resource's **Rule: <Rule name>** page. Review and update the values associated with these alert properties as you edit a rule for a resource.

The following procedure reviews the steps to edit a rule, noting the location and use of the alert properties with the help of an example of an AppServer instance.

To edit a rule for an AppServer instance:

1. In the OpenEdge Management console menu, choose one:
   - Select **Library** > **View** > **Rule Sets**.
   - Select **Library** > **Go to Library** > **View Rule Sets**.

   The **Library.Rule Sets** page appears
2. Type **AppServer** or its instance name in the **Name** field and select it.

   The **Library.Rule Sets.AppServer** page appears.

   Note: While searching for an instance of a resource, if you do not find the required instance, click **Filter** icon next to **Name** field to change the filtering option and repeat step 2.
3. Click a rule set assigned to the resource monitor. If you have not added any rule set, click **Default_AS_RuleSet**.

   The **AppSever Rule Set: <Default_AS_RuleSet>** page appears.
4. Click a rule listed in the **Rules selected for this Rule Set** section. For example, **Abnormal Shutdown**.

   The **Rule: <AppServer Abnormal Shut Down>** page appears.
5. Click **Edit**. In the **Rule Definition** section, you can edit alert properties.

   The following table guides you in reviewing and updating values associated with the alert properties:

To change this alert property . . .	Perform this action . . .
Threshold	Type the recommended threshold value. See Set threshold values on page 24 for more information.
Alert Severity	Select the drop-down list option to display the four severity options: **Information**, **Warning**, **Error**, and **Severe**.
Throw alert after	Type the number of failed polls after which an alert should fire. (For most resources, the default value is **1**. However, the default value for network resource monitors is **2**.) To minimize noise, consider setting this property to a low number for critical resources and to a higher number for less critical resources. **Note:** This property is not applicable to all resource monitors and does not appear on every resource property page.

To change this alert property . . .	Perform this action . . .
Throw additional alerts	Choose when OpenEdge Management will throw additional alerts. Possible values are **after a clear** or specific number of failures.
On alert perform action	Select the drop-down list option to display the five actions: **Default_Action**, **Default_Clear Action**, **Default_Mail_Action**, **Default_Pager_Action** and **Default_Task_Action**. Select an action that OpenEdge Management will take when an alert is generated. The default is **Default_Action**.
Clear alert after	Enter one of the following possible values to indicate when you want an alert to be cleared once the condition that prompted the alert has been resolved: • **0** — The alert is not cleared automatically. You must manually clear all alerts. • **1** — The alert is automatically cleared the first time the resource successfully passes a poll. You can alternatively type a value greater than 1 to indicate that the alert will not be cleared until the resources passes this specified number of consecutive polls. This can prevent anti-noise from clearing an alert prematurely.
On clear perform action	Select a user-defined action or a compound action. For example, OpenEdge Management might run a job that was defined as an action. The default is **None**.
Always throw new alert	Mark the check box to fire an alert each time the alert is triggered. Clear the check box to fire the alert once, so that an alert message does not display in the user interface each time the alert is triggered.

6. Click **Save**.

   Any changes made to the alert properties appear on the updated **Rule: <AppServer Abnormal Shut Down>** page.

Define actions for alerts

You can associate actions with each alert. Possible actions include:

- **Default Action** —Define a default action.

  You can modify the default action, or you can create a new action by copying and editing the existing default action.

- **Email Action** — Within the email action are options to do the following:

  - **Default Clear** — Clear the action.
  - **Default Mail** — Send an e-mail notification. This action can be used to send e-mail to one or more operators.

- **Default Pager** — Send a message to electronic devices that support a text message display, such as a computer, a PDA, a pager, or a cell phone.
- **Default Task Action** — The running of a defined job. You can use this action to perform a recovery procedure that remedies the alert condition.

For example, you can configure an e-mail action to send a message to the operator responsible for the resource on which an error occurred. You can also configure an alert to send e-mail to the responsible operator **and** execute a particular command at the same time. For detailed steps on creating actions and associating alerts with them, see the appropriate topics in *OpenEdge Management: Resource Monitoring*.

View alert information

Details related to all outstanding alerts regardless of their type—polled, asynchronous, or internal—are visible through the OpenEdge Management console. You can review alert data through various access points, such as:

- Reviewing information of unseen, total, worst severity, and most recent alerts by selecting **Alerts** in the OpenEdge Management console menu.
- Selecting **Alerts** > **Go to Alerts**in the console menu to display the alerts in the grid frame.
- Reviewing summary alert information that can be displayed on views defined for collections pages.
- Reviewing alerts associated with a specific resource in the **Alerts** column of the **Resources** view.
- Reviewing alerts specific to a resource in the resource's home page.
- Reviewing alerts associated with a particular resource on the resource's monitoring summary page.
- Reviewing alert details that can be sent by e-mails to electronic mail boxes, PDAs, or other types of electronic devices that support text message displays
- Generating and reviewing alert data using the OpenEdge Management reporting feature
- Reviewing alert-related data in the AdminServer log file
- Reviewing data stored in the OpenEdge Management Trend Database

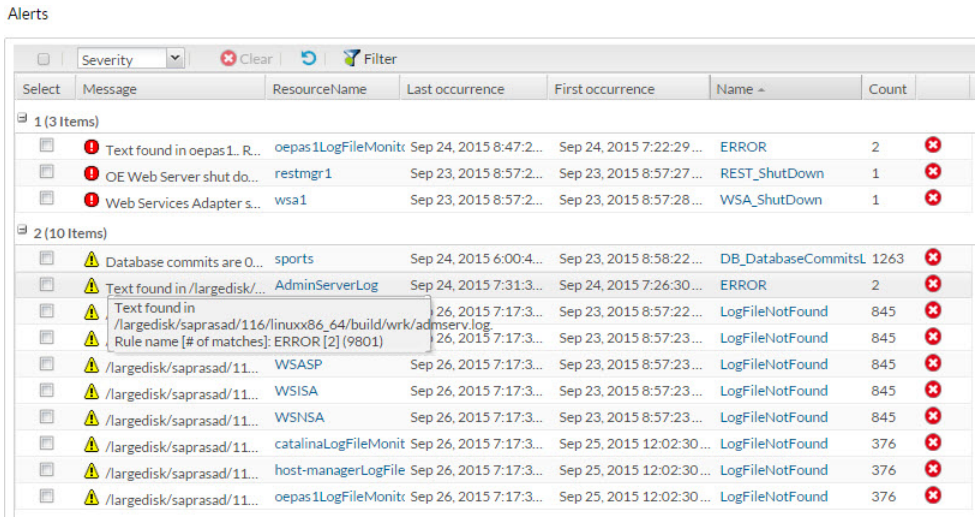
View alerts

You can view alerts of a specif resource in the **Alerts** page or **Resources** page. Note that regardless of which of these two options you use, alerts appear in association with a specific resource as identified by the resource naming convention, *`AdminServer name:resource name`*

View alerts in the Alerts page

The following figure shows a sample of the contents you might see in the OpenEdge Management **Alerts** page when you click **Alerts** > **Go to Alerts** in the management console menu.

Figure 4: Outstanding alerts displayed on the Alerts page



You can find and perform the following on the **Alerts** page:

- Icons related to an alert's severity level appear to the left of a brief alert message.
- A grid frame that supports tooltips. A tooltip displays summary about an alert.

  When you place your cursor over an alert icon, summarized alert message details appear after a few moments.

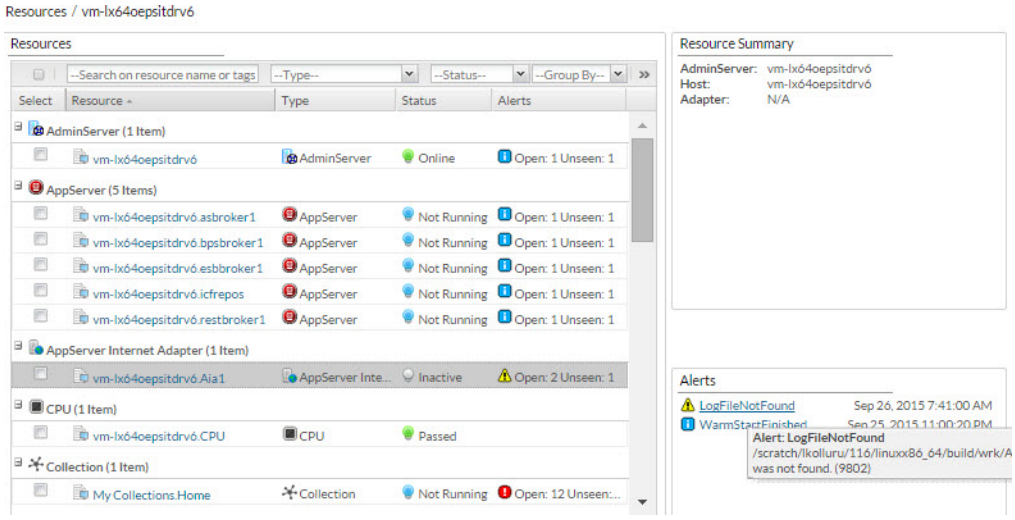
- Sort alerts by **Message**, **Resource Name**, **Last occurrence**, **First occurrence**, or **Alert Name**
- Group alerts by **AdminServer**, **Resource**, or **Severity** Using the drop-down menu in the **Group By** field.
- Filtering options to select and display **Alerts for resource**, **Alerts for adminserver**, **Alerts of type**, or **Alerts that last occurred prior to**.

Each alert's complete contents can be displayed on the **Alert details Summary** page by clicking the name of the alert in the grid frame. See View Alert details in the details frame on page 31 for more information.

View alerts in the Resources page

The following figure shows the **Resources** page with **Alerts** column, when you click **Resources** > **Go to Resources** in the management console menu.

Figure 5: Alerts displayed in the Resources page



You can find the following information in the **Resources** page:

- Icons related to an alert's severity level appear in the **Alerts** column along with the number of **Open** and **Unseen** alerts of a resource.
- A figure that shows the **Alerts** section of the Resource view when you click a resource. This section displays the types of open alerts for the selected resource.
- Tooltip information that contains the reason for generation of an alert.

If you stop and restart OpenEdge Management, the outstanding alerts list clears. This same alert information cannot be reloaded. However, if the conditions that originally triggered the alerts still exist when OpenEdge Management restarts, new alerts are generated.

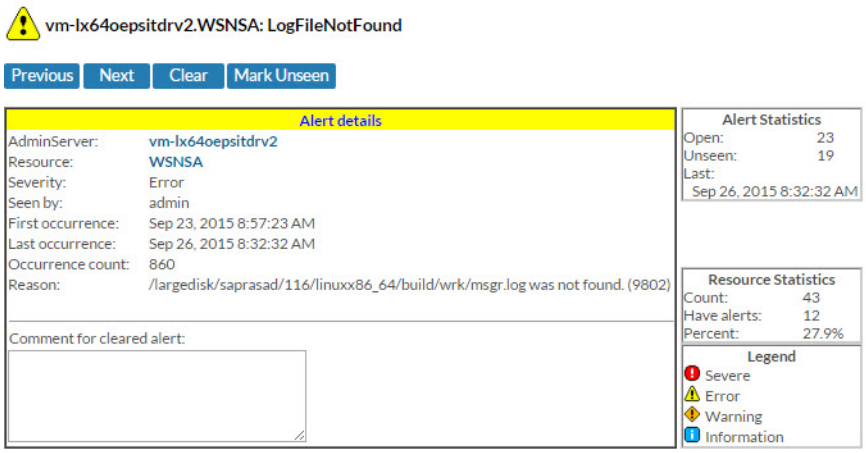
Note: Resource changes can happen very quickly, and the information contained in the **Alerts** list and the **Alerts Detail Summary** page represents the operational status of your system at the moment the information was collected. Click **Refresh** as you view alert details to ensure that you are reviewing the most current information.

For detailed information about each alert, see Alerts Reference on page 51.

View Alert details in the details frame

Information about each outstanding, individual, open alert appears in the details frame in the **Alert details Summary** page, as shown in the following figure.

Figure 6: Alert details Summary page



To view the details of an alert in the **Alert details Summary** page :

Click the name of the alert in any of the following pages:

- The **Alerts** page.
- **Alerts** section of the **Resources** page.
- A resource's home page.
- The **Resource Monitoring Summary** page of a resource.

The **Alert details Summary** page comprises:

- Navigational and task buttons
- Alert details for the individual alert
- General alert data for all outstanding alerts

For information about clearing an individual alert, see Clear individual alerts on page 37.

Navigate the Alert details Summary page

The following table describes the buttons on the **Alert details Summary** page that allow you to navigate the alerts.

Table 3: Alert details Summary page buttons

Click . . .	To . . .
Previous	Display the previous alert on the **Alert details Summary** page.
Next	Display the next alert on the **Alert details Summary** page.

Click . . .	To . . .
Clear	Clear the current alert.
Mark Seen/Unseen	Mark the current alert as seen or unseen. Quick reference information about **Unseen** alerts displays as a total number next to the **Alerts** category on the menu bar. **Seen** and **Unseen** alert status also appears for individual alerts in the **Resource** list frame view when you use tooltips. See View alerts on page 28 and View alerts in the Resources page on page 30 for more information.

Alert details

Alert details include the following information:

- **AdminServer** — The name of the resource AdminServer. You can click this link to display the AdminServer's detail page.
- **Resource** — The resource's name. You can click this link to display the resource's detail page.
- **Severity** — The severity level of the alert: Severe, Error, Warning, or Information.
- **Seen by** — Who has viewed the alert.
- **First occurrence** and **Last occurrence** — When the alert was first and last noticed.
- **Occurrence count** — The total number of times the alert has been generated. An alert can be triggered many times if a given condition exists, but the action that is associated with the alert will be run only when the alert is initially triggered. The value in the **Occurrence count** field increases for this initial triggering and each subsequent triggering of an alert.
- **Reason** — The reason the alert occurred.

If you intend to clear an alert, you can optionally enter some relevant text about the alert in the space provided. See Clear alerts through the management console on page 37 for more information.

General Alert Statistics and Legend

The **Alert Statistics**, **Resource Statistics**, and **Legend** sections provide data relevant to all outstanding alerts. The following list briefly describes each of these sections:

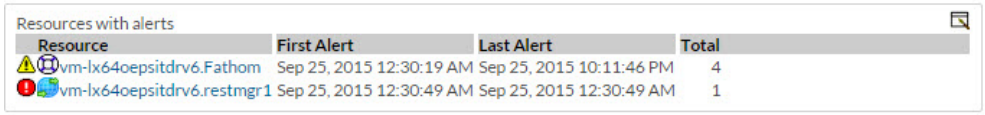
- **Alert Statistics** — Displays a running tally of the number of open and unseen alerts. The **Last** field displays the date and time that the last alert occurred.
- **Resource Statistics** — Displays a running tally of the number of monitored resources across all AdminServers, the total number of alerts currently registered, and the percentage of the alerts per total number of resources.
- **Legend** — Displays static reference details that identify the specific icon with its associated severity level. Depending on the page you are viewing, either the icon or its associated text is used to identify severity.

Views defined for collection pages

You can display outstanding alert details in views defined for a collections page in OpenEdge Management.

Resources with alerts viewlet

Collections allow you to define the contents of the **Resources with alerts** standard viewlet in the **Dashboard** page. The viewlet displays a list of resources in a collection that currently has one or more outstanding alerts. The following figure shows an example of the OpenEdge Management **Resource with alerts** viewlet.



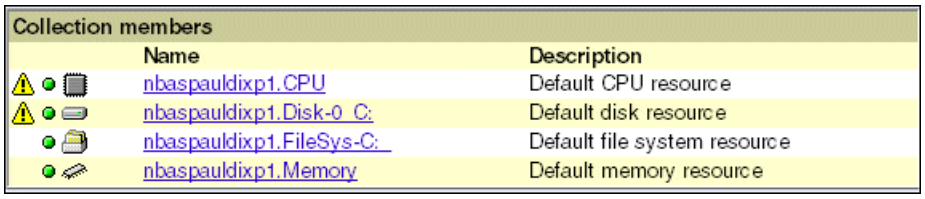
For each resource defined as a collection member in a specific collection view, this viewlet displays an alert icon to indicate the alert's severity. (If multiple alerts exist for a single resource, the worst severity is shown.)

The **Customize Viewlet** icon appears in the upper-right corner of the viewlet. Click the icon to modify the criteria associated with this viewlet. For details about how to change this criteria, see Customizing alert details on page 34.

Collection members viewlet

The following figure shows an OpenEdge Management **Collection members** viewlet that is also a standard viewlet whose contents you can define.

Figure 7: Collection members viewlet sample



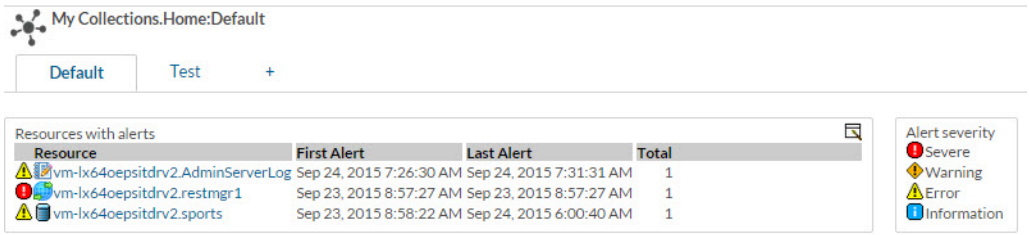
For each resource defined as a collection member in a specific collection view, the viewlet can display an alert icon to indicate an alert exists and to identify the alert's severity. (If multiple alerts exist for a single resource, the worst severity is shown.) To display more specific details about a resource, select the individual resource link and view the resource's monitoring plan.

Alert severity legend viewlet

You can display the **Alert severity** legend on any OpenEdge Management collection view. This legend identifies the severity level identified by each alert icon.

The following figure shows a sample customized view of an OpenEdge Management **My Collections** page that includes standard viewlets for **Resources with alerts**, and **Alert severity**.

Figure 8: A customized view of the My Collections page



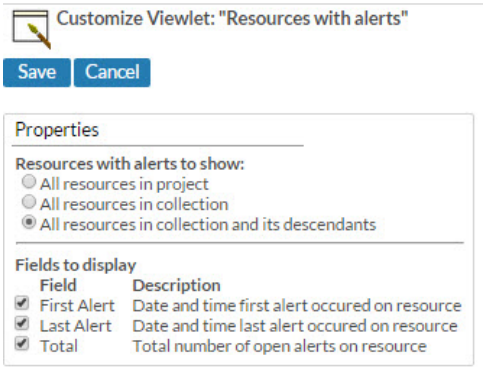
For more information about defining the content and layout of customized views, see the appropriate topics in *OpenEdge Management: Resource Monitoring*.

Customizing alert details

Collections support different options that allow you to tailor the alert details that appear on an OpenEdge Management collections page. From the options available on the **Customize Viewlet** page, you can modify what appears in the **Resource with alerts viewlet** that appears on a main collections page.

To customize alert and resource details on an OpenEdge Management collections page:

1. Click the **Customize Viewlet** icon that appears in the upper-right corner of the **Resources with alerts** standard viewlet. The **Customize Viewlet** page appears:



2. Select one of the following options in the **Resources with alerts to show** section:

   - **All resources in project** — Includes all resources in OpenEdge Management whether a resource is in a collection or not
   - **All resources in collection** — Limits resource inclusion to those resources defined for a specific collection
   - **All resources in collection and its descendants** — Identifies resources in a collection and resources defined in sub-collections associated with the collection

3. Select a maximum of three options in the **Fields to display** section.

   By default, all three options are selected. To deselect any option, click the checkmark.

4. Click **Save**.

   Any changes you make to **Resources with alerts to show** and **Fields to display** settings appear in the **Resources with alerts** viewlet the next time you view the collections page.

View alerts in a resource home page

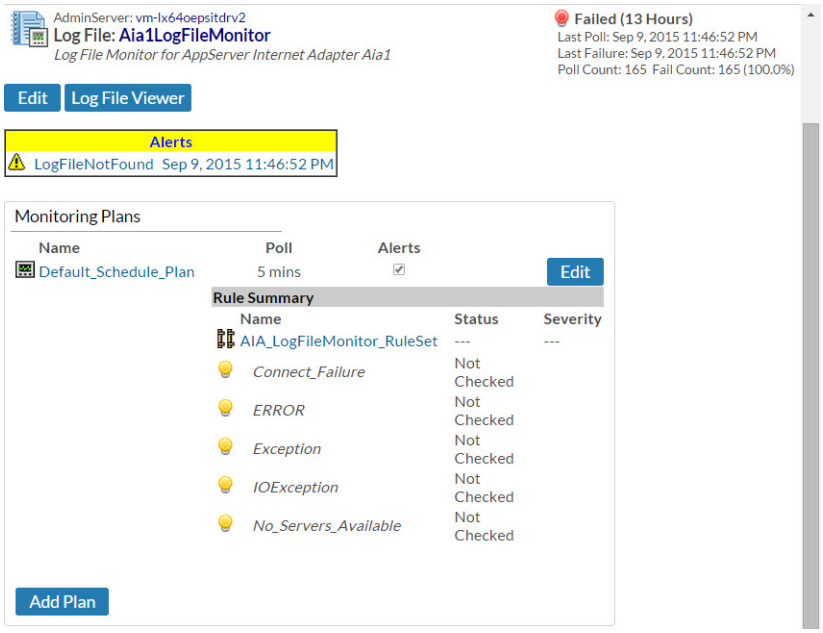
The home page of any resource in OpenEdge Management displays 5 of the most recent alerts associated with that resource. Click the name of the alert to see the details of the alert in the **Alert details Summary** page.

When there are more than 5 recent alerts, the page displays a **See complete list** button. Click this button to see all the alerts associated with the OpenEdge Management resources in the **Alerts** page. Use filtering options to find the alerts associated with a specific resource.

View alerts details in the Resource Monitoring Summary page

The following figure shows an example of how alerts associated with an individual resource appear on the **Resource Monitoring Summary** page.

Figure 9: Alerts associated with a specific active resource monitor



To view additional details about alerts noted in the **Alerts** section:

Do one of the following:

- Place your cursor over the alert icon. Momentarily, summarized alert information appears. This information is available through the Tooltips option.
- Click the individual alert link. Complete alert data appears on the **Alert details** page.

Send e-mail notifications

If you elect to define an action for an alert, you can choose to send e-mail notifications to one or more recipients you set up during the initial OpenEdge Management configuration. The content of the e-mail message is similar to the data that appears on the **Alert details Summary** page.

OpenEdge Management supplies these default e-mail actions, each of which you can customize:

- **Default_Clear_Action**
- **Default_Mail_Action**
- **Default_Pager_Action**
- **Default_Task_Action**

To access the OpenEdge Management default e-mail actions:

1. In the console menu, choose one:
   - Select **Library** > **View** > **Actions**.

- Select **Library** > **Go to Library** > **View Actions**.

The **Library.Actions** page appears.

2. Click **E-mail Action** from the actions listed in the detail frame.

   The OpenEdge Management default e-mail actions appear in **Library.Actions.E-mail Action** page.

The e-mail that the recipient receives in an electronic mail box, PDA, or other electronic device also contains links to OpenEdge Management, a link to the resource involved, and a link to alert details as they display on the **Alert details Summary** page. From the **Alert details Summary** page, you can review and process the information, as needed.

See *OpenEdge Management: Resource Monitoring* for details about initiating e-mail notifications and changing the content and format of e-mail messages.

OpenEdge Management reports

From **Reports** in the OpenEdge Management console menu, you can create and display report information related to alerts and alert information trended to the OpenEdge Management Trend Database. The **Realtime Reports** section and **View Report Templates** option in the **Reports** home page provide access to various report detail and summary reports you can generate.

For example, the **Open Alert Detail** and **Open Alert Summary** report options in the **Realtime Reports** section help you examine all outstanding alerts at a glance. By selecting the **View Report Templates** option, you can use predefined templates such as **alertGeneral** and **alertIndividual** to analyze alerts.

For information about accessing and running these reports, see *OpenEdge Management: Reporting*.

View OpenEdge Management log files

All alert types are logged in the OpenEdge Management log files `fathom.log`. An entry is added to the log file whenever an alert is either generated or cleared.

Note: Alerts are logged in the OpenEdge Management log file only if they are generated. If polling or alerting options are turned off, alerts are not generated.

OpenEdge Management log files are located in the `$OEM/logs` (`C:\Progress\oemgmt\logs`) folder. A new OpenEdge Management log file is created each day and its corresponding date is appended to the name of the log file—for example, `fathom.2018-02-13.log`.

The OpenEdge Management Trend Database

Like data from several other sources in OpenEdge Management, all alert data that is generated is stored in the OpenEdge Management Trend Database. However, alerts are trended only if the following conditions exist:

- The polling and alerting options are turned on so that OpenEdge Management can generate alerts.
- The trending option is turned on so that OpenEdge Management can trend the alert-generated data.

For details about alert data stored in the Configuration Data tables associated with the OpenEdge Management Trend Database, see *OpenEdge Management: Trend Database Guide and Reference*.

Clear alerts through the management console

You can manually clear alerts through the management console or the command-line interface. The following topics describe how to clear alerts manually through the management console. For details about clearing alerts using the command-line interface, see Access alert information from the command line on page 40.

You can also set the **Clear alert after** property of an alert so that the alert is automatically cleared when the condition that caused the alert no longer exists. See Configure rules for individual resources on page 24 for more information.

Clear individual alerts

OpenEdge Management supports clearing individual alerts.

To clear an alert from the **Alert details Summary page:**

1. In the **Alerts** page, click the name of the alert you want to clear.

   The alert's details appear on the **Alert details Summary** page.
2. Enter a comment, if you want, about the alert you are clearing.
3. Click **Clear**.

   OpenEdge Management clears the alert and removes from the **Alerts** page.

   You can also clear individual alerts from the following pages:

   - The **Alerts** page.
   - A resource's home page.
   - The **Resource Monitoring Summary** page of a resource

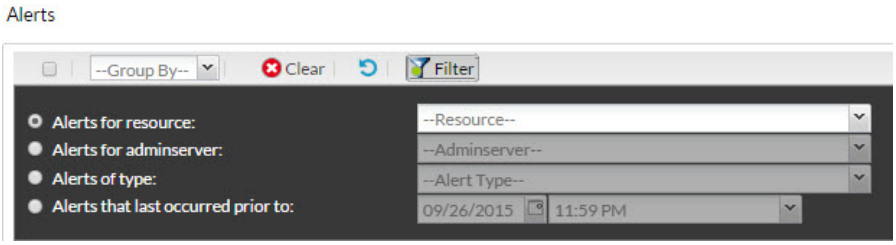
   When clearing an individual alert from these two pages, a **Clear Alert** confirmation box appears. Enter a comment, if you want, about the alert you are clearing and click **Clear** to confirm. See OpenEdge Management internal alerts on page 48 for details about defining an action for alerts.

Note: **Mark Seen** allows you to track who viewed each alert. The **Seen by** field lists the name of the user who first views the alert. When chosen, the **Mark Seen** button label becomes **Mark Unseen**, which allows you to change the seen status of the alert.

Clear alerts in bulk

OpenEdge Management enables you to clear alerts in bulk from the **Alerts** page, as shown in the following figure.

Figure 10: Alerts page



To clear alerts in bulk:

1. Click the **Filter** option on the **Alerts** page.
2. Select from the following options to display the alerts you want to clear:

   Table 4: Alert selection criteria options

Option. . .	Select . . .
Alert for resource	A resource name from the associated drop-down list (the default selection)
Alerts for adminserver	An AdminServer name from the associated drop-down list
Alerts of type	An alert type available in the associated drop-down list
Alerts that last occurred prior to	A date in the dd/mm/yyyy format at a specific time

3. Select the check box on the top-left of the **Alerts** page to select all the displayed alerts.

   Deselect any alerts that you do not want to clear at this time.

4. Click **Clear**.

   The **Clear Alert** confirmation box appears. Enter a comment, if you want, about the alert you are clearing and click **Clear** to confirm. See OpenEdge Management internal alerts on page 48 for details about defining an action for alerts.

   The unseen alert count as noted in the **Alerts** menu in the management console menu displays a total of zero unseen alerts at this time.

   Optionally, you can also:

   - Select multiple or all alerts in the **Alerts** page and click **Clear** to remove the alerts.
   - Use the **Clear all alerts** option to remove the alerts displayed in a resource's home page, and the **Resource Monitoring Summary** page.

Disable alerts

Sometimes you might want to disable alerts, such as when you know your database is going to be unavailable due to a dump and load or another procedure.

There are three ways to disable alerts to prevent OpenEdge Management from generating them:

- Disable alerts in a monitoring plan. This method allows polling of your resources to continue.
- Disable an individual resource. This method does not allow your resource to be polled.
- Disable all alerts (that is, polled, asynchronous, and internal alerts) on the **OpenEdge Management Resource Monitoring Configuration** page.

Disable alerts in a monitoring plan

The steps you perform to disable alerts in a monitoring plan apply to all resource types being monitored.

To disable all alerts in a monitoring plan for a resource:

1. Click **Resources** > **Go to Resources** in the OpenEdge Management console menu.

   All resources managed by your console appear in the grid frame.
2. Filter or search for, and select the resource whose alerts you want to disable.
3. Click **Monitoring Plans** in the **Command and Control** section to access monitoring plans for **OpenEdge** resources.

   Monitoring Plans appear directly on the resource details page for all **System** resources.
4. Click **Edit** associated with the **Default_Schedule_Plan** field.

   The **Edit Default_Schedule Monitoring Plan** page for the selected resource appears.
5. Clear the **Alerts Enabled** check box to disable alerts.

   Alerts will not be generated, but monitoring activities continue and the resource's status continues to be updated.
6. Click **Save**.

Disable an individual resource monitor

Disabling an individual resource monitor prevents any monitoring activities from occurring for that resource. When a resource is disabled using this procedure, all resource polling, alert generation, and information trending cease. Resource monitors that are currently disabled are easily identified in the management console. A gray **Resource Status** icon precedes the resource's name when the resource appears in the list frame.

The method used to disable resources depends on whether the resource is a system, network, or file resource, or a database or an OpenEdge server resource.

- To disable a system, network, or file resource monitor:
  a) Click **Resources** > **Go to Resources** in the OpenEdge Management console menu.

     All resources managed by your console appear in the grid frame.
  b) Filter or search for, and select the resource whose alerts you want to disable.

c) Click **Edit** at the top of the resource details page.

The **Properties** section appears.

d) Clear the **Enabled** check box.

e) Click **Save**.

When you refresh the the resources grid frame, the color of the status icon for the disabled resource in the **Status** column changes to gray.

- **To disable other OpenEdge resource monitors:**

a) Click **Resources** on the management console menu bar.

b) From the list of resources, click the Edit icon to go to the details page for the resource whose monitoring you want to disable.

c) Click **Control** or **Broker Control (**depending on the resource**) in the Command and Control section**.The **Resource Control** page appears.

d) Click **Edit**. Clear the **Enabled** check box to disable the database resource.

e) Click **Save**. When you refresh the list frame, the color of the status icon for the disabled resource in the **Status** column changes to gray.

Disable alerts for all resources

You can disable the appearance of all types of alerts—polled, asynchronous, and internal—from the OpenEdge Management console.

To disable alerts:

1. Select **Options** > **Resource Monitoring** in the OpenEdge Management console.

   The **OpenEdge Management Resource Monitoring Configuration** page appears.
2. Clear the **Generate alerts** check box.
3. Click **Submit**.

Access alert information from the command line

You can use the OpenEdge Proenv utility to perform the following actions from the command line:

- Start, query, and stop OpenEdge Management.
- Clear an alert.
- Use other alert commands (`firealert` and `alertlist`).
- Access command-line help.

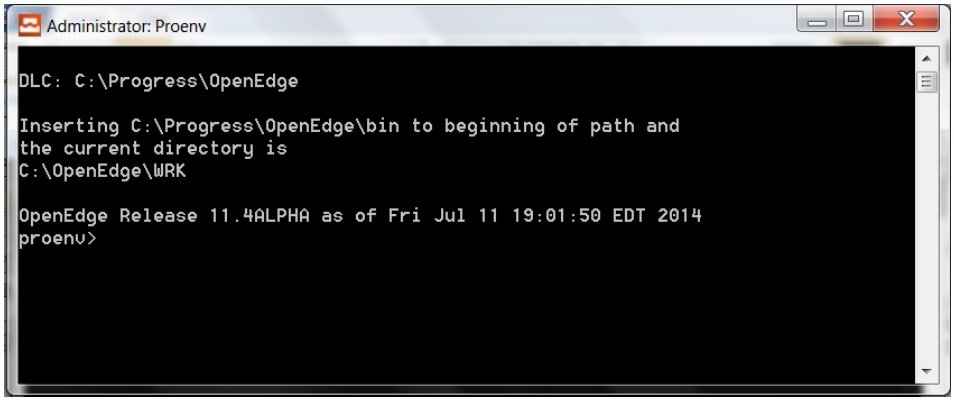
You can also use the command line to manage the OpenEdge Management configuration database. For details on the commands you can enter, see *OpenEdge Management and OpenEdge Explorer: Getting Started*.

Use the Proenv utility

You can use the OpenEdge Proenv utility to perform certain OpenEdge Management actions from the command line.

You access the Proenv utility by choosing **Start** > **Programs (or All Programs)** > **Progress** > **OpenEdge** > **Proenv**. The environment window sets the shell environment variables needed for executing both OpenEdge Management and OpenEdge commands, as shown in the following figure.

Figure 11: Proenv window



Clear an alert (clear)

Description

Clears an alert from OpenEdge Management.

Syntax

```
fathom -clear option [-comment '<comment text>']
```

The following table lists options to use with the fathom `-clear` command.

Table 5: Clear alert command options

Option syntax	Purpose	How to use
`-httpport <port-number>`	Identifies the port number if it is not the default port of 9090	Provide the `-httpport` option followed by the port number.
`-comment '<comment-text>'`	Provides a comment when clearing an alert	Provide the `-comment` option followed by the comment text. The text must be enclosed in single quotation marks.
`-alert <alert-name>` `[-AdminServer <AdminServer>]`	Clears all instances of a particular alert for one specific resource, or for all resources within a specific AdminServer	Provide the `-alert` command followed by the `alert name`. Then provide

Option syntax	Purpose	How to use
`[-resource <resource>] [-restype <resource type>]`		either the `resource name` or the `resource type`. Options are defined as follows: • **`-AdminServer`**— The name of a AdminServer as defined in OpenEdge Management. • **`-alert`**— The name of the alert as defined in OpenEdge Management. • **`-resource`**—The name or the reference key of the resource as defined in OpenEdge Management. See Additional options on page 44 for details about the reference key. • **`-restype`**—The resource type. The type of resource is limited to one of the following: database, file, network, openedge, or system.
`-alertid <alert id number>`	Clears an alert by its number (regardless of the resource or its type)	Provide the `-alertid` option followed by its number.
`-all[-restype <resource type>] [-resource <resource>] [-alert <alert name>] [-AdminServer <AdminServer>] [-severity <severity>]`	Clears: • All alerts • All alerts for a particular resource type • All alerts for a particular resource • All instances of a particular alert for all resources • All alerts for a specific AdminServer • All alerts for a specific severity	Provide the `-all` command without an option to clear all alerts, or with one of these options to clear particular alerts: • **`-restype`**—The resource type. The type of resource is limited to one of the following: database, file, network, openedge, or system. • **`-resource`**—The name or the reference key of the resource as defined in OpenEdge Management. See Additional options on page 44 for details about the reference key. • **`-alert`**—The name of the alert as defined in OpenEdge Management. • **`-AdminServer`**—The name of a AdminServer as defined in OpenEdge Management. • **`-severity`**—The alert severity: Severe, Error, Warning, or Informational.

Example

OpenEdge Management polls your Sports2020 database and sends an alert for Record Waits High (the alert sent when waits for records are above a defined threshold). To clear this alert from the command line, enter the following:

```
fathom -httpport 8080 -clear -alert RecordWaitsHigh -comment 'Cleared by Admin'
```

Fire an alert (firealert)

Description

Fires an alert in OpenEdge Management.

Syntax

```
fathom -firealert [alertmessage]
```

OpenEdge Management also supports generation of application-specific alerts. In your application, you can send alerts to OpenEdge Management using the `-firealert` options.

Example

To fire an alert for a CPU resource, you can use the following command:

```
fathom -firealert JOBFAILED -resource CPU -msg 'JOB XYZ FAILED'
```

To view the alert details of a CPU resource, you can use the following command:

```
fathom -alertlist -detail -resource CPU
```

List alerts (alertlist)

Description

Displays the list of alerts for a resource.

Syntax

```
fathom -alertlist -resource resource-name
```

You can display an alert list by specifying one of the `-alertlist` command group selection options on the command-line. The following table identifies and describes each group selection option.

Table 6: Alert list command group selection options

Option syntax	Purpose	How to use
`-alert`	To view a list of all instances of a particular alert	Provide the name of the alert you want to see.
`-resource`	To view a list of alerts for a particular resource	Provide the name of the resource whose alerts you want to see listed.
`-AdminServer`	To view alerts associated with a specific AdminServer	Provide the name of the AdminServer whose alerts you want to see listed.
`-restype`	To view a list of alerts for a particular resource type	Provide the resource type whose alerts you want to see listed. The resource type is limited to one of the following: database, file, network, system, or openedge.
`-severity`	To view a list of alerts of a particular severity	Provide the severity level of alerts you want to see listed: severe, error, warning, or informational.

Note: Ensure that you specify only one option when using this command. Specifying multiple options results in an error.

Syntax

```
fathom -httpport 8080 -alertlist <group selection option> [keyword value]
```

You can also use two additional options, the `-detail` and `-verbose` options, presented in , with the group selection options highlighted in Table 7: Alert list command options to display additional details on page 45 with the group selection options highlighted in Table 6: Alert list command group selection options on page 44.

Although the command line does not limit the number of options you can type into the command line, only the last group selection option identified on the command line is processed.

The following figure identifies a command line that generates a group selection based on the `-restype` option where the resource type is identified as system. Note that the resource name, listed in the **Resource** column, specifies the AdminServer name and associated resource name. Although this level of detail provides more information about a resource, it does not completely eliminate the possibility of confusion among resources with similar or identical names.

Additional options

The following table describes the additional options `-detail` and `-verbose`.

Note: Unlike the group selection options highlighted in Table 6: Alert list command group selection options on page 44, the `-detail` and `-verbose` options will be processed regardless of the position in which you enter them on the command line.

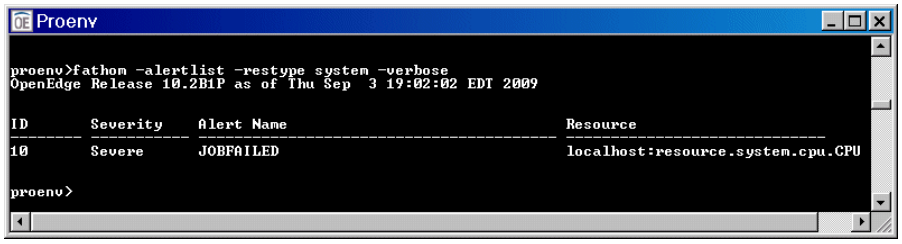
Table 7: Alert list command options to display additional details

Option syntax	Purpose	How to use
`-detail`	To format the display to provide a block of information about the alert, shown in the command line. The block of information matches what you see when you display the alert in the console. See Table 8: Alert list details on page 46 for a summary of the alert list details.	Provide the `-detail` option along with the option whose alert information you want to see listed.
`-verbose`	To change the resource column of the displayed alerts from the generic format *`AdminServer:resource`* name to the fully qualified resource key. See Figure 12: -restype group option with verbose option results on page 45 to see an example of how to use the `-verbose` option.	Provide the `-verbose` option along with the option whose alert information you want to see listed.

Figure 12: -restype group option with verbose option results on page 45 identifies a command line that generates a group selection based on the `-restype` option that also includes the `-verbose` option. Note that the resource name, listed in the **Resource** column, specifies the *fully qualified resource key*. A fully qualified resource key is the most complete reference to a resource. The default format for a fully qualified resource key identifies each resource by its AdminServer name, the resource category to which the resource belongs, and the specific resource type and associated resource name.

In Figure 12: -restype group option with verbose option results on page 45, the fully qualified resource key information identifies **localhost** as the AdminServer, the resource category as **system**, and the specific cpu resource name as **CPU**.

Figure 12: -restype group option with verbose option results



Note: The AdminServer name **localhost** is logically the same as the AdminServer name for the system where OpenEdge Management is installed and running.

Use the fully qualified resource key to:

- Ensure that you are not confusing one resource name with another one that is either identical or similar. For example, it is possible to confuse a wsbroker1 on one AdminServer with another wsbroker1 on a different AdminServer. Referencing a resource by its explicit fully qualified resource key eliminates confusion as to what resource you are working with.
- Provide easy access to the complete resource information. You can cut and paste the fully qualified resource key into the command line when you use the `-resource` group option.

Note: Due to the use of the colon in the fully qualified resource key between the AdminServer name and the resource category information, this format might need to be put in quotation marks on UNIX systems.

The following table lists the details that can appear in the alert list.

Table 8: Alert list details

Name	Description
`Alert ID`	The number given to the alert.
`Alert name`	The name of the alert.
`Alert severity`	Whether the alert is considered an error, a warning, or informational or severe in nature.
`Alert message`	The content of the alert message; for example, notification that the Database Resource known as the OpenEdge Management Trend Database has been enabled.
`Alert count`	The number of times the alert has occurred.
`AdminServer`	The name of the AdminServer to which the resource belongs.
`Resource`	The name of the resource; for example, OpenEdge Management Trend Database.
`Last fire date`	The time and date when the alert was last fired.
`First fire date`	The time and date when the alert was first fired.
`Has been seen?`	Whether the alert has been seen yet (either `true` if it has been seen or `false` if it has not been seen).
`Seen by`	If the alert has been seen, the name of the user who saw it. (If the alert has not been seen, the `Seen by` field does not appear.)

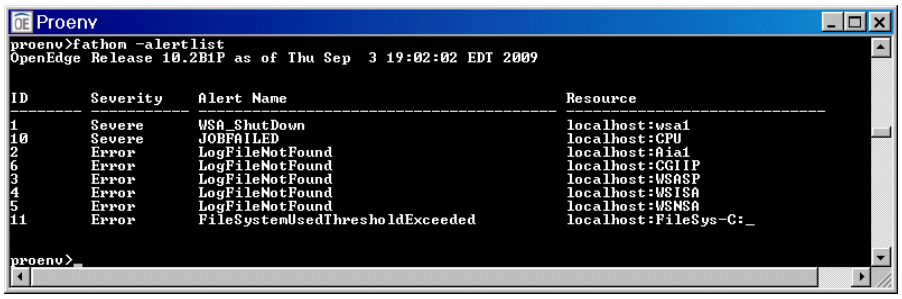
Examples

Enter the following command to see a list of existing OpenEdge Management alerts from the command line:

```
fathom -alertlist
```

Information about the current alerts appears, as shown below.

Figure 13: -alertlist in the command line



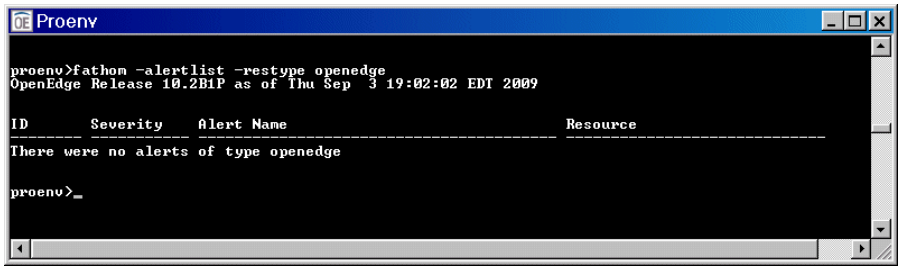
In Figure 13: -alertlist in the command line on page 47 there are eight alerts across a number of resources. As identified in the **Resource** column, all of these resources are on the **localhost** AdminServer. The alert ID numbers (**ID**) and severity (**Severity**) are also provided.

Enter the following command for a list of alerts for all OpenEdge server resources:

```
fathom -alertlist -restype openedge
```

You see any alerts that exist for any OpenEdge server resources (**openedge**) listed. If there are no existing alerts, you receive the message shown below.

Figure 14: -alertlist for openedge resource type



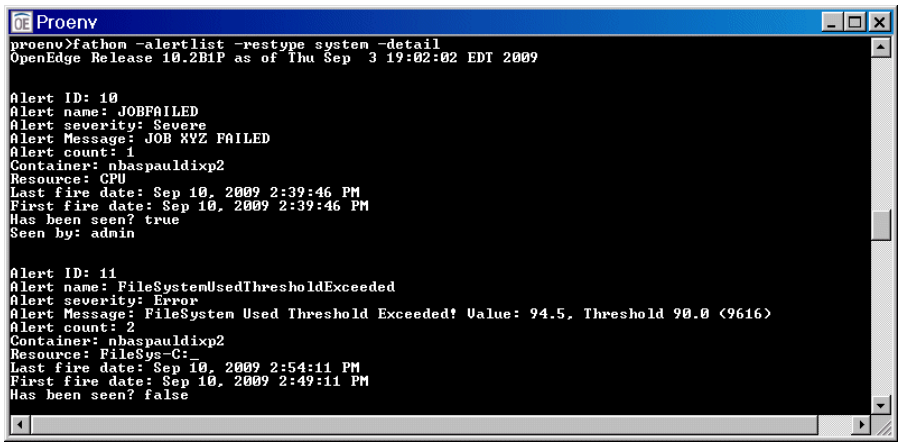
To see specific details about the alerts that exist for system resources, use either the `-detail` option or the `-verbose` option.

Enter the following command to examine the results of using the `-detail` option:

```
fathom -alertlist -restype system -detail
```

The details appear, as shown below.

Figure 15: -alertlist command used with -detail option

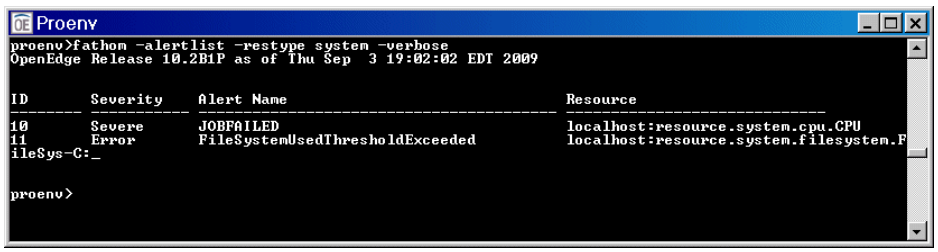


Enter the following command to examine the results of using the `-verbose` option:

```
fathom -alertlist -restype system -verbose
```

The details appear, as shown below.

Figure 16: -alertlist command used with -verbose option



OpenEdge Management internal alerts

OpenEdge Management internal alerts automatically inform you of events that occur internal to OpenEdge Management and for which you cannot set up specific alert definitions. For example, there is no option to define a rule, associated alert, and action for an internal event such as the fact that the CPU resource could not trend data to the OpenEdge Management Trend Database. In this instance, OpenEdge Management automatically triggers an alert to inform you of this internal activity.

Define actions for all internal alerts

OpenEdge Management provides specific options for the internal alert feature. You can select the actions for OpenEdge Management to associate with all internal alerts that are triggered.

To access the actions to perform on internal OpenEdge Management alerts:

1. Select **Options** > **General** in the OpenEdge Management console.

   The **OpenEdge Management General Configuration** page appears.

2. You can choose to select the following:

   - Prompt for comments on alert clear
   - Require comments on alert clear

3. From the drop-down list box associated with the **Action to perform on internal OpenEdge Management alerts** field, select the action that you want OpenEdge Management to perform in response to internally generated alerts.

   For specific details about default actions, see the topic about actions in *OpenEdge Management: Resource Monitoring*.

Note: The **Generate alerts** option on the **OpenEdge Management Resource Monitoring Configuration** page governs all alerts—polled, asynchronous, or internal—that appear in the management console. To enable this option for internal alerts, you must select the **Generate alerts** option and the **Action to perform on internal OpenEdge Management alerts** on the **OpenEdge Management General Configuration** page.

3

Alerts Reference

This chapter provides detailed information about the asynchronous alerts and polled alerts that OpenEdge Management can generate for asynchronous rules and polled rules.

For details, see the following topics:

- Alert organization and properties
- Logfile Rulename
- ActionNotRun
- AS_AverageProcedureDurationHigh
- AS_BrokerAbnormalShutdown
- AS_BrokerNormalShutdown
- AS_BrokerStartup
- AS_ClientAbnormalDisconnect
- AS_NameServerUnavailable
- AS_QueuedRequestPercentHigh
- AS_RejectedRequestPercentHigh
- AS_ServerAdded
- AS_ServerKilled
- AS_ServerTrimmed

- AS_ServerUnavailable
- BadSearchPattern
- ContextSwitchHigh
- CPUBusyThresholdExceeded
- CPUNotFound
- DB_AbnormalShutdown
- DB_AgentCrash
- DB_AgentDown
- DB_AgentIdle
- DB_AgentReadError
- DB_AgentStartup
- DB_AIWWritePercentLow
- DB_AreaSpaceUtilizationHigh
- DB_AutoStartFail
- DB_BIPartialWritesHigh
- DB_BIWWritePercentLow
- DB_BrokerReconnectFail
- DB_BufferIOHigh
- DB_BuffersFlushedatCheckpointHigh
- DB_BusyAIBufferWaitsHigh
- DB_BusyBIBufferWaitsHigh
- DB_CheckpointLengthShort
- DB_DatabaseCommitsLow
- DB_DatabaseCrash
- DB_DatabaseDown
- DB_EmptyAIBuffersWaitsHigh
- DB_EmptyBIBufferWaitsHigh
- DB_FathomTrendDatabase
- DB_NormalShutdown
- DB_PartialAIBufferWritesHigh
- DB_PhysicalReadHigh
- DB_ReadsToRequestsHigh
- DB_RecordWaitsHigh

- DB_ResourceAdded
- DB_ResourceDisabled
- DB_ResourceEnabled
- DB_ResourceNameConflict
- DB_Startup
- DB_TrendingStopped
- DB_UserCountHigh
- DB_VariableAreaExtentGrow
- DiminishedFileGrowth
- DiskAvgQueueHigh
- DiskBusyThresholdExceeded
- DiskNotFound
- ExcessiveFileGrowth
- FathomTrendingUnavailable
- FileDoesNotExist
- FileExists
- FileIsDirectory
- FileModified
- FileSizeEqual
- FileSizeExceeded
- FileSizeLow
- FileSizeNotEqual
- FileStale
- FileSystemNotFound
- FileSystemUsedThresholdExceeded
- HTTPDownloadFailure
- HTTPRedirect
- InvalidProgressVersion
- JobStartFailure
- LatchWaitCountHigh
- LogActionWriteError
- LogFileIOException
- LogFileNotFound

- MalformedPattern
- MalformedURL
- MemoryNotFound
- MS_BrokerAbnormalShutdown
- MS_BrokerNormalShutdown
- MS_BrokerStartUp
- MQA_BrokerAbnormalShutdown
- MQA_BrokerNormalShutdown
- MQA_BrokerStartUp
- NetworkResourceFailure
- NetworkResourceTardy
- NetworkResourceTimeout
- NetworkResourceUnreachable
- NoContentInPage
- NoSearchCriteria
- NS_AbnormalShutdown
- NS_ApplicationServiceNotFound
- NS_BrokerRegistrationFailure
- NS_BrokerTimeout
- NS_ClientRequestRejected
- NS_DuplicateBrokerUUID
- NS_NameServerReregisteredBroker
- NS_NormalShutdown
- NS_Startup
- OD_BrokerAbnormalShutdown
- OD_BrokerNormalShutdown
- OD_BrokerStartup
- OR_BrokerAbnormalShutdown
- OR_BrokerNormalShutdown
- OR_BrokerStartup
- PageContentChanged
- ProcessCPUBusyThresholdExceeded
- ProcessPhysicalMemoryThresholdExceeded

- ProcessVirtualMemoryThresholdExceeded
- ProjectCreated
- ProjectLoadFailed
- ProjectNoRead
- ProjectUpgraded
- ProjectVersionLater
- ReportRunFailed
- ResrcDoesNotExist
- RunQueueHigh
- SearchPatternFound
- SearchPatternNotFound
- SystemMemoryUsedThresholdExceeded
- TaskInQueueFailure
- TaskExecFailure
- TaskLocalDBAssocError
- TaskQueueFull
- TaskRemoteDBAssocError
- TaskRunError
- TaskStderrListenerFailed
- TaskStdinReadFailed
- TaskWaitFailure
- TemplateNotLoaded
- TimerExpired
- VirtualMemoryUsedThresholdExceeded
- WS_AgentAdded
- WS_AgentKilled
- WS_AgentTrimmed
- WS_AgentUnavailable
- WS_AverageProcedureDurationHigh
- WS_BrokerAbnormalShutdown
- WS_BrokerNormalShutdown
- WS_BrokerStartup
- WS_NameServerUnavailable

- WS_QueuedRequestPercentHigh
- WS_RejectedRequestPercentHigh

Alert organization and properties

For ease of reference, some of the alerts are listed in alphabetical order by prefix. The alerts related to the database and OpenEdge appear in this text with the unique prefixes listed in the following table.

Table 9: Alert type prefixes

Alert type	Prefix
AppServer	AS_
Database	DB_
NameServer	NS_
WebSpeed	WS_
Microsoft SQL DataServer	MSS_
ODBC DataServer	OD_
Oracle DataServer	OR_
AppServer Internet Adapter	AIA_
SonicMQ Adapter	MQA_
OE Web Server	RESTMGR1_
Messengers	MSNGR_

Report alerts related to report run failures are preceded by the prefix **ReportRunFailed**. Alerts that do not have a prefix are listed alphabetically by name.

Alert properties

This chapter presents one or more of the following property details for alerts:

- **Name** — The name of the alert. In those instances in which the specific alert name might vary, the alert is identified in this chapter with brackets (**< >**).
- **Message** — What the alert looks like to the recipient. Variables that appear in alert messages are identified in this reference section in italics. For example, Broker: *name,* NameServer: *NSname*, and Threshold: *threshold*.
- **Description** — A description of the alert.

- **Type** — The type of alert: polled or asynchronous. See Alert types on page 16 for a detailed definition for each alert type.
- **Action** — Suggestions on what remedial actions to take.
- **Note** — Additional clarifying information about an alert.
- **See Also** — References to other manuals. These references might provide additional details about an alert, or about related functionality.

You might not see all elements listed for every alert; elements are listed if applicable.

Logfile Rulename

Message

<*rulename*>: Text found in <*file being monitored*>. Rule name {# of matches}:%s

Description

Sent when the log file monitor finds one or more strings in file *x*, where *x* is the file being monitored.

Type

Synchronous

Note

The Log File Monitor found a string or strings in the log file it is monitoring. The strings have the Log File Rule name and a number in brackets. The number represents the number of times the search string was found in a poll. The string name is the name of the rule associated with the active monitoring plan, not the search string itself.

ActionNotRun

Message

"Error running alert action. Alert: *x*,Resource: *y*, Action: *z*."

Description

Sent when an action running in response to an alert fails due to an error. It is possible that this alert can be triggered when the Action Queue is full, indicating that when actions are invoked they are not being completed due to this full state.

Type

Asynchronous

Action

Contact Progress Software Corporation Technical Support.

Notes

- If you receive this alert, any recovery or notification that the action was to perform will not have occurred.
- If the thread pool or queue used to run the action overflows, this alert is generated.

AS_AverageProcedureDurationHigh

Message

"The average execution time of a procedure has exceeded the threshold. Threshold: *threshold* Current Value: *Current value* Procedure*: Procedure name.*"

Description

The average time spent executing a procedure during the polling interval exceeded the threshold. This situation could indicate a bottleneck in the application or other unforeseen events that inhibit the offending procedure from executing as quickly as expected.

Type

Polled

See Also

OpenEdge Management: Servers, DataServers, Messengers, and Adapters

AS_BrokerAbnormalShutdown

Message

"AppServer broker shut down abnormally. Broker: name."

Description

Sent when an AppServer broker shut down abnormally (crashed).

Type

Asynchronous

Action

View the appropriate log file for further information.

AS_BrokerNormalShutdown

Message

"AppServer broker shutdown normally. Broker: name."

Description

Sent when an AppServer broker shuts down normally.

Type

Asynchronous

AS_BrokerStartup

Message

"AppServer broker started. Broker: name."

Description

Sent when an AppServer broker starts up.

Type

Asynchronous

AS_ClientAbnormalDisconnect

Message

"A client is disconnected abnormally. Message: *disconnectMsg*."

Description

Sent when an AppServer client connection is abnormally dropped.

Type

Asynchronous

AS_NameServerUnavailable

Message

"AppServer *broker* failed to reach the NameServer. Broker: name, NameServer: NSname."

Description

Sent when the AppServer broker failed to contact the NameServer.

Type

Asynchronous

Action

Check the AdminServer log (`admserv.log`) for more information about NameServer unavailable.

AS_QueuedRequestPercentHigh

Message

"The percentage of queued requests has exceeded the threshold. Current Value: value, Threshold: threshold, Broker:*name*."

Description

The percentage of client requests queued during the polling interval exceeded the threshold. This situation could indicate bottlenecks or other unforeseen events that are slowing down request processing.

Type

Polled

Action

Check the AdminServer log (`admserv.log`) for further information about RequestQueueDepthHigh.

See Also

OpenEdge Management: Servers, DataServers, Messengers, and Adapters

AS_RejectedRequestPercentHigh

Message

"The percentage of rejected requests has exceeded the threshold. Broker: name, Current Value: value%, Threshold: threshold%."

Description

The percentage of client requests rejected during the polling interval exceeded the threshold. This situation could indicate bottlenecks or tuning problems, preventing client requests from being serviced.

Type

Polled

Action

Check the AdminServer log (`admserv.log`) for further information about Client Request Rejected and No Available Server.

See Also

OpenEdge Management: Servers, DataServers, Messengers, and Adapters

AS_ServerAdded

Message

"AppServer broker added server(s). Broker: name, Number of servers added: *num*."

Description

Sent when AppServer servers have been added to the pool of available servers.

Type

Asynchronous

AS_ServerKilled

Message

One of two messages can appear for this alert:

- "Server killed. Server PID: PID."
- "Server cannot be killed at this time. Server PID: PID."

Description

Sent when a user manually destroys an AppServer or AppServers. Typically a user initiates a server kill action when servers hang under a connecting status for a long time.

Type

Asynchronous

Action

If the kill request cannot be processed, check the log file.

See Also

OpenEdge Management: Servers, DataServers, Messengers, and Adapters

AS_ServerTrimmed

Message

"AppServer broker trimmed server(s). Broker: name, Number of servers trimmed: *num*."

Description

Sent when AppServer servers have been trimmed from the pool of available servers.

Type

Asynchronous

See Also

OpenEdge Management: Servers, DataServers, Messengers, and Adapters

AS_ServerUnavailable

Message

"The server has been in an unavailable state for more than specified number of polls. Threshold: threshold, Number of polls: *number of polls*, PID: *process ID*."

Description

Sent when a server has been unavailable for more than the specified number of polls.

Type

Polled

Action

Check the AdminServer log (`admserv.log`) for further information about ServerUnavailableTimeout.

BadSearchPattern

Message

"The search pattern provided to the HTTP Monitor's content rule is malformed. Pattern: *x*."

Description

Sent if the HTTP Monitor could not search downloaded content because the pattern provided did not follow the rules for regular expressions.

Type

Polled

ContextSwitchHigh

Message

"Upgrade record locks are n. The current threshold is threshold."

Description

Sent to identify the number of times that the CPU has to switch between processes, saving the state of that process, including memory information, to ensure that it can restart that process exactly where it left off.

Type

Polled

Action

Review CPU and memory activity to determine if they are overloaded.

Note

Content switches not only deal with CPU, but also with memory consumption, paging, and swapping.

CPUBusyThresholdExceeded

Message

"CPU Busy Threshold Exceeded! Value: *x*, Threshold: *y*."

Description

Sent when a CPU's configured threshold is exceeded.

Type

Polled

Action

If the CPU Busy percent is continuously above the defined threshold, look for race conditions in individual processes and reduce the number of active applications. If necessary, consider upgrading the CPU to a faster model.

CPUNotFound

Message

"Cannot obtain information about the CPU resource."

Description

Sent when the CPU monitor fails to obtain valid query information for the CPU resource.

Type

Asynchronous

Action

Because the CPU monitor cannot locate the underlying CPU resource, the CPU monitor is unable to obtain information about the CPU activity. This might be related to a problem with one or more CPUs on the machine or a problem with the machine-specific library used to monitor the system resources. Check the AdminServer log (`admserv.log`) to see if the osmetrics shared library has logged errors while initializing or during operation.

DB_AbnormalShutdown

Message

"Abnormal shutdown has occurred for database *x*."

Description

Sent when the DB_agent detects the death of the database broker.

Type

Asynchronous

Action

Check the database log file for additional information regarding the abnormal shutdown.

Note

An abnormal shutdown occurs when the database crashes or the shutdown is performed with Proshut instead of Dbman. (The `Dbman` command is initiated through the AdminServer, enabling the AdminServer to be aware of the shutdown activity. The `Proshut` command communicates directly with the database server, causing the AdminServer to assume that the database has abnormally shut down.)

DB_AgentCrash

Message

"Database Agent, *x*, crashed!"

Description

Sent when the database monitoring agent crashes. If the agent is not running, database monitoring cannot occur.

Type

Asynchronous

Action

Check that the database agent is still running. If it is not, restart it.

DB_AgentDown

Message

"Database agent, *x*, is shutting down."

Description

Sent when a database agent is shut down. If the agent is not running, database monitoring cannot occur.

Type

Asynchronous

Action

If the agent should be running, restart it.

DB_AgentIdle

Message

"Database Agent, *x*, is not running."

Description

Sent when a database agent is not running but the database resource is enabled. If the agent is not running, database monitoring cannot occur.

Type

Asynchronous

Action

Go to the **Database Control** page for the affected database and start the agent.

DB_AgentReadError

Message

"A problem was encountered getting data from database *x*. The data will be ignored."

Description

Sent when a problem was encountered with retrieving VST data during the polling of the database. No rules will be evaluated.

Type

Asynchronous

DB_AgentStartup

Message

"A normal string has occurred for database agent, *x*."

Description

Sent when a database agent starts.

Type

Asynchronous

DB_AIWWritePercentLow

Message

"After-image writer percentage is *n*. The current threshold is *x*. Sample number = *y*."

Description

Sent when the after-image writer write percent is below the configured threshold.

This is the percentage of AI blocks written to disk by the AIW since the previous poll, whereas `Writes by AIW` in the PROMON utility displays the percentage of the AI blocks since the start of the database.

Type

Polled

Action

Verify that after-imaging is enabled and that there is an AIW running. Automate the checking of AIW on managed databases.

Notes

- If the database license is Workgroup, AIW is disabled and cannot be enabled.
- Information about AIWWritePercentLow is stored in the OpenEdge Management Trend Database in the Db_ActLog table.

DB_AreaSpaceUtilizationHigh

Message

"Area *X* is *n*% utilized. The threshold is *x*."

Description

Sent when the percentage of used blocks in area *X* is high.

Type

Polled

Note

Information about DB_AreaSpaceUtilizationHigh is stored in the OpenEdge Management Trend Database.

See Also

For additional database-related information, see:

- *OpenEdge Management: Trend Database Guide and Reference*
- *OpenEdge Data Management: Database Administration*

DB_AutoStartFail

Message

"Database *x* has failed to start."

Description

Sent when the database is configured to start automatically when the AdminServer starts, but does not.

Type

Asynchronous

Action

Check the database log file for additional information regarding the failed start.

DB_BIPartialWritesHigh

Message

"Before-image partial writes are *n*. The current threshold is *x*."

Description

Sent when the number of partial writes of before-image buffers to the before-image file is above the threshold.

Type

Polled

Action

Decrease `-biblocksize` parameter to next size down or increase `-Mf`.

Note

Information about DB_BIPartialWritesHigh is stored in the OpenEdge Management Trend Database in the Db_ActLog table.

DB_BIWWritePercentLow

Message

"Before-image writer percentage is *n*. The current threshold is *x*."

Description

Sent when the database before-image writer write percentage is below the threshold.

This is the percentage of BI blocks written to disk by the BIW since the previous poll, whereas `Writes by BIW` in the PROMON utility displays the percentage of the BI blocks since the start of the database.

Type

Polled

Action

Lower BI block size.

Notes:

- If the database license is Workgroup, BIW is disabled and cannot be enabled.
- Information about BIWWritePercentLow is stored in the OpenEdge Management Trend Database in the Db_ActLog table.

DB_BrokerReconnectFail

Message

"Database broker for the specified database failed to reconnect when the AdminServer was started."

Description

Sent when the database broker was connected and running when the AdminServer was stopped, and failed to reconnect when the AdminServer was restarted.

Type

Asynchronous

DB_BufferIOHigh

Message

"Database I/O is unusually high. The write-to-I/O ratio is *x*. The current threshold is *y*."

Description

Sent when database writes-to-read ratio is above average.

Type

Polled

Action

Review database layout and disk subsystem performance.

Note

Information about BufferIOHigh is stored in the OpenEdge Management Trend Database in the Db_ActSum table.

DB_BuffersFlushedatCheckpointHigh

Message

"Buffers flushed at checkpoint were *n*. The current threshold is *x*."

Description

Sent if there are database buffers that were flushed at checkpoint.

Type

Polled

Action

Verify that APWs are running. Increase the BI cluster size. Start additional APWs if only one is running.

Notes

- If the database is a licensed workgroup, APW is disabled and cannot be enabled.
- Starting additional APWs can be automated on managed databases.
- The database must be down before the BI cluster size can be changed.
- Information about BuffersFlushedatCheckpointHigh is stored in the OpenEdge Management Trend Database in the Db_ActBuf and Db_Checkpoint tables.

DB_BusyAIBufferWaitsHigh

Message

"After-image busy buffer waits are *n*. This is above the threshold. The current threshold is *x*."

Description

Sent when database after-image busy buffer waits are above the defined threshold.

Type

Polled

Action

Raise AI block size.

Note

Information about BusyAIBufferWaitsHigh is stored in the OpenEdge Management Trend Database in the Db_ActLog table.

DB_BusyBIBufferWaitsHigh

Message

"Waits for busy before-image buffers is *n*. The current threshold is *x*."

Description

Sent when the waits for busy before-image buffers percentage is above the threshold.

Type

Polled

Action

Verify that the BI block size is adequate.

Note

Information about BusyBIBufferWaitsHigh is stored in the OpenEdge Management Trend Database in the Db_ActLog table.

DB_CheckpointLengthShort

Message

"Checkpoint length is *n* seconds. The current threshold is *x* seconds."

Description

Sent when the database checkpoint length is below the threshold.

Type

Polled

Action

Increase the BI cluster size.

Notes

- If the database license is Workgroup, the BIW is disabled and cannot be enabled.
- Information about CheckpointLengthShort is stored in the OpenEdge Management Trend Database in the Db_Checkpoint table.
- The database must be down before the -BI clusters can be changed.

DB_DatabaseCommitsLow

Message

"Database commits are *n*. The current threshold is *x*."

Description

Sent when database commits are below the threshold.

Type

Polled

Action

Make sure that adequate database activity has occurred for this sample.

Note

Information about DatabaseCommitsLow is stored in the OpenEdge Management Trend Database in the Db_ActSum table.

DB_DatabaseCrash

Message

"Database Broker, x, crashed!"

Description

Sent when the database broker crashes.

Type

Asynchronous

DB_DatabaseDown

Message

"Database Broker, x, is shutting down."

Description

Sent when a database broker is shut down.

Type

Asynchronous

Note

This alert is informational only.

DB_EmptyAIBuffersWaitsHigh

Message

"After-image buffers unavailable are *n*. The current threshold is *x*."

Description

Sent when there are no database after-image buffers available.

Type

Polled

Action

Increase the `-aibufs` startup parameter.

Note

Information about EmptyAIBuffersWaitsHigh is stored in the OpenEdge Management Trend Database in the Db_ActLog table.

DB_EmptyBIBufferWaitsHigh

Message

"Wait percentage for empty before-image buffers is *n*%. The current threshold is *x*."

Description

Sent when wait percentage for empty before-image buffers is above the threshold.

Type

Polled

Action

Increase the Before-image Buffers (`-bibufs`) startup parameter.

Note

Information about EmptyBIWaitsHigh is stored in the OpenEdge Management Trend Database in the Db_ActLog table.

DB_FathomTrendDatabase

Message

"The database at *database location* does not match the FathomTrendDatabase schema."

Description

Sent when the database running at the port specified for the OpenEdge Management Trend Database is not an OpenEdge Management Trend Database.

Type

Asynchronous

Action

Specify another port, or stop the database running at that port and start the OpenEdge Management Trend Database.

DB_NormalShutdown

Message

"A normal shutdown has occurred for database *x*."

Description

Sent when normal database shutdown has completed.

Type

Asynchronous

Action

Check the database log file for additional information regarding the shutdown.

DB_PartialAIBufferWritesHigh

Message

"After-image partial write percentage is *n*%. The current threshold is *x%*."

Description

Sent when the database after-image buffer partial writes are above the threshold.

Type

Polled

Action

Increase AI block size.

Note

Information about PartialAIBufferWritesHigh is stored in the OpenEdge Management Trend Database in the Db_ActLog table.

DB_PhysicalReadHigh

Message

"Database physical to logical read ratio is *n*. The current threshold is *x*."

Description

Sent when the database physical-to-logical read ratio is above the threshold.

Type

Polled

Action

Increase database buffers (`-B`) startup parameter.

Note

Information about PhysicalReadHigh is stored in the OpenEdge Management Trend Database in the Db_ActBuf table.

DB_ReadsToRequestsHigh

Message

"Database reads to requests percentage is *n*. The current threshold is *x*."

Description

Sent when the database Read to Request percentage is unusually high.

Type

Polled

Action

Review User Requests and User Reads to ensure proper ratios.

Note

Information about DatabaseReadstoRequestsHigh is stored in the OpenEdge Management Trend Database in the Db_ActSum table.

DB_RecordWaitsHigh

Message

"The percentage of waits for records is *n*%. The current threshold is *x%*. Exclusive=*a%.* Share=*b*%. Upgrade=*c*%. RecGet=*d*%."

Description

Sent when waits for records are above the threshold.

Type

Polled

Action

Review what users hold share and exclusive locks by querying the _ActLock and _UserLock VSTs.

Note

Information about RecordWaitsHigh is stored in the OpenEdge Management Trend Database in the Db_ActRec table.

DB_ResourceAdded

Message

"Database Resource, *x*, added."

Description

Sent when a managed database object is created.

Type

Asynchronous

Note

This alert is informational only.

DB_ResourceDisabled

Message

"Database Resource, *x*, disabled."

Description

Sent when a database resource is disabled.

Type

Asynchronous

Note

This alert is informational only.

DB_ResourceEnabled

Message

"Database Resource, *x*, enabled."

Description

Sent when a database resource is enabled.

Type

Asynchronous

Note

This alert is informational only.

DB_ResourceNameConflict

Message

"Cannot create database resource. A database resource with this name already exists."

Description

Sent when you create a database configuration that has the same name as an existing OpenEdge Management database resource. As a result, OpenEdge Management could not create a database resource for the new database configuration.

Type

Asynchronous

Action

Be sure to give each OpenEdge Management resource a unique name.

DB_Startup

Message

"A startup has occurred for database *x*."

Description

Sent when a database startup has been detected.

Type

Asynchronous

DB_TrendingStopped

Message

"Trending information has stopped being gathered for database *n*."

Description

Sent when trending information has stopped being gathered for a database.

Type

Asynchronous

Action

Check the AdminServer log file (`admserv.log`) for additional information.

Note

The gathering of trending information stops when the database is shut down, the Db_agent is disconnected from the database, or the trending flag is turned off.

DB_UserCountHigh

Message

"The user count for the specified database has exceeded the threshold. Threshold: *x*, User Count: *y*."

Description

Sent when the defined user count threshold is exceeded.

Type

Polled

DB_VariableAreaExtentGrow

Message

"Extent *ExtentName* has extended more than 3 times in this sample. The threshold is *x*."

Description

Sent when a database variable-length data or before-image extent extends.

Type

Polled

Action

Add an additional fixed-length extent.

Note

Information about VariableAreaExtentGrow comes from the _ActIOFile VST.

See Also

OpenEdge Data Management: Database Administration for details about how to add an extent.

DiminishedFileGrowth

Message

"The file is growing slower than the specified rate." file: + filename.

Description

Sent when the growth rate specified on the File Growth Rate rule has not been met.

Type

Polled

DiskAvgQueueHigh

Message

"Disk average queue length is *n*. The current threshold is *threshold*."

Description

Sent to inform the user of the average number of processes in the queue for disk activity. This information can be reads or writes. However, it is typically expressed as reads.

Type

Polled

Action

Review the disk performance information, disk system layout, and application use of disk.

DiskBusyThresholdExceeded

Message

"Disk Busy Threshold Exceeded! Value: *x*, Threshold: *y*."

Description

Sent when a disk's configured threshold is exceeded.

Type

Polled

Action

Consider the following options to reduce the disk's load:

- Spread databases across multiple disks which will increase the **Blocks in database buffers** (`-B` parameter).
- Add more disks.
- Request that your system administrator invest in faster disks.

Notes

- Adding more disks to a system increases overall disk I/O because reads and writes can span across multiple disks. However, the performance results depend on how the multiple disks are grouped and how you structure your databases.
- For information on how your OpenEdge databases affect disk I/O, view the following OpenEdge VSTs:

- _ActBuffer._Buffer-OSRds — Displays information about the number of database block reads from disk
- _ActBuffer._Buffer-OSWrts — Displays information about the number of database block writes to disk
- _ActIOType — Displays information about types of input/output activity, such as database reads and writes, BI and AI reads, total reads, BI and AI writes, and committed transactions
- _ActIOFile — Displays information about input/output activity, including the number of reads, writes, and extends for each file

DiskNotFound

Message

"Cannot obtain information about the disk resource."

Description

Sent when the disk monitor fails to obtain valid query information for the disk resource.

Type

Asynchronous

Action

Because the disk monitor cannot locate the underlying disk resource, the disk monitor is unable to obtain information about the disk usage. This might be related to a problem with the disk itself or with the machine-specific library used to monitor the system resources.

Check the AdminServer log file (`admserv.log`) to see if the osmetrics shared library has logged errors while initializing or during operation.

ExcessiveFileGrowth

Message

"The file is growing faster than the specified rate." file: + filename.

Description

Sent when the growth rate specified on the File Growth Rate rule has been exceeded.

Type

Polled

FathomTrendingUnavailable

Message

"Fathom cannot reach the trend database at *machine name:port number*. Check the log file for more information."

Description

Sent when OpenEdge Management cannot reach the defined trend database at the specified HTTP port.

Type

Asynchronous

Action

Check the AdminServer log (`admserv.log`) file on the specified machine for more information. Use the note information below for starting points.

Note:

This alert triggers if:

- OpenEdge Management is not running on the trending database's machine.
- The specified location does not have a local trend database defined.
- The trend database is not running at the specified location.
- There is a communication problem between machines.

FileDoesNotExist

Message

"The file does not exist."

Description

Sent when the file resource monitor cannot find the file specified as a file size resource.

Type

Polled

Action

Check the file size resource's path. If the path is correct but the file is missing, restore the file from backup.

FileExists

Message

"The specified file exists. File: *x*."

Description

Sent when a user specifies that a file monitor alert should be used to indicate that a file exists.

Type

Polled

FileIsDirectory

Message

"The file specified is a directory."

Description

Sent when the file specified for a file resource is a directory.

Type

Polled

Note

The size of a directory is reported as zero-length. Because of this, the file resource monitor treats the directory's status as passed, regardless of the type of comparison specified in the monitor's rules.

FileModified

Message

"The file was modified." file:*filename*

Description

Sent when the file has been modified and the File Modified rule has been configured.

Type

Polled

FileSizeEqual

Message

"The file size is equal to the specified size. Actual size: *x,* Specified Size: *x*."

Description

Sent when the file size monitor detects that a file's size is equal to its configured value.

Type

Polled

Action

Take necessary remedial actions to correct the file size.

FileSizeExceeded

Message

"The file size exceeded the specified size. Actual Size (bytes): *actual file size*, Specified Size (bytes): *specified file size*."

Description

Sent when a file size monitor detects that the file exceeded its configured size.

Type

Polled

Action

Take any necessary actions to correct the file size, such as truncating the file.

FileSizeLow

Message

"The file size is less than the specified size. Actual Size: *x*, Specified Size: *y*."

Description

Sent when the file size monitor detects that a file is less than its specified size.

Type

Polled

Action

Take necessary remedial actions to correct the file size.

FileSizeNotEqual

Message

"The file size does not equal the specified size. Actual Size: *x*, Specified Size: *y*."

Description

Sent when a file size resource fails because its size does not equal its configured size.

Type

Polled

Action

Take necessary remedial actions to correct the file size.

FileStale

Message

"The file is older than the age specified. file:*filename*."

Description

Sent when the file age specified by the File Age Rule has been exceeded.

Type

Polled

FileSystemNotFound

Message

"Cannot obtain information about the file system resource."

Description

Sent when the file system monitor fails to obtain valid query information for the file system resource.

Type

Asynchronous

Action

Because the file system monitor cannot locate the underlying file system resource, the file system monitor is unable to obtain information about file system usage. This might be related to a problem with the file system itself or with the machine-specific library used to monitor the system resources.

Check the AdminServer log (`admserv.log`) to see if the osmetrics shared library has logged errors while initializing or during operation.

FileSystemUsedThresholdExceeded

Message

"FileSystem Used Threshold Exceeded! Value: *x*, Threshold: *y*."

Description

Sent when a file system's configured threshold is exceeded.

Type

Polled

Action

Free up space on the file system by deleting unnecessary files; create a multivolume database, or update existing multivolume databases.

Notes

- OpenEdge Management gathers file system information primarily for trend analysis. The FileSystemUsedThresholdExceeded alert can help you prevent trouble caused by lack of disk space.
- The RDBMS VST _AreaStatus displays data about the status of areas. Use the information in the _AreaStatus VST, along with the file system information trended by OpenEdge Management, to predict when it is time to extend or redesign your database. Viewing the information in your database's _AreaExtents record can also help track database file growth.

HTTPDownloadFailure

Message

"OpenEdge Management failed to retrieve the specified Web page. URL: *The URL of the page Fathom attempted to download*, HTTP Response Code: *The response code reported by the Web server*."

Description

Sent when OpenEdge Management cannot download the URL provided to an HTTP monitor.

Type

Polled

Action

The reason why the attempted download failed is given in the response code. Refer to RFC 2616 for information about specific values.

HTTPRedirect

Message

"The monitored page was redirected. Monitored URL: *the URL being monitored by Fathom*, Retrieved URL: *the URL actually downloaded by Fathom*."

Description

Sent when the URL provided to an HTTP monitor is redirected to another location, and you have chosen to alert on this condition.

Type

Polled

InvalidProgressVersion

Message

"OpenEdge Management is bound to an unsupported Progress version or patch level. Current Progress Version: *version string*, Minimum Required Progress Version or Patch Level: *version string*."

Description

Sent when OpenEdge Management detects that the OpenEdge version is unsupported or not at the right patch level.

Type

Asynchronous

Action

Update to the identified OpenEdge version or patch level.

JobStartFailure

Message

"Unable to execute the job as an action. Job: *x*."

Description

Sent when a job that was specified as the alert action for a resource does not execute.

Type

Asynchronous

Action

Check the log file for additional information regarding the failure of the job.

LatchWaitCountHigh

Message

"Latch waits for latch *latchname* are *n*. The current threshold is *threshold*."

Description

Sent when the number of latch counts is above the threshold.

Type

Polled

Action

Review which users are accessing and using the latches. Review the `-spin` setting for the database.

Note

These details reflect a per-latch basis. There are 31 latches for a database. There can be more than one latch for this rule, and each latch should be a separate rule that must be evaluated.

LogActionWriteError

Message

"There was a problem writing to the log file. Check that the directory exists and the file is writable. File: *the file to which the action is attempting to write*."

Description

Sent if a log action cannot write to the indicated file.

Type

Asynchronous

Action

Check to make sure that the directory exists and that the file has write permissions.

LogFileIOException

Message

"The Log File Monitor could not open or write to the *name of log file being monitored*."

Description

Sent when the log file monitor encounters an input/output exception with the file specified in the Filename Input parameter.

Type

Synchronous

Action

Check the file's permissions to make sure that the AdminServer's rights match the file's rights; if they do not, the monitor will not be able to open it. Also check the directory's permissions.

Note

This alert fires when the log file monitor has trouble opening the file or has permissions problems. An interruption in I/O stream can also trigger this alert.

LogFileNotFound

Message

"*Name of monitored file* was not found."

Description

Sent when the log file monitor cannot find the file specified in the Filename Input parameter.

Type

Synchronous

Action

Make sure the file exists in the specified directory.

Note

This alert is generated only when the log file monitor cannot find the file, not when the file is found but cannot be opened.

MalformedPattern

Message

"The Log File Monitor could not understand the regular expression syntax given in one of its Search Criteria. *Pattern and name of Search Criteria in which the error occurred*."

Description

Sent when the log file monitor encounters an error with the Search Text listed in its Search Criteria.

Type

Synchronous

Action

Make sure the syntax given in the **Search Text** field is valid Perl 5 regular expression syntax.

See Also

OpenEdge Management: Resource Monitoring for details about valid Perl 5 regular expression syntax.

MalformedURL

Message

"The defined URL monitor has a malformed, or incorrect, URL in its definition. The URL should be changed to reflect a valid URL."

Description

The URL for the HTTP resource is malformed.

Type

Polled

MemoryNotFound

Message

"Cannot obtain information about the memory resource."

Description

Sent when the memory resource monitor fails to obtain valid query information for the memory resource.

Type

Asynchronous

Action

Because the memory monitor cannot locate the underlying memory resource, the memory monitor is unable to obtain information about the memory usage. This might be related to a problem with one or more memory boards on the machine or with the machine-specific library used to monitor the system resources.

Check the AdminServer log file (`admserv.log`) to see if the osmetrics shared library has logged errors while initializing or during operation.

MS_BrokerAbnormalShutdown

Message

"MSS DataServer broker shut down abnormally. Broker: name."

Description

Sent when a Microsoft SQL Server broker shut down abnormally (crashed).

Type

Asynchronous

Action

View the appropriate log file for further information.

MS_BrokerNormalShutdown

Message

"MSS DataServer broker shutdown normally. Broker: name."

Description

Sent when a Microsoft SQL Server broker shuts down normally.

Type

Asynchronous

MS_BrokerStartUp

Message

"MSS DataServer broker started up. Broker: name."

Description

Sent when a Microsoft SQL Server broker starts up.

Type

Asynchronous

MQA_BrokerAbnormalShutdown

Message

"SonicMQ Adapter broker shut down abnormally. Broker: name."

Description

Sent when a SonicMQ Adapter broker shut down abnormally (crashed).

Type

Asynchronous

Action

View the appropriate log file for further information.

MQA_BrokerNormalShutdown

Message

"SonicMQ Adapter broker shutdown normally. Broker: name."

Description

Sent when a SonicMQ Adapter broker shuts down normally.

Type

Asynchronous

MQA_BrokerStartUp

Message

"SonicMQ Adapter broker started up. Broker: name."

Description

Sent when a SonicMQ Adapter broker starts up.

Type

Asynchronous

NetworkResourceFailure

Message

"The network resource failed to respond."

Description

Sent when a network resource fails to respond.

Type

Asynchronous

Action

Verify that the service on the monitored machine is running.

Note

If the resource being monitored is a TCP or UDP port, this alert indicates only that the port cannot be accessed, not that the machine on which the port exists is unavailable. This alert is never generated for an ICMP monitor, as ICMP monitors do not use ports.

NetworkResourceTardy

Message

"The tardy threshold has been exceeded. A response time that is greater than the tardy threshold, but less than the timeout threshold will result in the resource status being reported as tardy."

Description

Sent when the network resource response time exceeded the tardy threshold.

Type

Polled

NetworkResourceTimeout

Message

"The timeout threshold has been exceeded. Response: *resource response time* ms, Threshold: *timeout threshold* ms."

Description

Sent when the network resource response time exceeded the timeout threshold.

Type

Polled

NetworkResourceUnreachable

Message

"The network resource is unreachable."

Description

Sent when the network resource cannot be reached, such as after attempts to ping the resource were unsuccessful.

Type

Asynchronous

Action

Check the network connection on the machine you want to access, as well as the machine that OpenEdge Management is on. If the network connections appear fine, contact your network administrator.

NoContentInPage

Message

"The HTML page could not be searched because no content was retrieved."

Description

Sent when the HTTP monitor could not download the Web page for the resource, presenting a situation for which there would be no content available to search.

Type

Polled

NoSearchCriteria

Message

"The Log File Monitor does not have any Search Criteria associated with it."

Description

Sent when the log file monitor does not have any search criteria associated with it.

Type

Synchronous

Action

Edit the Log File Monitor, making sure to define search criteria.

Note

The Log File Monitor must have at least one search criterion associated with it.

NS_AbnormalShutdown

Message

"The NameServer shutdown abnormally. NameServer: *name*, Port: *port*."

Description

The NameServer shut down abnormally.

Type

Asynchronous

Action

Examine the NameServer, broker, and AdminServer log files for any additional information to assist you in determining why the NameServer shut down in this manner.

NS_ApplicationServiceNotFound

Message

"Application Service requested by client not found. Application Service: *name*, Client host: *host*, Port: *port*."

Description

Sent when there are no AppServers registered at the NameServer for the Application Service requested by a client.

Type

Asynchronous

Action

If the Application Service requested is valid, examine the NameServer and Broker log files to determine why a broker is not registered for the requested AppService.

NS_BrokerRegistrationFailure

Message

"The Broker registration failed. The named Application Service already has a Broker, and Load Balancing is not installed. Application Service: appservice. Broker: name, Host: host, Port: port, UUID: uuid."

Description

The identified Broker was not registered for the requested Application Service. The named Application Service already has a broker registered for it, and the Load Balancing option is not installed.

Type

Asynchronous

Action

See if the broker's list of supported Application Services conflicts with that of other brokers. Consider installing the load balancing option.

NS_BrokerTimeout

Message

"The registered broker is not responding. The broker will not be registered. Broker: name."

Description

Sent when a registered broker is not responding.

Type

Asynchronous

Action

Examine the broker's log file for any additional information to assist in determining why the broker is not responding.

NS_ClientRequestRejected

Message

"The client request was rejected due to an incorrect message header, or wrong version information in the client message. Client host: *name*, Port: *port*."

Description

The NameServer received a request with bad header information. The header information was incorrect, or the protocol version field within the header contained an unsupported version identifier.

Type

Asynchronous

Action

Determine if the request came from a legitimate NameServer client. If the client is an OpenEdge-based client, ensure that the NameServer version is recent enough to support the version of the client.

NS_DuplicateBrokerUUID

Message

"Erroneous UUID received from a second broker. The UUID is already registered. Registered Broker: brokername, Host:name, Port:port. Secondary Broker: brokername, Host:name, Port: port, UUID: uuid."

Description

Sent when a broker attempts to register with the NameServer using a UUID that has already been registered by another broker.

Type

Asynchronous

Action

Examine the `ubroker.properties` file for duplicated UUID specifications.

NS_NameServerReregisteredBroker

Message

"The NameServer has reregistered the broker for consistency. Broker: name, Host: host, Port: port, UUID: uuid."

Description

The NameServer detected that the broker has been restarted without the NameServer receiving an unregistered request, or having timed out the broker. To ensure that the values associated with the broker are the latest values, the NameServer has unregistered and reregistered the broker.

Type

Asynchronous

Action

Determine how the broker is being shut down and why it is not sending an unregistered message to the NameServer. Consider if the timeout that the NameServer is using for the brokers is too long, preventing the NameServer from detecting that a broker is no longer responding.

NS_NormalShutdown

Message

"The NameServer shutdown normally. NameServer: *name*, Port: *port*."

Description

The NameServer shut down normally.

Type

Asynchronous

NS_Startup

Message

"The NameServer has been started. NameServer: *name*, Port: *port*."

Description

The NameServer has been started.

Type

Asynchronous

OD_BrokerAbnormalShutdown

Message

"ODBC DataServer broker shut down abnormally. Broker: name."

Description

Sent when an ODBC DataServer broker shut down abnormally (crashed).

Type

Asynchronous

Action

View the appropriate log file for further information.

OD_BrokerNormalShutdown

Message

"ODBC DataServer broker shutdown normally. Broker: name."

Description

Sent when an ODBC DataServer broker shuts down normally.

Type

Asynchronous

OD_BrokerStartup

Message

"ODBC DataServer broker started up. Broker: name."

Description

Sent when an ODBC DataServer broker starts up.

Type

Asynchronous

OR_BrokerAbnormalShutdown

Message

"Oracle DataServer broker shut down abnormally. Broker: name."

Description

Sent when an Oracle DataServer broker shut down abnormally (crashed).

Type

Asynchronous

Action

View the appropriate log file for further information.

OR_BrokerNormalShutdown

Message

"Oracle DataServer broker shut down normally. Broker: name."

Description

Sent when an Oracle DataServer broker shuts down normally.

Type

Asynchronous

OR_BrokerStartup

Message

"Oracle DataServer broker started up. Broker: name."

Description

Sent when an Oracle DataServer broker starts up.

Type

Asynchronous

PageContentChanged

Message

"The hash code comparison failed on the content retrieved for the URL. URL: *The URL for which a hash comparison was made*."

Description

Sent if the hash code generated for downloaded Web page content did not match the baseline hash code created on the first poll. This indicates that content that should have been static has changed.

Type

Polled

ProcessCPUBusyThresholdExceeded

Message

"Process CPU Busy Threshold Exceeded! Value: *%s*, Threshold: *%s.*"

Description

Sent when the percentage of CPU usage being consumed by this process exceeds the set threshold.

Type

Polled

ProcessPhysicalMemoryThresholdExceeded

Message

"Process Physical Memory Used Threshold Exceeded! Value: *%s*, Threshold: *%s.*"

Description

Sent when the amount of physical memory being consumed by this process exceeds the set threshold.

Type

Polled

ProcessVirtualMemoryThresholdExceeded

Message

"Process Virtual Memory Used Threshold Exceeded! Value: *%s*, Threshold: *%s.*"

Description

Sent when the amount of virtual memory being consumed by this process exceeds the set threshold.

Type

Polled

ProjectCreated

Message

"Fathom project file not found, new project created."

Description

Sent when OpenEdge Management starts and cannot find the OpenEdge Management project file (`fathom.xml`).

Type

Asynchronous

ProjectLoadFailed

Message

"Fathom project file could not be loaded. Project file renamed and new project created. Old project file: *filename*."

Description

Sent when an existing OpenEdge Management project file cannot be loaded at OpenEdge Management start time. The existing OpenEdge Management project file is renamed and a default project file is created.

Type

Asynchronous

ProjectNoRead

Message

"Fathom project file cannot be read."

Description

Sent when OpenEdge Management starts and cannot read the OpenEdge Management project file (`fathom.xml`).

Type

Asynchronous

Action

Check the protections on `fathom.xml` to make sure Read access is available.

ProjectUpgraded

Message

"Fathom project file upgraded for compatibility with current Fathom version."

Description

The OpenEdge Management project file was created with an earlier version of OpenEdge Management, and the file has been upgraded for use with the current version of OpenEdge Management. The file is no longer usable by earlier versions of OpenEdge Management.

Type

Asynchronous

ProjectVersionLater

Message

"Fathom project file version is later than the current Fathom version."

Description

Sent when an attempt has been made to load an OpenEdge Management project file (`fathom.xml`) created with a newer version of OpenEdge Management, and the file cannot be loaded by the current version of OpenEdge Management.

Type

Asynchronous

ReportRunFailed

This section identifies the specific message-related text that can appear, indicating a report run has failed. Scan the messages presented in this section to find the one matching the message you received.

To obtain more details related to a report instance for which any ReportRunFailed alert appears:

1. Click **Reports**. Then choose **Defined Reports** in the list frame.
2. Select the report instance name in the list frame and display the report definition in the edit mode in the detail frame.
3. Select the **Generate debug log file** option, resubmit, and rerun the report. It is possible that more log files will display. You can use this data to further investigate your problem.

For more information about reports, see *OpenEdge Management: Reporting*.

Message

"Output directory not created: <*output directory*>."

Description

The report engine could not create the necessary directories to store the report output. Check the file system for privileges.

Action

Check the file system for privileges.

Message

"4GL execution error, exit code <*return code*>. See log files."

Description

The report did not run to completion because of an ABL issue. See the Report Output file (`report.out`) and the AdminServer log file (`admserv.log`) for more information.

Action

See the report output log files.

Message

"Graphing request xml file does not exist."

Description

The report failed to complete because there was a problem creating a graph for the report. The `_graph.xml` file is missing from the report output.

Action

See the log files.

Message

"Report output xml does not exist."

Description

The report failed to complete because the `_data.xml` file was not created.

Action

See the log files.

Message

"Error writing output file for report. See log files."

Description

There was an I/O error when generating the output file for the report.

Action

See the log files.

Message

"Transformation error. See log files."

Description

The report engine uses XSLT to create the various output formats from the `_data.xml`. There was an error transforming the XML file to one of the desired output formats.

Action

See the log files.

Message

"Transformation error for HTML output. See log files."

Description

There was an error transforming the data XML file into HTML output using XSLT.

Action

See the log files.

Message

"Transformation error for text output. See log files."

Description

There was an error using XSLT to transform the data XML file into text output.

Action

See the log files.

Message

"SAX parsing error. See log files."

Description

The report failed due to an error parsing an XML file. See the Report Output file (`report.out`) and the AdminServer log file(`admserv.log`) for more information.

Action

See the Report Output file (`report.out`) and AdminServer log file (`admserv.log`) for more information.

Message

"Graphing error. See log files."

Description

The report failed because the graphing engine had an error producing a graph for the report. See the report output and AdminServer log files (`admserv.log`) for more information regarding the error.

Type

Asynchronous

Action

See the Report Output file (`report.out`) and AdminServer log file (`admserv.log`).

Message

"XSL stylesheet not found: <*filename*>."

Description

The report failed because it could not find the specified XSL stylesheet to use in transforming the data XML to another output form.

Action

Ensure that the stylesheet is available in the following subdirectory location: *OpenEdgeManagement-install-dir*`/web/report/xsl.`

Message

"Report transformation ran out of memory."

Description

The reports use XSL transformations to generate the HTML and text output formats from the XML output that ABL creates. The XML file was too large for the report engine to transform the file, thus the engine ran out of memory. If the report period and/or report format was modified so there is less data in the XML file, the report output will be smaller and the engine will more likely be able to process the file in the amount of memory allotted.

Action

Try reducing the number of columns or rows in the report output by changing the report period or report format.

ResrcDoesNotExist

Message

"The referenced resource, *x*, does not exist and is referenced by *x*."

Description

The project file contains a reference to a resource that does not exist.

Type

Asynchronous

RunQueueHigh

Message

"Run queue for CPU is *n*. The current threshold is threshold."

Description

Sent to identify the number of processes waiting to use the CPU.

Type

Polled

Action

Review what processes are using the CPU. Verify that there is not a runaway process on the system.

SearchPatternFound

Message

"The search pattern was found in the Web page."

Description

Sent if the HTTP monitor located the specified pattern in the downloaded Web page and you have chosen to receive alerts when the pattern is found.

Type

Polled

SearchPatternNotFound

Message

"The search pattern was not found in the Web page."

Description

Sent if the HTTP monitor could not locate the specified pattern in the downloaded Web page and you have chosen to receive alerts when the pattern is not found.

Type

Polled

SystemMemoryUsedThresholdExceeded

Message

"System Memory Used Threshold Exceeded! Value: *x*, Threshold: *y*."

Description

Sent when the system memory's configured threshold is exceeded.

Type

Polled

Action

Reduce memory usage by reducing the number of running processes. If necessary, request additional memory from your system administrator.

TaskInQueueFailure

Message

"Unable to schedule task *x*, already in work queue, exception message *y*."

Description

Sent when an instance of a report or job is already running when OpenEdge Management attempts to schedule it.

Type

Asynchronous

TaskExecFailure

Message

"Call to tskExec. exec failed for task: *x*."

Description

Sent when OpenEdge Management encounters a failure when trying to access the OpenEdge Management Trend Database resource.

Type

Asynchronous

TaskLocalDBAssocError

Message

"Unable to associate local FathomTrendDatabase with *task type*: *task name*."

Description

Sent when OpenEdge Management encounters a failure when trying to access the local OpenEdge Management Trend Database resource.

Type

Asynchronous

TaskQueueFull

Message

"Unable to schedule task because the work queue is full. Task: *taskname*. Exception message: *exceptionmsg*."

Description

OpenEdge Management encountered a failure when it attempted to schedule a job or report to run; the work queue is full.

Type

Asynchronous

TaskRemoteDBAssocError

Message

"Unable to associate remote FathomTrendDatabase with *task type*: *task name*."

Description

Sent when OpenEdge Management encounters a failure when trying to access the remote OpenEdge Management Trend Database resource.

Type

Asynchronous

TaskRunError

Message

"Failed to run task *x*, exception message *y*."

Description

Sent when OpenEdge Management encounters a failure when trying to run a job or report.

Type

Asynchronous

TaskStderrListenerFailed

Message

"Unexpected exception starting stderr listener thread in task *x*, exception message *y*."

Description

Sent when a job, configured to throw an alert if its execution exceeds a predefined time period, does not finish before the timer expires.

Type

Asynchronous

TaskStdinReadFailed

Message

"Unexpected exception reading input from task *x*, exception message *y*."

Description

Sent when OpenEdge Management failed to read the output of a job or report.

Type

Asynchronous

TaskWaitFailure

Message

"Unexpected exception waiting for task *x* to complete, exception message *y*."

Description

Sent when OpenEdge Management encounters a failure when waiting for a job or report to complete.

Type

Asynchronous

TemplateNotLoaded

Message

"Error occurred loading one or more Fathom template files. Not all default resources have been created. See the Fathom log file for detailed information on the import actions that were attempted."

Description

When OpenEdge Management creates a new project file or upgrades an existing project to the latest revision level, it populates the project with a set of default resources. These resources are imported from the templates in the OpenEdge Management template directory.

This error indicates that one or more template files were not imported. Check the AdminServer log file (`admserv.log`) for more information. The OpenEdge Management import facility can be used interactively to import template files.

Type

Asynchronous

Action

Check the AdminServer log file (`admserv.log`) for more information. Note that you can use the Import facility interactively to import template files. See the sections on importing and exporting in *OpenEdge Management: Resource Monitoring*.

TimerExpired

Message

"*job name* failed to complete in *timeunits*: *timescale*."

Description

Sent when a job has been configured to throw an alert if its execution exceeds a predefined time period (in minutes or hours), and the timer has expired before the job finished.

Type

Polled

VirtualMemoryUsedThresholdExceeded

Message

"Virtual Memory Used Threshold Exceeded! Value: *x*, Threshold: *y*."

Description

Sent when the virtual memory's configured threshold for memory used is exceeded.

Type

Polled

Action

Reduce memory usage by reducing the number of running processes. If necessary, request additional memory from your system administrator.

Note

View the OpenEdge VST _Startup, as it displays information about startup parameters that influence initial memory consumption. Values for AI Buffers, BI Buffers, Buffer Cache, and Lock Table size are related to shared memory.

WS_AgentAdded

Message

"WebSpeed broker added agent(s). Broker: name, Number of agents added: num."

Description

Sent when the WebSpeed agents have been added to the pool of available agents.

Type

Asynchronous

WS_AgentKilled

Message

One of two messages can display for this alert:

- "Agent killed. Agent PID: PID."
- "Agent cannot be killed at this time. Agent PID: PID."

Description

Sent when a user manually destroys an agent or agents. Typically a user initiates an agent kill action when agents hang under a connecting status for a long time.

Action

If the kill request cannot be processed, check the log file.

Type

Asynchronous

See Also

OpenEdge Management: Servers, DataServers, Messengers, and Adapters

WS_AgentTrimmed

Message

"WebSpeed broker trimmed agent(s). Broker: name, Number of agents trimmed: *num*."

Description

Sent when WebSpeed agents have been trimmed from the pool of available agents.

Type

Asynchronous

See Also

OpenEdge Management: Servers, DataServers, Messengers, and Adapters

WS_AgentUnavailable

Message

"Agent has been unavailable state for more than the specified number of polls. Threshold: *threshold*, Number of polls: *number of polls*, PID: *process ID*."

Description

Sent when an agent has been unavailable for more than the specified number of polls.

Type

Polled

Action

Check the AdminServer log file (`admserv.log`) for further information about AgentUnavailableTimeout.

WS_AverageProcedureDurationHigh

Message

"The average execution time of a procedure has exceeded the threshold. Threshold: *threshold* Current Value: *Current value* Procedure*: Procedure name.*"

Description

The average time spent executing a procedure during the polling interval exceeded the threshold. This situation could indicate a bottleneck in the application or other unforeseen events that inhibit the offending procedure from executing as quickly as expected.

Type

Polled

See Also

OpenEdge Management: Servers, DataServers, Messengers, and Adapters

WS_BrokerAbnormalShutdown

Message

"WebSpeed brokershut down abnormally. Broker: name."

Description

Sent when a WebSpeed broker shut down abnormally (crashed).

Type

Asynchronous

Action

View the appropriate log file for further information.

WS_BrokerNormalShutdown

Message

"WebSpeed broker shut down normally. Broker: name."

Description

Sent when a WebSpeed broker shuts down normally.

Type

Asynchronous

WS_BrokerStartup

Message

"WebSpeed broker started normally. Broker: name."

Description

Sent when a WebSpeed broker starts up.

Type

Asynchronous

WS_NameServerUnavailable

Message

"WebSpeed brokerfailed to reach the NameServer. Broker: *name*, NameServer: *NSname*."

Description

Sent when a WebSpeed broker failed to contact the NameServer.

Type

Asynchronous

Action

Check the AdminServer log file (`admserv.log`) for more information about NameServer unavailable.

WS_QueuedRequestPercentHigh

Message

"The percent of queued requests has exceeded the threshold. Current Value: *value,* Threshold: *threshold,* Broker: *brokername.*"

Description

The percentage of requests queued during the polling interval exceeded the threshold. This situation could indicate bottlenecks or other unforeseen events that are slowing down request processing.

Action

Check the AdminServer log file (`admserv.log`) for more information about Request Queue Depth High.

Type

Polled

See Also

OpenEdge Management: Servers, DataServers, Messengers, and Adapters

WS_RejectedRequestPercentHigh

Message

"The percentage of rejected requests has exceeded the threshold. Current Value: *Current value* Threshold: *threshold.*"

Description

The percentage of client requests rejected during the polling interval exceeded the threshold. This situation could indicate bottlenecks or tuning problems that prevent client requests from being serviced.

Type

Polled

See Also

OpenEdge Management: Servers, DataServers, Messengers, and Adapters

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