

Progress Fathom Management Standard Edition

Alerts Guide and Reference

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Preface

This Preface contains the following sections:

- [Purpose](#)
- [Audience](#)
- [Fathom Management and OpenEdge or Progress](#)
- [Organization](#)
- [Typographical conventions](#)

Purpose

This combination guide and reference presents the concepts, terminology, procedures, and an alert reference section to assist you in understanding and working with the Progress ® Fathom™ Management Standard Edition alert feature. Use this guide when performing any Fathom Management resource monitoring-related tasks.

Audience

This manual is designed for database administrators and end users of the Fathom Management product. This includes IT managers, ASP hosting companies, and others who are responsible for the day-to-day monitoring and management of resources, including databases and these OpenEdge™ server products: AppServer™, WebSpeed® Transaction Server, and NameServer.

Fathom Management and OpenEdge or Progress

This version of Fathom Management runs against the following:

- OpenEdge 10.0B.
- Progress Version 9.1D and the 9.1D09 service pack.

For the sake of simplicity, the product component names, procedures, and screen shots provided in this manual refer to the running of Fathom against OpenEdge Version 10.0B. However, unless indicated otherwise, the procedures are the same for both OpenEdge 10.0B and Progress Version 9.1D with the 9.1D09 service pack. For example, if a procedure refers to an OpenEdge database, the procedure applies to a Progress database as well.

Organization

Chapter 1, “Introduction”

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

Chapter 2, “Alerts Setup and Maintenance”

Provides detailed information and procedures to set up, maintain, and display alerts.



Chapter 3, “Alerts Reference”

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

Typographical conventions

This manual uses the following typographical conventions:

Convention	Description
Bold	Bold typeface indicates commands or characters the user types, or the names of user interface elements.
<i>Italic</i>	Italic typeface indicates the title of a document, provides emphasis, or signifies new terms.
SMALL, BOLD CAPITAL LETTERS	Small, bold capital letters indicate OpenEdge™ key functions and generic keyboard keys; for example, GET and CTRL .
KEY1-KEY2	A hyphen between key names indicates a <i>simultaneous</i> key sequence: you press and hold down the first key while pressing the second key. For example, CTRL-X .
KEY1 KEY2	A space between key names indicates a <i>sequential</i> key sequence: you press and release the first key, then press another key. For example, ESCAPE H .

Convention	Description
Syntax:	
Fixed width	A fixed-width font is used in syntax statements, code examples, and for system output and filenames.
<i>Fixed-width italics</i>	Fixed-width italics indicate variables in syntax statements.
<i>Fixed-width bold</i>	Fixed-width bold indicates variables with special emphasis.
UPPERCASE fixed width	Uppercase words are Progress® 4GL language keywords. Although these always are shown in uppercase, you can type them in either uppercase or lowercase in a procedure.
	This icon (three arrows) introduces a multi-step procedure.
	This icon (one arrow) introduces a single-step procedure.

Introduction

This chapter introduces the Progress® Fathom™ Management Standard Edition alert feature and identifies where you can find additional information about alerts in the Fathom Management documentation set.

This chapter contains these sections:

- [Fathom alert definition](#)
- [How alerts relate to rules and actions](#)
- [Alert types](#)
- [For additional alert information](#)

Fathom alert definition

An *alert* is a notification that an event involving a Fathom resource has occurred.

Note: The term Fathom as used throughout this guide refers to Fathom Management Standard Edition.

Alerts indicate:

- A typical or routine event has occurred. For example, you can set up an alert to inform you that a database has started or stopped.
- A defined threshold has been met or exceeded. For example, you can set up an alert to be generated if the percentage of AppServer™ client requests rejected during a polling interval exceeded the defined threshold. The alert identifies a performance issue you might want to address.
- A situation has occurred with an internal Fathom operation. In this situation, Fathom automatically generates an alert; you cannot set up internal alerts.

When you configure resource monitoring, you define rules to ensure that a resource performs according to criteria you set. These rules cause Fathom to generate alerts if a specific condition occurs. Use alerts to ensure that:

- You are automatically notified if that rule is broken; all alert details display and are accessible through the management console.
- Fathom triggers optional, predefined corrective actions. You can customize and select actions such as sending an e-mail to an employee, sending a voice message to a PDA (Personal Data Assistant), or initiating a job action or log file action in response to an event.

The prompt display of an alert and its associated details in the management console and the automatic and timely initiation of actions allow you to quickly recognize and correct resource-related violations.

How alerts relate to rules and actions

Alerts are triggered in response to rules that you associate with a Fathom 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 the relevant section of the *Resource Monitoring Guide*.

A cause and effect relationship

In Fathom, you can define a simple, automated chain of events to occur 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 pre-defined action to occur.

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

Using monitoring plans to set up rules-related criteria

The values defined for each set of rule, alert, and action elements comprise a 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 Fathom monitors a resource) is set, Fathom recognizes the values you define for these monitoring plan attributes and executes them.

See the [“Example: Reviewing polled alert fields”](#) section on page 1–5 and the [“Example: Reviewing asynchronous alert fields”](#) section on page 1–7 for detailed information about setting up and maintaining alert-related details on monitoring plans.

Alert types

Fathom defines three types of alerts:

- Polled
- Asynchronous
- Internal

The rule definition determines what type of alert is associated with it.

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 Fathom can track a resource’s performance 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 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

Fathom 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 Fathom must complete x number of polling cycles (as defined in the **Throw alert after polled** field in the **Rule definition** section of a monitoring plan) before the alert is triggered.

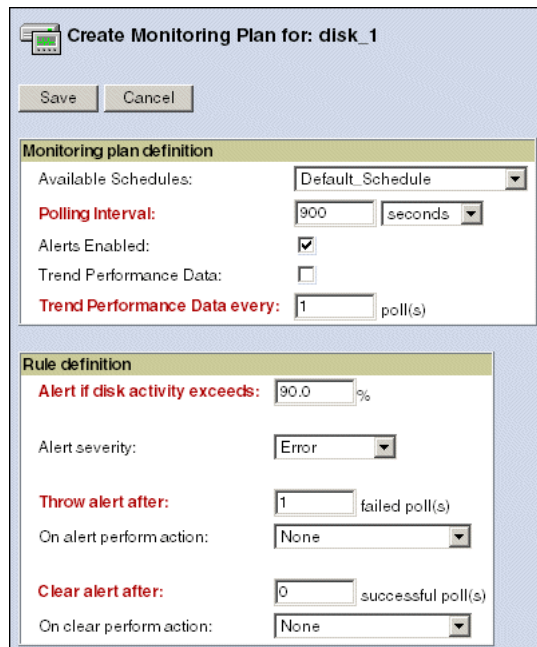
For example, a CPU resource can be polled hourly to check if the CPU usage exceeds 90%. If the percentage does exceed 90%, an alert is generated. However, the alert will not trigger until the number of polling cycles as defined in the **Throw alert after polled** field is also exceeded.

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.

Also, the interpretation of a threshold value can vary from resource type to resource type. Differences in these interpretation 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 calculates in the *Resource Monitoring Guide*. For details about database rule details, see the *Database Management Guide*. For details about Fathom rules related to the OpenEdge™ server products, see the *OpenEdge Server Management Guide*.

Example: Reviewing polled alert fields

Figure 1–1 shows a **Resource Monitoring Plan and Rule Definition** page for a disk resource. In a resource create mode, 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, and the values defined for the associated action and alert fields in this same section, enable Fathom to trigger a polled alert.



Create Monitoring Plan for: disk_1

Save Cancel

Monitoring plan definition

Available Schedules: Default Schedule

Polling Interval: 900 seconds

Alerts Enabled: ☒

Trend Performance Data: ☐

Trend Performance Data every: 1 poll(s)

Rule definition

Alert if disk activity exceeds: 90.0 %

Alert severity: Error

Throw alert after: 1 failed poll(s)

On alert perform action: None

Clear alert after: 0 successful poll(s)

On clear perform action: None

Figure 1–1: Sample polled alert-related data

The **Monitoring plan definition** section contains the **Polling Interval** field. Based on the value you define for this field, Fathom checks (polls) the resource according to the time interval specified. The default value of 900 seconds (15 minutes) as shown in [Figure 1-1](#) tells Fathom to check this disk resource every 15 minutes and keep a count of the number of passed or failed polls. Fathom also uses this count 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. Enabling alerts means Fathom will trigger the alerts when the resource is active and the rule is violated.

The **Rule definition** section shows the rule-, alert-, and action-related fields for a disk resource monitor. Note that the rule definition is actually a combination of the threshold value, and the specific action- and alert-related values that identify the activities Fathom performs if this threshold is exceeded.

As shown in the **Rules definition** section of [Figure 1-1](#), polled alerts require you to accept default values or set values in a combination of fields to set the following criteria:

- The specific rule's threshold which, when violated, causes an alert to trigger. In [Figure 1-1](#), the rule threshold is set at 90.0% in the **Alert if disk activity exceeds** field.
- The number of polls that the condition must occur before an alert is generated. In [Figure 1-1](#), the **Throw alert after** field indicates that the alert will be generated after 1 poll fails.
- The number of polls in which the condition must occur without Fathom detecting any rule violations before the alert is automatically cleared. In [Figure 1-1](#), 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 the [“Clearing alerts through the management console”](#) section on page 2-26 for more details about manually clearing alerts.
- The severity of the alert as defined in the **Alert severity** field: **Informational**, **Warning**, **Error**, or **Severe**.
- The action, if one is specified, to perform when the alert is generated.
- The action, if one is specified, to perform when the alert is cleared.

For more detailed information about defining alerts, see the [“Configuring rules for individual resources”](#) section on page 2-6.

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** are more as confirmations of normal, or expected, operational status.

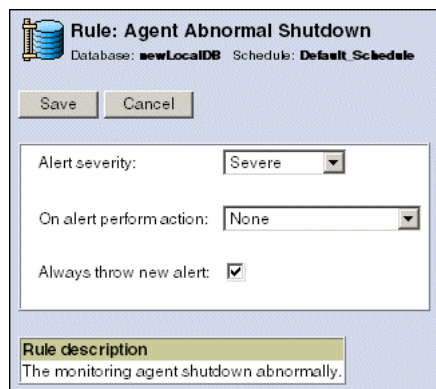
For example, some common mission-critical conditions for which you can define an asynchronous alert include:

- **Database abnormal shutdown.**
- **FathomTrendDatabase 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 the job is either runaway or hung. 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

Figure 1–2 shows a sample rule definition section of a resource monitoring plan. This example shows the alert severity and the action currently associated with a database agent abnormal shutdown condition.



Rule: Agent Abnormal Shutdown
Database: **newLocalDB** Schedule: **Default Schedule**

Save Cancel

Alert severity: Severe

On alert perform action: None

Always throw new alert: ☒

Rule description
The monitoring agent shutdown abnormally.

Figure 1–2: Sample asynchronous alert-related data

All asynchronous rules also have an **Always throw new alert** field. If you retain the default check mark in this field, Fathom triggers a new asynchronous alert of this type each time it detects that this rule is violated. Given the sample data shown in [Figure 1–2](#), Fathom will trigger a unique alert 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 this field, Fathom triggers this alert 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, Fathom increments the **Occurrence count field** on the **Alert Detail Summary** page on a subsequent occurrence.

Internal alerts

Fathom internal alerts automatically inform you of events that occur internally to Fathom Management 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 could not trend data to the FathomTrendDatabase; in this instance, Fathom automatically triggers an alert.

Although Fathom 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 [Chapter 2, “Alerts Setup and Maintenance”](#) and internal alert details in the [“Fathom internal alerts”](#) section on page 2–49.

For additional alert information

[Table 1–1](#) identifies where you can find additional information about Fathom alerts and alert-related topics.

Table 1–1: Accessing more information about alerts

For details about...	See the...
Setting up, maintaining, and displaying alerts in Fathom	Chapter 2, “Alerts Setup and Maintenance,” in this guide.
Any Fathom-generated alert and its associated polled or asynchronous property definition	Chapter 3, “Alerts Reference” in this guide.
All the basic elements of resource monitoring	<i>Resource Monitoring Guide</i>
Trending alert data to the FathomTrendDatabase according to this database’s schema definition	<i>FathomTrendDatabase Guide and Reference</i>
Creating and running Fathom-based reports that contain alert data	<i>Reporting Guide</i>

Alerts Setup and Maintenance

One of the key benefits of Fathom Management is its ability to generate alerts to notify appropriate personnel or invoke actions in response to conditions that occur on actively monitored resources.

This chapter contains these sections:

- [Reviewing initial monitoring plan settings](#)
- [Configuring rules for individual resources](#)
- [Viewing alert information](#)
- [Clearing alerts through the management console](#)
- [Disabling alerts](#)
- [Accessing alert information from the command-line interface](#)
- [Fathom internal alerts](#)

Reviewing initial monitoring plan settings

Fathom 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 section briefly reviews these initial monitoring plan settings, focusing specifically on the alert-specific options and default capabilities.

[Figure 2–1](#) illustrates the alert default hierarchy and the related options. The [“Understanding alert options and default values”](#) section on page 2–4 presents details about this figure.

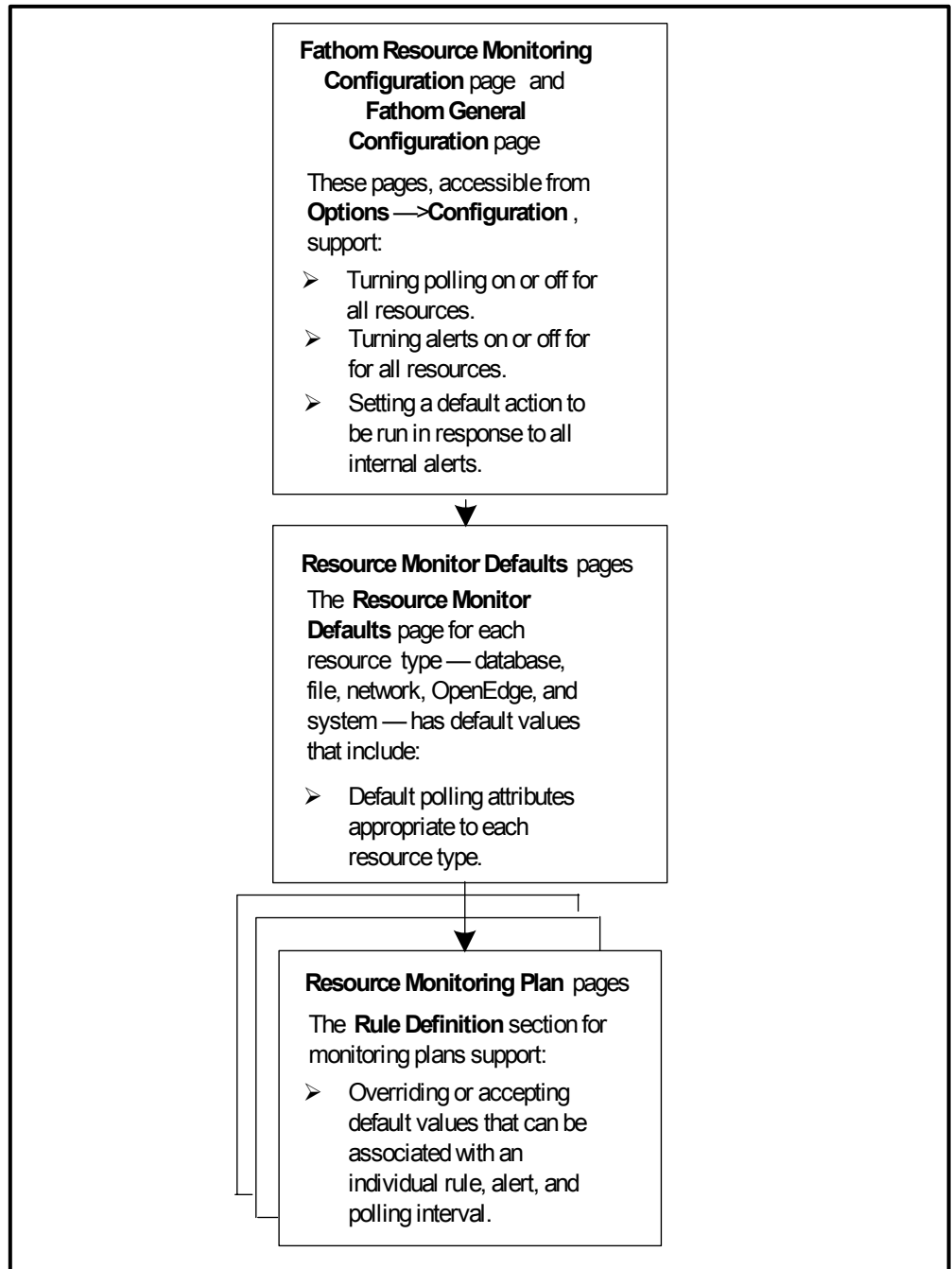


Figure 2–1: Alerts default and override hierarchy

Understanding alert options and default values

[Figure 2–1](#) highlights some of the default values and the override hierarchy available to set up resource monitoring plans. The primary purpose of this diagram is to focus on the alert-related options available at the global, resource type, and individual resource monitor level.

General and Resource Monitoring options

The top block in [Figure 2–1](#) identifies the options and defaults you can set globally on the **Fathom General Configuration** page and the **Fathom Resource Monitoring Configuration** page. You access these pages by choosing **Options**→**Configuration**.

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 Fathom’s alerts generation feature, or enable or disable resource polling for all active resource monitors.

Resource Monitor Defaults pages

The middle block in [Figure 2–1](#) 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 Fathom 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 2–1](#) 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 only affect the specific resource monitor.

For additional reference information

Table 2–1 identifies where you can find additional details about monitoring plan- and alert-related functionality.

Table 2–1: Additional monitoring plan and alerts information

For details about...	See the...
Selecting an action to be applied to all internal alerts	“Fathom internal alerts” section on page 2–49 for details.
Accessing and changing values associated with resource monitor types	Appropriate sections in the <i>Resource Monitoring Guide</i> .
Accepting or overriding values at the individual resource level	“Configuring rules for individual resources” section on page 2–6 for details.

Configuring rules for individual resources

This section identifies and describes the steps involved in configuring a rule, including:

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

As described in the [“Reviewing initial monitoring plan settings”](#) section on page 2–2, default polling attributes automatically display at the individual resource level. As necessary, you can change or override them to address your needs. The following sections explain what each of these activities involves.

Setting 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. For example, the Fathom System resource type threshold values are often characterized by the highest or lowest value definitions, while the Fathom Network resource type threshold values would relate to values defined for response times being greater than a value, or no response within a defined period of time.

During the monitoring process, if Fathom 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 the [“How alerts relate to rules and actions”](#) section on page 1–3 for more information.

Knowing how Fathom interprets threshold values can help you to more accurately interpret 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 the [Resource Monitoring Guide](#). For details about database rule details, see the [Database Management Guide](#). For details about OpenEdge-related rules, see the [OpenEdge Server Management Guide](#).

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.

Configuration Advisor

The 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 for a rule. The Configuration Advisor works with specific resource types.

See the *Database Management Guide* for details about how the Configuration Advisor determines database resource-related recommended rule threshold settings. See the *OpenEdge Server Management Guide* for details about how the Configuration Advisor calculates Progress® WebSpeed® Transaction Server broker- and AppServer broker-related recommended rule threshold settings. See the *Resource Monitoring Guide* for details about how the Configuration Advisor can be used to suggest rule thresholds for CPU, Disk, and FileSystem resources based on data in the FathomTrendDatabase.

Setting properties for generated alerts

The alert-related properties are:

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

The **Alert severity** is set for all polled and asynchronous alerts; the last two properties provide mechanisms to reduce unnecessary noise in your polled alerts.

Assigning an alert's severity

You can assign an alert one of four different severity levels. This allows you to choose which alerts are assigned highest priority based on the specific needs of your organization. The four levels of severity, from least severe to most severe, 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. [Figure 2–2](#) shows the **Alert severity** field with the four severity levels displayed.

Rule: Average Procedure Duration High
Resource: **asbroker1** Schedule: **Default Schedule**

Save Cancel

Defined Procedures
If you entered a procedure but did not Add/Update or Remove it, this procedure will be ignored when you save this page.

Procedure name	Threshold (in milliseconds)
<input type="text"/>	<input type="text"/>

Add/Update Remove

Alert severity: **Error**
Information
Warning
Error
Severe

Throw alert after: poll(s)

On alert perform action: **Generate an event**

Clear alert after: successful poll(s)

On clear perform action: **None**

Rule description
The average time spent executing a procedure during the polling interval exceeded the threshold. Separate thresholds can be established for each procedure run (or to be run). This could indicate a bottleneck in the application or other unforeseen events inhibiting the offending procedure from executing as quickly as expected.

Figure 2–2: Alert severity field and its four severity level options

Specifying when to throw an alert

Noise is the normal variability that can occur while Fathom monitors monitoring a resource. 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 Fathom 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.

Alert properties location in Fathom

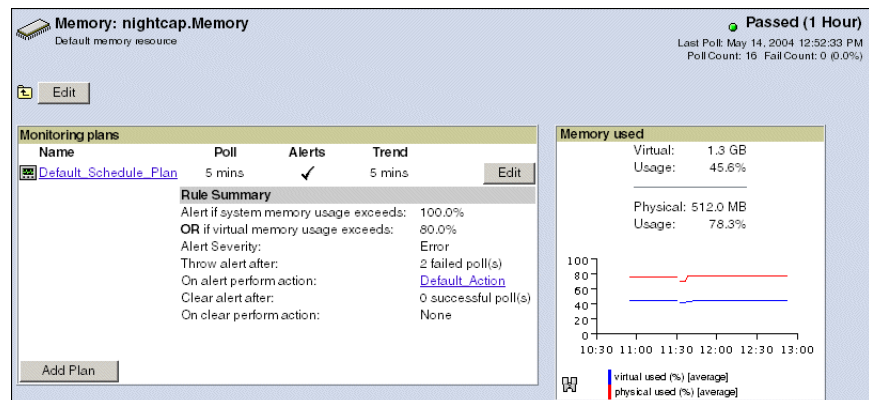
Alert properties are located on the **Rule definition** section of a resource's **Monitoring Plan** page. Review and update the values associated with these alert properties as you edit monitoring plans for a resource.

The following procedure reviews the steps to edit a monitoring plan, noting the location and use of the alert properties.



To edit a resource monitoring plan:

1. In the **Resources** list, click the resource category that contains the resource you want to access. In this example, the category **System** is selected, and then the specific default memory resource named **Memory** is selected from the detail page. The **Monitoring Plan** page appears:



- Click a schedule assigned to the monitoring plan. The **Schedule Monitoring Plan** page for Memory appears:

Default_Schedule Monitoring Plan for: nightcap.Memory

<< Edit Delete

Monitoring plan definition

Schedule: [Default_Schedule](#)
 Polling Interval: 5 minutes
 Alerts Enabled: true
 Trend Performance Data: true
 Trend every: 1 poll(s)

Rule definition

Alert if system memory usage exceeds: 100.0%
 OR if virtual memory usage exceeds: 80.0%
 Alert Severity: Error
 Throw alert after: 2 failed poll(s)
 On alert perform action: [Default_Action](#)
 Clear alert after: 0 successful poll(s)
 On clear perform action: None

- Click **Edit**. The following **Resource Edit** page appears:

Edit Default_Schedule Monitoring Plan for: nightcap.Memory

Save Cancel

Monitoring plan definition

Available Schedules: Default_Schedule
Polling Interval: 5 minutes
 Alerts Enabled: ☒
 Trend Performance Data: ☒
Trend Performance Data every: 1 poll(s)

Rule definition

Alert if system memory usage exceeds: 100.0%
OR if virtual memory usage exceeds: 80.0%
 Alert severity: Error
Throw alert after: 2 failed poll(s)
 On alert perform action: Default_Action
Clear alert after: 0 successful poll(s)
 On clear perform action: None

4. Review and update values associated with the alert properties, as necessary:

To change this alert property...	Perform this action...
Alert Severity	Select the drop-down list option to display the four severity options: Information , Warning , Error , and Severe .
Throw alert after	<p>Enter the number of failed polls after which Fathom will trigger the alert. (For most resources, the default value is 1; however, the default value for network resource monitors is 2.)</p> <p>Consider setting this property to a low number for critical resources and to a higher number for less critical resources to minimize noise.</p> <p>Note: This property is not applicable to all resource monitors, and does not appear on every resource property page.</p>
Clear alert after	<p>Enter one of three possible values to indicate when Fathom will clear an alert once the condition that prompted the alert has been resolve:</p> <ul style="list-style-type: none"> Value 0 — Fathom does not automatically clear an alert. You must manually clear the alerts. Value 1 — Fathom automatically clears an alert the first time the resource successfully passes a poll. Value greater than 1 — Fathom does not clear the alert until the resource passes this specified number of consecutive polls. This can prevent anti-noise from clearing an alert prematurely.

5. Click **Save**. any changes you made to the alert properties will appear on the updated **Resource Monitoring plan** page for the Memory resource.

Defining actions for alerts

Fathom allows you to associate actions with each alert. Possible actions include:

- An e-mail notification. This action can be used to send e-mail to one or more operators, or to send a message that can display on electronic devices that support a text message display such as a computer display, PDA (Personal Digital Assistant), pager, or cell phone.
- The running of a defined job. This action can be used to perform a recovery procedure to remedy the alert condition.
- An update to a log file.

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 sections in the [Resource Monitoring Guide](#).

Viewing alert information

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

- Reviewing alert totals information displayed next to the **Alerts** category on the main menu bar.
- Selecting **Alerts** on the main menu bar to display alert information in the list frame.
- Selecting **Alerts** on the main menu bar to display alert information in the detail frame.
- Reviewing summary alert information that can be displayed on views defined for collections pages.
- 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 Fathom reporting feature.

- Reviewing alert-related data in the AdminServer log file.
- Reviewing data stored in the FathomTrendDatabase.

On the main menu bar

The **Alerts** menu bar category maintains an up-to-date running total of the present number of not viewed, or **unseen**, alerts. Wherever you are in the management console, you can always see this information at a glance.

Figure 2–3 shows the main menu bar with a total of 3 unseen Alerts identified. As each alert’s details are viewed on individual **Alert details Summary** page, this total is reduced by 1. See the “[In the detail frame](#)” section on page 2–16 for information about the summary page.



Figure 2–3: Number of alerts unseen total on the main menu bar

In the list frame

Select either **Alerts** or **Resources** from among the console’s menu bar categories to display specific resource alert details in the list frame. Note that regardless of which of these two options you use, alerts display in association with a specific resource as identified by the resource naming convention, container name:resource name.

Selecting the Alerts category

Figure 2–4 shows the contents of the list frame when you select **Alerts** on the menu bar; icons related to an alert’s severity level appear to the left of each resource name; a brief alert message appears to its right.

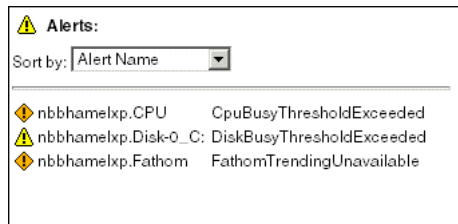


Figure 2–4: Outstanding alerts displayed in the Alerts list frame

The list frame supports ToolTips. *ToolTips* display summarized details about an alert, displaying information about the alert without your leaving this frame. (Each alert’s complete contents can be displayed on the **Alert details Summary** page by clicking the resource name in list frame). When you place your cursor over an alert icon displayed in the **Alerts** list frame, summarized alert message details appears after a few moments. [Figure 2–5](#) shows the contents of an alert icon in the **Alerts** view of the list frame; it displays the detailed alert message for a resource.

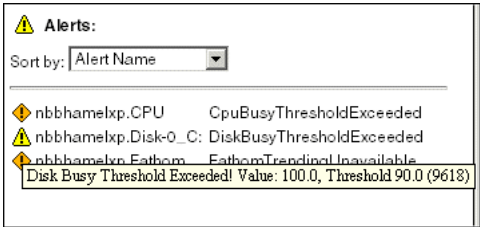


Figure 2–5: ToolTip details displayed on the Alerts list frame

The first alert in the list frame also simultaneously displays its alert detailed information in the detail frame. See the [“In the detail frame”](#) section on page 2–16 section for more information.

You can sort alerts by **Severity**, **Resource Name**, **Alert Name**, or **Last Date**. Use the drop-down menu in the **Sort by** field to change the sort criteria.

Selecting the Resources category

Figure 2–6 shows the contents of the list frame when you select **Resources** on the menu bar; icons related to an alert’s severity level appear to the left of resource names with brief descriptions of the alert problem appear to the right.

Figure 2–6 also shows ToolTip information displayed. Placing your cursor over an alert icon in this **Resource** view of the list frame displays details related to the number of alerts and number of unseen alerts for a resource.

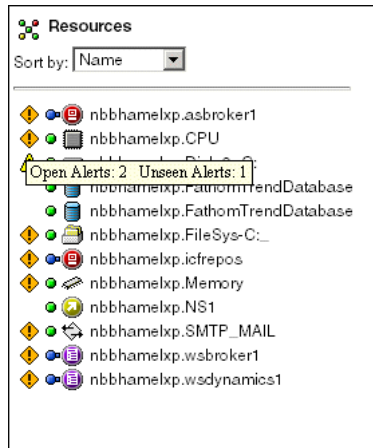


Figure 2–6: ToolTip details displayed on the Resources list frame

If you stop and restart Fathom, the outstanding alert list clears. This same alert information cannot be reloaded. However, if the conditions that originally triggered the alerts still exist when Fathom 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 [Chapter 3, “Alerts Reference.”](#)

In the detail frame

Detailed information about each outstanding individual open alert displays on its own **Alert details Summary** page, as shown in [Figure 2–7](#).

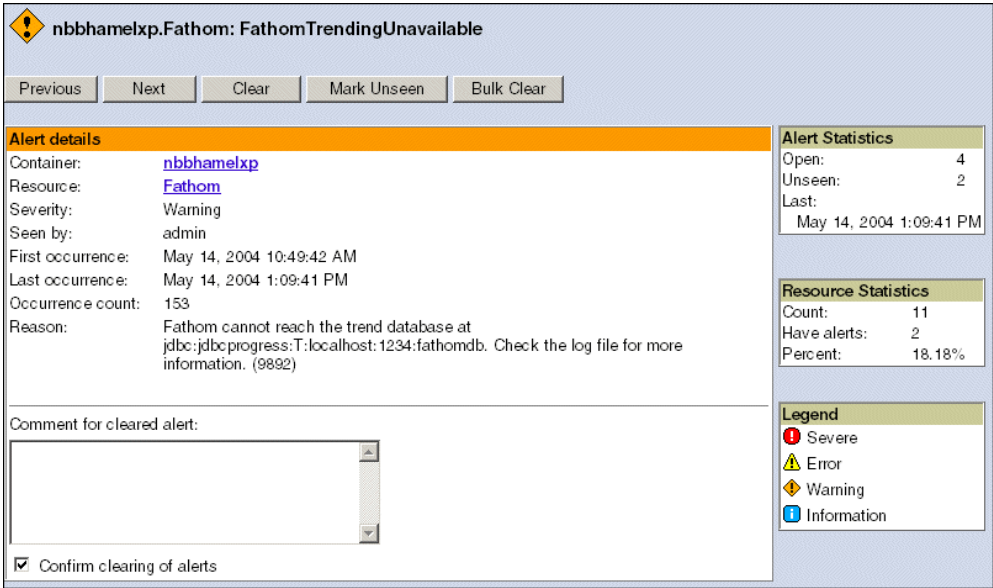


Figure 2–7: Alert details Summary page

- To display an **Alert details Summary** page, either click an individual resource name in the list frame that has an alert icon, or click the link in the alert box that displays on a resource's **Resource Monitoring Summary** page.

The **Alert details Summary** page is comprised of:

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

The remaining information in this section describes each of these elements. For the procedure to clear an individual alert, see the [“Clearing individual alerts”](#) section on page 2–26.

Navigating the Alert details Summary page

[Table 2–2](#) identifies and describes the buttons on the **Alert details Summary** page that allow you to navigate through the alert information and perform various tasks.

Table 2–2: Alert details Summary page buttons

Select this button...	To...
Previous	Display the previous alert on the Alert details Summary page.
Next	Display the next alert on the Alert details Summary page.
Clear	Clear an alert that is currently displayed.
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 displays on individual alerts in the Resource list frame view when you use ToolTips. See the “ On the main menu bar ” section on page 2–13 and the “ Selecting the Resources category ” section on page 2–15, respectively, for more information.)
Bulk Clear	Display a page from which you can clear all alerts that meet a criteria that you define. See the “ Clearing alerts in bulk ” section on page 2–27 for details about the Bulk Clear process.

Alert details

Alert details include the following information:

- **Container** — Displays the container’s name that contains the resource. You can click this link to display the container’s detail page.
- **Resource** — Displays the resource’s name. You can click this link to display the resource’s detail page.
- **Severity** — Indicates the severity level of the alert: Severe, Error, Warning, or Information.

- **Seen by** — Identifies who has viewed this alert.
- **First occurrence** and **Last occurrence** — Indicates when this alert was first and last noticed by Fathom.
- **Occurrence count** — Lists 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 only be run when the alert is initially triggered. Fathom increments this **Occurrence count** field for this initial triggering, and each subsequent triggering of an alert.

- **Reason** — Identifies in text and number 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. The **Confirm clearing of alerts** option is selected by default. When you click **Clear** to remove an alert, Fathom automatically asks you to confirm that you want to clear the alert. If you do not want to confirm clearing an alert, remove the check mark from the **Confirm clearing of alerts** check box. See the [“Clearing alerts through the management console”](#) section on page 2–26 for more information.

General Alert Statistic and Legend

The **Alert Statistics**, **Resource Statistics**, and **Legend** sections provide data relevant to all outstanding alerts. The following list briefly identifies 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 containers, 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 displaying in Fathom, either the icon or its associated text is used to identify severity.

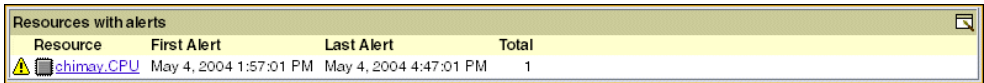
In views defined for collection pages

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

Resources with alerts viewlet

Among other activities, collections allow you to define the **Resources with alerts** standard viewlet; it displays a list of resources in a collection that currently have one or more outstanding alerts.

Figure 2–8 shows an example of the **Resource with alerts** viewlet.




Resources with alerts			
Resource	First Alert	Last Alert	Total
  chimay.CPU	May 4, 2004 1:57:01 PM	May 4, 2004 4:47:01 PM	1

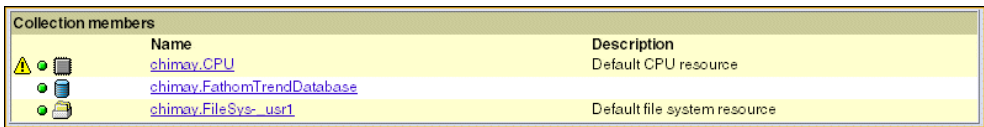
Figure 2–8: Resource with alerts viewlet sample

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).

To display more specific details about a resource, select the individual resource link to display the resource’s monitoring plan. Note the **Customize Viewlet** icon that appears in the upper right corner of Figure 2–8; it allows you to modify the criteria associated with this viewlet. For details about how to change this criteria, see the “[Customizing alert details](#)” section on page 2–20.

Collection members viewlet

The **Collection members** viewlet is also a standard viewlet you can define. Figure 2–9 shows a **Collection members** viewlet.









Collection members	
Name	Description
  chimay.CPU	Default CPU resource
  chimay.FathomTrendDatabase	Default file system resource
  chimay.FileSys- usr1	Default file system resource

Figure 2–9: Collection members viewlet sample

For each resource defined as a collection member in a specific collection view, this 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 to display the resource’s monitoring plan.

Alert severity legend viewlet

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

Figure 2–10 shows a sample customized view of a **My Collections** page that includes these standard viewlets: **Collection members**, **Alerts severity**, and **Resources with alerts**.



Figure 2–10: A customized view of a My Collections page

For more information about defining the content and layout of customized views, see the appropriate sections in the *Resource Monitoring Guide*.

Customizing alert details

Collections support different options from which you can tailor the alert details that display on a collections page. From the options available on the **Customize Viewlet** page, you can modify what appears in the **Resource with alerts viewlet** that displays on a main collections page.



To customize alert and resource details to display on a collections page:

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

Customize Viewlet: "Resources with alerts"

Save Cancel

Properties

Resources with alerts to show:

☐ All resources in project

☐ All resources in collection

☒ All resources in collection and its descendants

Fields to display

Field	Description
<input checked="" type="checkbox"/> First Alert	Date and time first alert occurred on resource
<input checked="" type="checkbox"/> Last Alert	Date and time last alert occurred on resource
<input checked="" type="checkbox"/> Total	Total number of open alerts on resource

2. Select an option in the **Resources with alerts to show** section:
 - **All resources in project** — Defines all resources in Fathom 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 display in the **Resources with alerts** viewlet the next time you display the collections page.

On the Resource Monitoring Summary page

Figure 2–11 shows an example of how Fathom displays alerts associated with an individual resource on the **Resource Monitoring Summary** page.

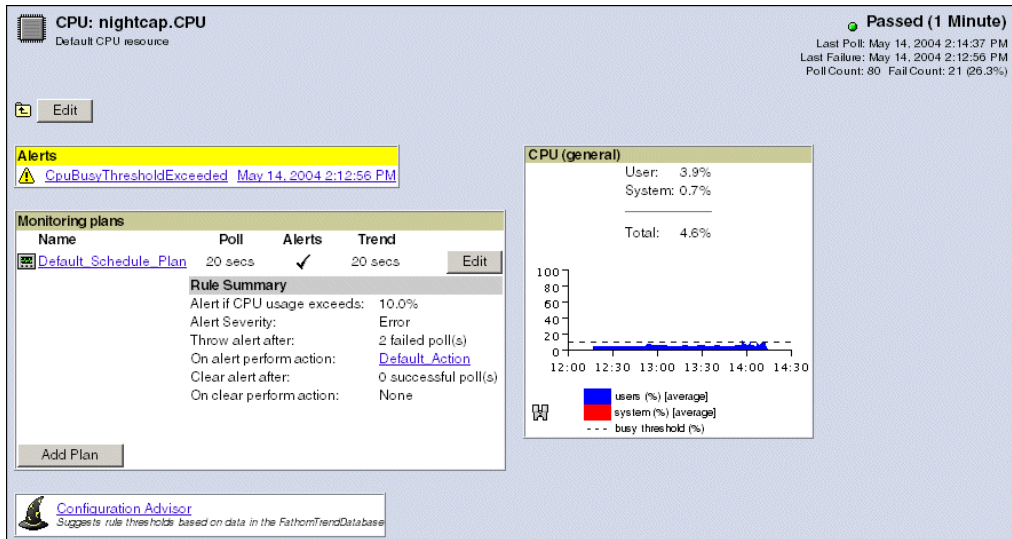


Figure 2–11: Alerts associated with a specific active resource monitor

► To display additional details about alerts noted in the Alerts box, either:

- Click the individual alert link. Complete alert data displays on the **Alert details Summary** page as shown in Figure 2–7.
- Place your cursor over the alert icon. Momentarily, summarized alert information displays. This information is available through the ToolTips option.

In e-mails

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 Fathom configuration. The content of the e-mail message is similar to the data that displays on the **Alert details Summary** page.

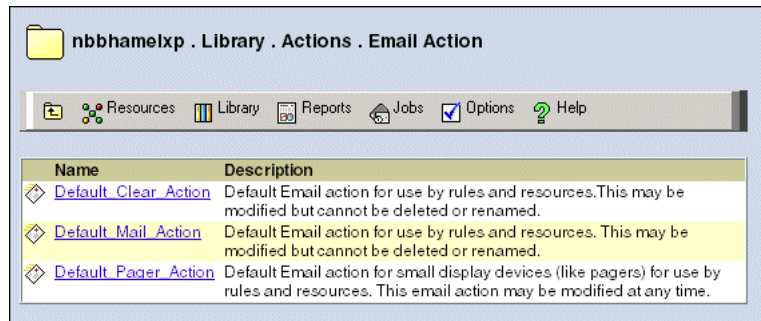
Fathom supplies these default e-mail actions you can customize:

- **Default_Clear_Action.**
- **Default_Mail_Action.**
- **Default_Pager_Action.**



To access the default e-mail actions:

1. Select **Library** from the menu bar.
2. In the **Sort by** option, select **Type** and click **Actions** in the list frame.
3. Click **Email Action** from among the actions listed in the detail frame. The **Email Action** page appears in the detail frame:



The e-mail that the recipient receives in an electronic mail box, PDA, or other electronic device, also contains links to Fathom, 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 the *Resource Monitoring Guide* for details about initiating e-mail notifications and changing the content and format of e-mail messages.

In Fathom reports

From the **Reports** menu on the menu bar, you can create and display report information related to alerts and alert information trended to the FathomTrendDatabase. The **Realtime Reports** and **Report Templates** categories provide access to various report detail and summary reports you can generate. [Figure 2–12](#) shows the typical display in the list frame when you select **Reports** in the menu bar.

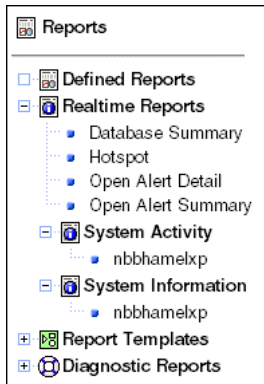


Figure 2–12: Expanded Reports categories

For example, the **Open Alert Detail** and **Open Alert Summary** report options under **Realtime Reports** help you examine all outstanding alerts at a glance. Under the **Report Templates** category, you can use such pre-defined templates as **alertGeneral** and **alertIndividual** to analyze your alerts. For procedures to access and run these reports, see the [Reporting Guide](#).

In the Fathom log file

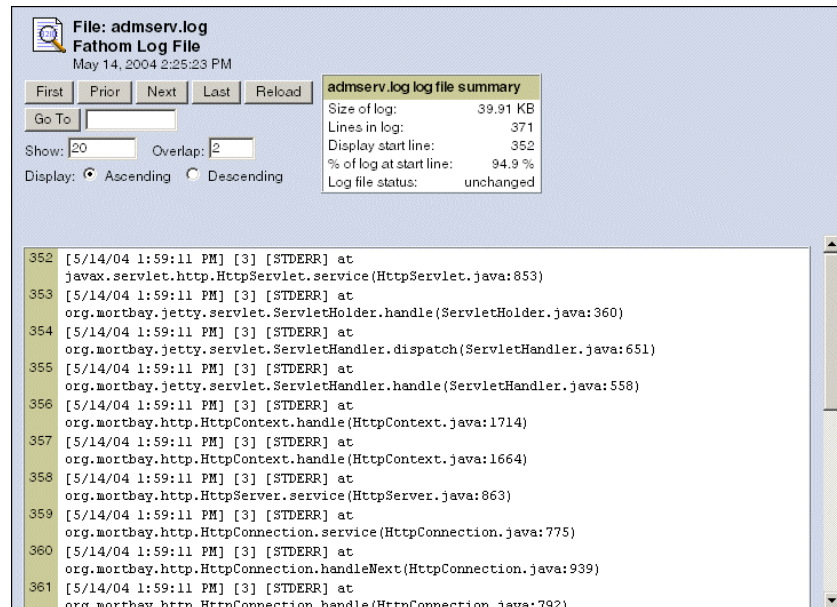
All alert types are logged in the Fathom log file. (Since Fathom Management runs as a managed process within the AdminServer, the Fathom log file is the AdminServer log file.) An entry is added to the log file whenever an alert is either generated or cleared.

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



To access the Fathom log file:

1. Select **Reports** on the menu bar. The **Fathom Reports** categories display in the list frame.
2. Select **Diagnostic Reports** from the categories listed. The detail page for the **Diagnostic Reports** category displays in the detail frame.
3. Select the **Fathom Log File** link to display the Fathom (and AdminServer) log file as shown in the following figure:



In the FathomTrendDatabase

All alert data that is generated, like data from several other sources in Fathom Management, is stored in the FathomTrendDatabase. However, alerts are only trended if the following conditions exist:

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

For details about alert data stored in the Configuration Data tables associated with the FathomTrendDatabase, see the *FathomTrendDatabase Guide and Reference*.

Clearing alerts through the management console

You can manually clear alerts through the management console or the command-line interface. This section describes how to clear alters manually through the management console. For details about clearing alerts using the command-line interface, see the [“Accessing alert information from the command-line interface”](#) section on page 2–34.

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 the [“Configuring rules for individual resources”](#) section on page 2–6 for more information.


Clearing individual alerts

Fathom supports clearing individual alerts.



To clear an alert through the management console:

1. In the **Alerts** list displayed in the list frame, click the alert you want to clear. The individual alert page appears on the **Alert details Summary** page in the detail frame:

 **nbbhamelp.Disk-0_C:: DiskBusyThresholdExceeded**

PreviousNextClearMark UnseenBulk Clear

Alert details

Container: [nbbhamelp](#)
Resource: [Disk-0_C:](#)
Severity: Error
Seen by: admin
First occurrence: May 14, 2004 10:54:40 AM
Last occurrence: May 14, 2004 10:59:40 AM
Occurrence count: 2
Reason: Disk Busy Threshold Exceeded! Value: 100.0, Threshold 90.0 (9618)

Alert Statistics
Open: 4
Unseen: 2
Last: May 14, 2004 2:24:40 PM
Resource Statistics
Count: 11
Have alerts: 2
Percent: 18.18%
Legend
Severe
Error
Warning
Information

Comment for cleared alert:

☒ Confirm clearing of alerts

2. Enter a comment, as needed, about the alert you want to clear.

3. Determine if you want to use the **Confirm clearing of alerts** option, which is selected by default. If you retain this default option, a confirmation window appears asking if you to clear all selected alerts. Otherwise, clear the **Confirm clearing of alerts** option.
4. Click **Clear**. If you retained the **Confirm clearing of alerts** option, click **OK** to confirm that you want to clear this alert. Otherwise, Fathom automatically clears the alert and it is removed from the list and detail frames.

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.

Clearing alerts in bulk

Fathom provides a means to clear alerts in bulk from the **Clear Alerts** page, shown in [Figure 2-13](#).

Figure 2-13: Clear Alerts page

The **Clear Alerts** page displays when you select **Bulk Clear** on the **Alert details Summary** page. It consists of the **Alert selection criteria** section and a **Comment for cleared alert(s)** section that is identical to the **Comments** section on the **Alert details Summary** page.

To clear alerts in bulk, you must set up one of four options Fathom uses to remove qualifying alerts. [Table 2–3](#) describes these options.

Table 2–3: Bulk Clear criteria options

To clear alerts...	Select...
By resource	A resource name from the associated drop-down list. (default selection)
By container	A container name from the associated drop-down list.
By alert type	An alert type from those available from the associated drop-down list.
Prior to some date and time	A date using dd/mm/yyyy format and specific time of day.

The **Confirm clearing of alerts** option displays as a default on the **Clear Alerts** page. If you retain this option, Fathom prompts you to confirm the removal of all existing alerts that meet the criteria option that you selected, as shown in [Figure 2–14](#).

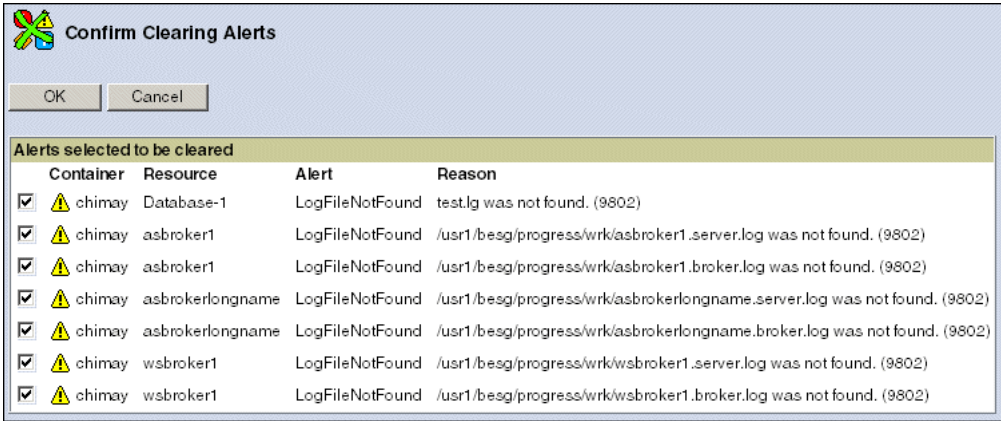


Figure 2–14: Confirm Clearing Alerts page

Click **OK** to remove all alerts simultaneously, or deselect any alerts that you do not want to clear at this time.

After all alerts have been cleared, a confirming message displays, as shown in [Figure 2–15](#).



Figure 2–15: No open alerts message

Also, the unseen alert count as noted in the menu bar next to the **Alerts** category will display a total of zero unseen alerts at this time.

Disabling 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 Fathom from generating alerts:

- 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 **Fathom Resource Monitoring Configuration** page.

Disabling alerts in a monitoring plan

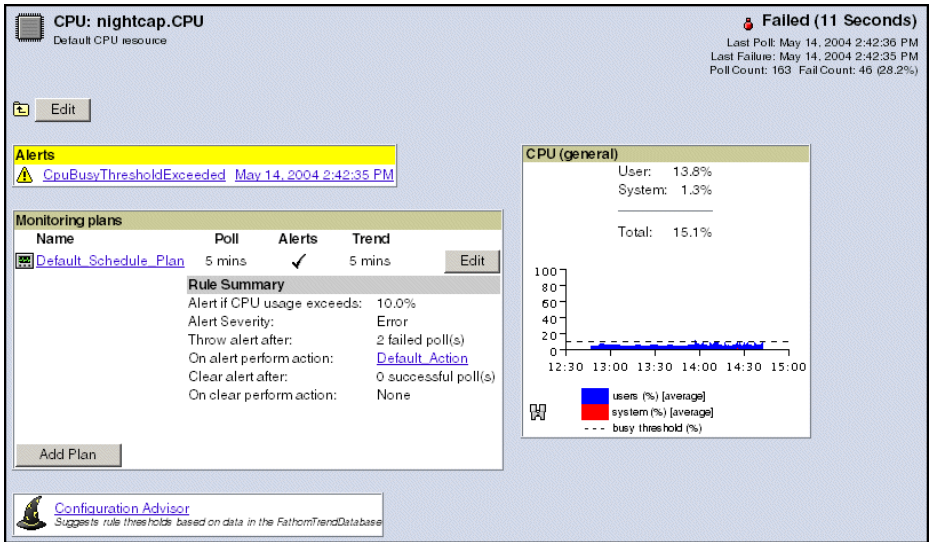
The steps you perform to disable alerts in a monitoring plan apply to all resource types being monitored.



To disable an alert on a specific rule:

1. Select **Resources** on the menu bar.

2. From the list of resources displayed, click the resource whose alert feature you want to disable. The **Resource Summary** page appears:



3. Click **Edit** associated with the **Default Schedule Plan** field. The **Edit Resource Monitoring Plan** page appears:

The screenshot shows the 'Edit Default_Schedule Monitoring Plan for: nightcap.CPU' page. It has 'Save' and 'Cancel' buttons at the top. The 'Monitoring plan definition' section includes: 'Available Schedules:' with a dropdown set to 'Default_Schedule', 'Polling Interval:' set to '5 minutes', 'Alerts Enabled:' checked, 'Trend Performance Data:' checked, and 'Trend Performance Data every:' set to '1 poll(s)'. The 'Rule definition' section includes: 'Alert if CPU usage exceeds:' set to '10.0 %', 'Alert severity:' set to 'Error', 'Throw alert after:' set to '2 failed poll(s)', 'On alert perform action:' set to 'Default_Action', 'Clear alert after:' set to '0 successful poll(s)', and 'On clear perform action:' set to 'None'.

4. Clear the **Alerts Enabled** check box to disable the alert.
5. Click **Save**.



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

1. Select **Resources** on the menu bar.
2. From the list of resources displayed, click the resource whose alert feature you want to disable. For example, the database resource **nbbhamelp.FathomTrendDatabase** is selected and the following **Database resource** page appears:

Database: nbbhamelp.FathomTrendDatabase

Database status Database: Running Monitoring Agent: Running	
Command and control	
Control <i>Start or stop database</i>	Monitoring Plans <i>Database conditions on which to alert</i>
Maintenance Jobs <i>Maintenance jobs associated with this database</i>	Configuration Advisor <i>Suggests rule thresholds based on data in the trend database</i>
Log File Monitor <i>Log file errors on which to alert</i>	Log File Viewer <i>Examine the DB's log file</i>
Operational views	
Vital Signs <i>Summary of Important DB Information</i>	File Systems <i>Monitor Database File Systems</i>
Storage Areas <i>Storage Area and extent information and statistics</i>	User Activity <i>Connected users & user statistics</i>
Record and Index Activity <i>I/O activity for tables and indexes</i>	Locks and Latches <i>Lock & Latch Activity Information</i>
Transactions <i>Database transactions</i>	Memory Resources <i>Summary of Buffers, Memory, etc.</i>
Page Writers <i>Summary of Page Writer Activities</i>	
Informational views	
Start Parameters <i>Start parameters of the DB</i>	General Details <i>Start info, Backup info, other general DB info</i>
Advanced views (raw data)	
Raw VST Data <i>Examine individual VST tables</i>	Raw System Table Data <i>Examine individual System tables</i>

- Click **Monitoring Plans**. The resource's **Monitoring Plans Summary** page appears:

Database: FathomTrendDatabase
Monitoring Plans

Name	Poll	Alerts	Trend	
Default_Schedule_Plan	5 mins	<input checked="" type="checkbox"/>		Edit

Rule Summary

Name	Status	Severity
Default_DB_RuleSet	---	---
Abnormal Shutdown	Passed	
Agent Abnormal Shutdown	Passed	

[Add Plan](#)

- Click **Edit**. The resource's **Edit Monitoring Plan** page appears:

Edit Default_Schedule Monitoring Plan for: FathomTrendDatabase

[Save](#) [Cancel](#)

Monitoring plan definition

Available Schedules: [Default_Schedule](#)

Polling Interval: [minutes](#)

Alerts Enabled: ☒

Trend Performance Data: ☐ [Advanced Settings](#)

Rules selected for this plan

Name	Status	Severity
Default_DB_RuleSet	---	---
Abnormal Shutdown	Passed	
Agent Abnormal Shutdown	Passed	

[Add Rule](#) [Select Rule Sets](#)

- Clear the **Alerts Enabled** check box to disable the alert. When you elect to clear **Alerts Enabled**, alerts will not be generated, but monitoring activities will continue and the resource's status continues to be updated.
- Click **Save**.

Disabling 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 ceases. Resource monitors that are currently disabled are easily identified in the management console because 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:

1. In the **Resource** list, click the resource to be disabled. The **Resource Summary** page appears in the detail frame.
2. Click **Edit** at the top of the resource page. The **Properties** section displays in the **Edit Resource** page.
3. Clear the **Enabled** check box.
4. Click **Save**. When you refresh the list frame, the **Resource Status** icon for your disabled resource appears gray.



To disable an OpenEdge resource monitor:

1. In the **Resource** list, click the resource to be disabled. The **Database Control** page (or **OpenEdge main** page for an OpenEdge server resource monitor) appears.
2. Click **Control** (for database or NameServer resources) or **Broker Control** (for WebSpeed or AppServer resources). A summary page for the resource monitor you selected displays.
3. Click **Edit**. Clear the **Enabled** check box to disable the database resource.
4. Click **Save**. When you refresh the list frame, the **Resource Status** icon for your disabled OpenEdge resource appears gray.

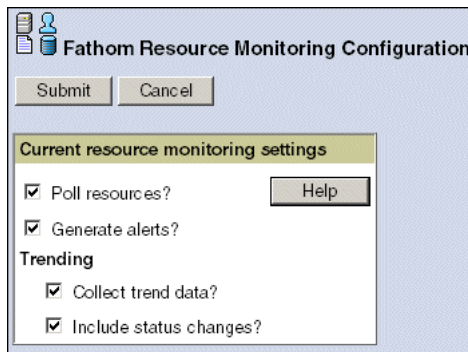
Disabling alerts for all resources

You can disable all types of alerts—polled, asynchronous, and internal—from displaying in Fathom.



To disable alerts:

1. Click **Options** on the menu bar. The list of options appears in the list frame.
2. Click **Resource Monitoring** in the list frame. The **Fathom Resource Monitoring Configuration** page appears in the detail frame:



3. Clear the **Generate alerts?** check box.

Accessing alert information from the command-line interface

Fathom provides a command-line interface that performs Fathom functions without the use of the graphical user interface. Specifically, the command-line interface allows you to:

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

You can also use the command-line interface to manage the Fathom configuration database. For details on the backup and restore commands you can enter on the command-line and other commands you can enter in the command line for the administrative purposes, see the appropriate section of the *Installation and Configuration Guide*.

The fathomenv window

As a convenience, you can execute command-line utilities from a **Fathomenv** window. Access this window by choosing **Start→All Programs→Fathom→fathomenv**. Fathomenv sets the shell environment variables needed for executing both Fathom and Progress commands, as shown in [Figure 2–16](#).

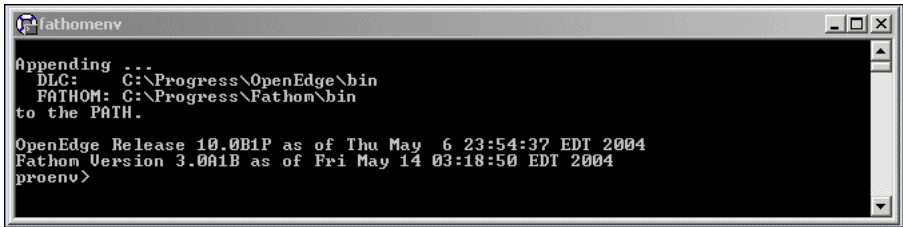


Figure 2–16: fathomenv window

Starting, querying, and stopping Fathom

Use the following syntax to start, query, or stop Fathom from the command line:

```
fathom [-start | -query | -stop] [options]
```

[Table 2–4](#) describes the options you can use when starting or stopping Fathom.

Table 2–4: Options for starting and stopping Fathom (1 of 2)

Option syntax	Description
-host <host>	Host where the AdminServer process resides.
-port <port>	Port where the AdminServer runs. Default is 20931.
-timeout <time>	Time, in seconds, for Fathom to wait for a response. Default is 240 seconds.

Table 2–4: Options for starting and stopping Fathom (2 of 2)

Option syntax	Description
<code>-user <user-name></code>	Username on machine where the AdminServer resides. Default is current user.
<code>-password <user-password></code>	Password associated with the specified username. Not needed for local connection. Note: Use of the <code>-password</code> parameter might allow others to see your password in readable clear text.

Examples

You want to connect to your AdminServer but you do not want to wait more than five minutes for the connection to be made. Enter the following syntax to start Fathom from the command line:

```
fathom -start -timeout 300
```

Enter the following syntax to stop Fathom from the command line and specify that the command-line interface tool wait five minutes before reporting an error:

```
fathom -stop -timeout 300
```

To learn the execution status of Fathom with an AdminServer port number of 1905, enter the following syntax:

```
fathom -query -port 1905
```

Clearing an alert

To clear an alert from the command line, use the following syntax:

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

Note: You specify `-httpport` only if Fathom is running on a port other than the default of 9090.

Table 2–5 lists options to use with the `fathom -clear` command.

Table 2–5: Clear alert command options (1 of 3)

Option syntax	Purpose	How to use
<code>-httpport <port-number></code>	Use to identify the port number if it is not the default port of 9090.	Provide the <code>-httpport</code> option followed by the port number.
<code>-comment '<comment-text>'</code>	Use to provide a comment when clearing an alert.	Provide the <code>-comment</code> option followed by the comment text. The text must be enclosed in single quotation marks.

Table 2–5: Clear alert command options (2 of 3)

Option syntax	Purpose	How to use
<code>-alert <alert-name></code> <code>[-container <container>] </code> <code>[-resource <resource>] </code> <code>[-restype <resource type>]</code>	Use to clear all of a particular alert for one specific resource, or for all resources within a specific container.	<p>Provide the <code>-alert</code> command followed by the <code>alert</code> name. Then provide either the resource name or the resource type.</p> <p>Options are defined as follows:</p> <ul style="list-style-type: none">• -container — The name of a container as defined in Fathom.• -alert — The name of the alert as defined in Fathom.• -resource — The name or the reference key of the resource as defined in Fathom. See the “Using the alertlist command with additional options” section on page 2–44 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.

Table 2–5: Clear alert command options*(3 of 3)*

Option syntax	Purpose	How to use
<code>-alertid <alert id number></code>	Use to clear an alert by its number (regardless of the resource or its type).	Provide the <code>-alertid</code> option followed by its number.
<code>-all</code> <code>[-restype <resource type>] </code> <code>[-resource <resource>] </code> <code>[-alert <alert name>] </code> <code>[-container <container>] </code> <code>[-severity <severity>]</code>	Use to clear: <ul style="list-style-type: none"> • 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 container. • All alerts for a specific severity. 	Provide the <code>-all</code> command without an option to clear all alerts, or with one of these options to clear particular alerts: <ul style="list-style-type: none"> • -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 Fathom. See the “Using the alertlist command with additional options” section on page 2–44 for details about the reference key. • -alert — The name of the alert as defined in Fathom. • -container — The name of a container as defined in Fathom. • -severity — The alert severity. One of the four severity levels: severe, error, warning, or informational.

Example

Fathom polls your Sports2000 database and sends an alert for Record Waits High (which is the alert sent when waits for records are above a defined threshold). To clear this alert from the command line, enter:

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

Note: You specify `-httpport` only if Fathom is running on a port other than the default of 9090.

Other alert commands

Fathom supports the following alert commands:

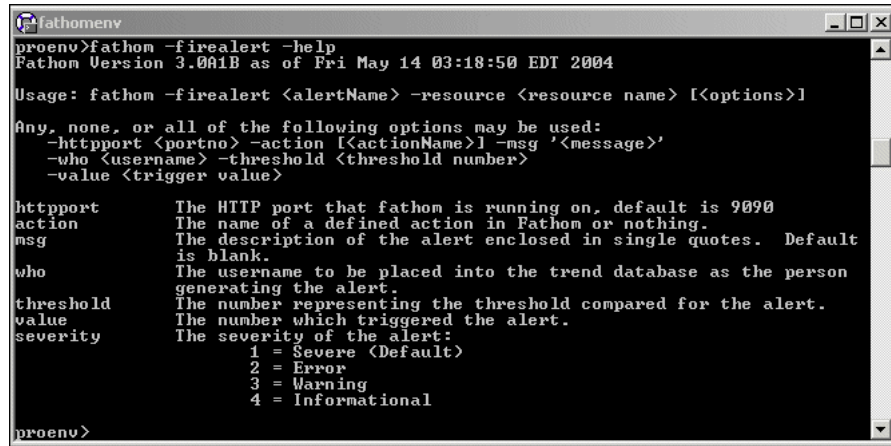
- `-firealert`
- `-alertlist`

Using the `-firealert` command

Use the following syntax to fire an alert:

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


Fathom also supports generation of application-specific alerts. In your application, you can send alerts to Fathom using the following `-firealert` options shown in [Figure 2–17](#).



```

proenv>fathom -firealert -help
Fathom Version 3.0A1B as of Fri May 14 03:18:50 EDT 2004

Usage: fathom -firealert <alertName> -resource <resource name> [<options>]

Any, none, or all of the following options may be used:
  -httpport <portno> -action [<actionName>] -msg '<message>'
  -who <username> -threshold <threshold number>
  -value <trigger value>

httpport    The HTTP port that fathom is running on, default is 9090
action       The name of a defined action in Fathom or nothing.
msg          The description of the alert enclosed in single quotes. Default
             is blank.
who          The username to be placed into the trend database as the person
             generating the alert.
threshold    The number representing the threshold compared for the alert.
value        The number which triggered the alert.
severity     The severity of the alert:
              1 = Severe (Default)
              2 = Error
              3 = Warning
              4 = Informational

proenv>

```

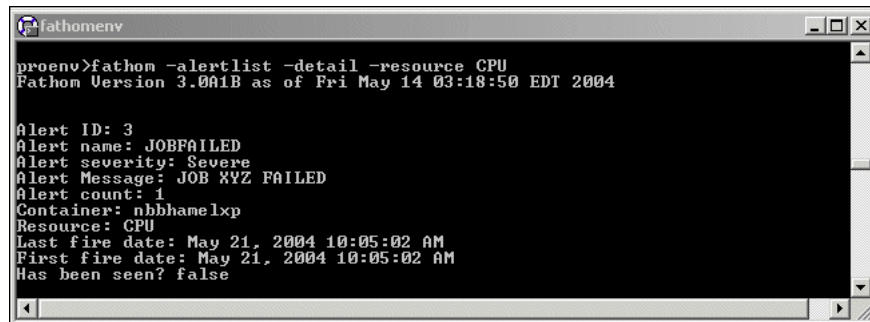
Figure 2–17: -firealert command options

Example

You want to fire an alert regarding the CPU. Enter the following on the command line:

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

You can then look at the alert details for the CPU and find that particular alert, as shown in [Figure 2–18](#).



```

proenv>fathom -alertlist -detail -resource CPU
Fathom Version 3.0A1B as of Fri May 14 03:18:50 EDT 2004

Alert ID: 3
Alert name: JOBFAILED
Alert severity: Severe
Alert Message: JOB XYZ FAILED
Alert count: 1
Container: nbbhame1xp
Resource: CPU
Last fire date: May 21, 2004 10:05:02 AM
First fire date: May 21, 2004 10:05:02 AM
Has been seen? false

```

Figure 2–18: -firealert command example

Using the -alertlist command with group selection options

You can display an alert list by specifying one of the `-alertlist` command group selection options on the command line. [Table 2–6](#) identifies and describes each group selection option.

Table 2–6: Alert list command group selection options

Option syntax	Purpose	How to use
<code>-alert</code>	Use to view a list of all instances of a particular alert.	Provide the name of the alert you want to see.
<code>-resource</code>	Use to view a list of alerts for a particular resource.	Provide the name of the resource whose alerts you want to see listed.
<code>-container</code>	Use to view alerts associated with a specific container.	Provide the name of the container whose alerts you want to see listed.
<code>-restype</code>	Use 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.
<code>-severity</code>	Use 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.

Use the following syntax to display an alert list:

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

Note: You specify `-httpport` only if Fathom is running on a port other than the default of 9090.

You can also use two additional options, the `-detail` and `-verbose` options, presented in [Table 2-7](#), with the group selection options highlighted in [Table 2-6](#).

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.

[Figure 2-19](#) 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 container 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.

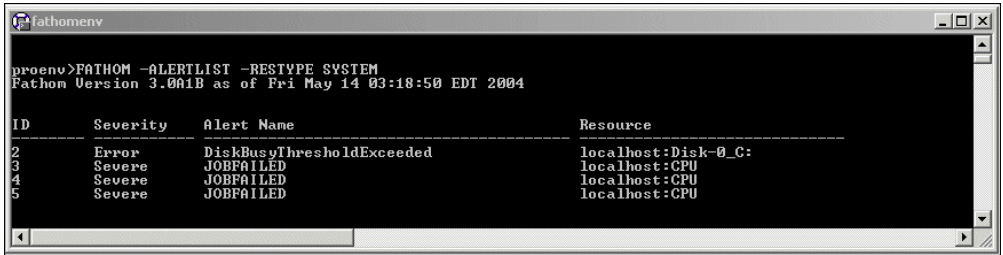


Figure 2-19: `-restype` group selection option results

Using the alertlist command with additional options

Table 2–7 identifies and describes the additional options, -detail and -verbose.

Note: Unlike the group selection options highlighted in Table 2–6, the -detail and -verbose options will be processed regardless of the position in which they are entered on the command line.

Table 2–7: Alert list command options to display additional details

Option syntax	Purpose	How to use
-detail	Use to format the display to show 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 2–8 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	Use to change the resource column of the displayed alerts from the somewhat ambiguous format container:resource name to the fully qualified resource key. See Figure 2–20 for an example use of the -verbose option.	Provide the -verbose option along with the option whose alert information you want to see listed.

For example, [Figure 2–20](#) 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 container name, the resource category to which the resource belongs, and the specific resource type and associated resource name.

In [Figure 2–20](#), the fully qualified resource key information identifies **localhost** as the container, the resource category as **system**, and the specific cpu resource name as **CPU**.

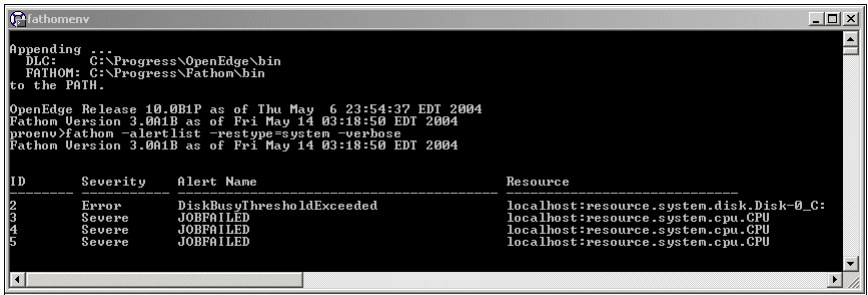


Figure 2–20: `-restype` group option with `verbose` option results

Note: The container name **localhost** is logically the same as the container name for the system where Fathom is installed and running.

Use the fully qualified resource key to:

- Help ensure that you are not confusing one resource name with another one that is either identical or similar. For example, there exists the possibility to confuse a `wsbroker1` on one container with another `wsbroker1` on a different container. Referencing a resource by its explicit fully qualified resource key helps remove any 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 can be cut and pasted 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 container name and the resource category information, this format might need to be quoted on UNIX systems.

Table 2–8 lists the details that can appear in the alert list.

Table 2–8: 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 FathomTrendDatabase has been enabled.
Alert count	The number of times the alert has occurred.
Container	The name of the container to which the resource belongs.
Resource	The name of the resource; for example, FathomTrendDatabase.
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 You want to see a list of existing Fathom alerts from the command line. Enter the following command:

```
fathom -alertlist
```

Information about the current alerts appears, as shown in [Figure 2–21](#).

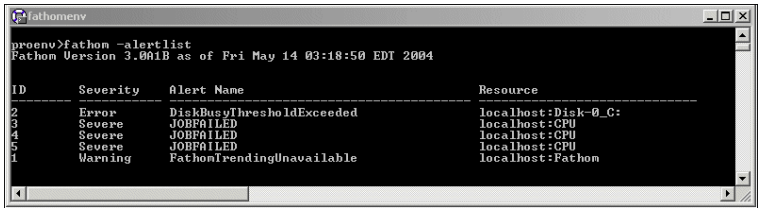


Figure 2–21: -alertlist in the command line

In this example, there are three alerts. One alert exists for a CPU resource named **CPU**, one for a disk resource named **Disk-0_C:**, and one for a memory resource named **Memory**. As identified in the **Resource** column, all of these resources are on the **localhost container**. The alert ID numbers (**ID**) and severity (**Severity**) are also provided.

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

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

You see listed any alerts that exist for any OpenEdge server resources (**openedge**). If there are no existing alerts, you receive the message shown in [Figure 2–22](#).

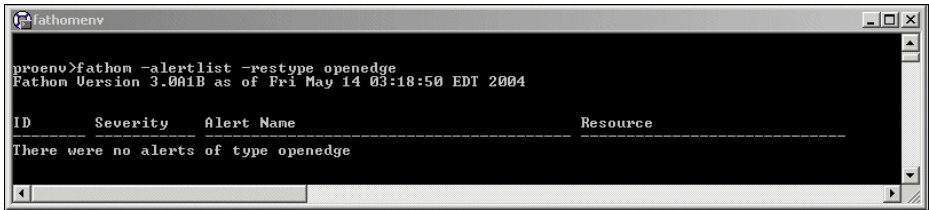


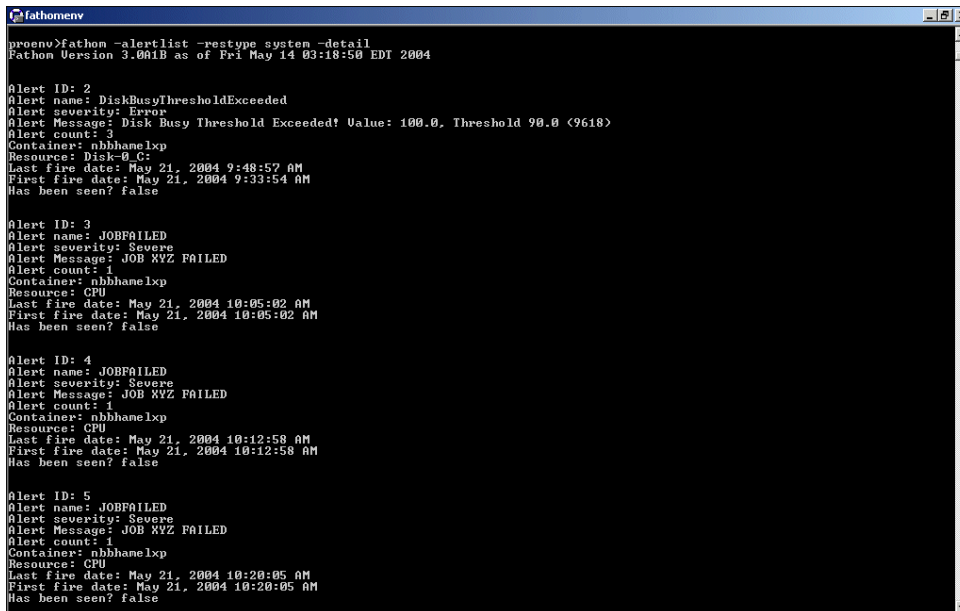
Figure 2–22: -alertlist for openedge resource type

You want to see specific details about the alerts that exist for system resources. You can 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 in [Figure 2–23](#).



```
fathomenv
proenu>fathom -alertlist -restype system -detail
Fathom Version 3.6m1B as of Fri May 14 03:10:50 EDT 2004

Alert ID: 2
Alert name: DiskBusyThresholdExceeded
Alert severity: Error
Alert Message: Disk Busy Threshold Exceeded! Value: 100.0, Threshold 90.0 <9618>
Alert count: 3
Container: nbhhamelpx
Resource: Disk-0_C:
Last fire date: May 21, 2004 9:48:57 AM
First fire date: May 21, 2004 9:33:54 AM
Has been seen? false

Alert ID: 3
Alert name: JOBFRAILED
Alert severity: Severe
Alert Message: JOB XYZ FAILED
Alert count: 1
Container: nbhhamelpx
Resource: CPU
Last fire date: May 21, 2004 10:05:02 AM
First fire date: May 21, 2004 10:05:02 AM
Has been seen? false

Alert ID: 4
Alert name: JOBFRAILED
Alert severity: Severe
Alert Message: JOB XYZ FAILED
Alert count: 1
Container: nbhhamelpx
Resource: CPU
Last fire date: May 21, 2004 10:12:58 AM
First fire date: May 21, 2004 10:12:58 AM
Has been seen? false

Alert ID: 5
Alert name: JOBFRAILED
Alert severity: Severe
Alert Message: JOB XYZ FAILED
Alert count: 1
Container: nbhhamelpx
Resource: CPU
Last fire date: May 21, 2004 10:20:05 AM
First fire date: May 21, 2004 10:20:05 AM
Has been seen? false
```

Figure 2–23: `-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 in [Figure 2–24](#).

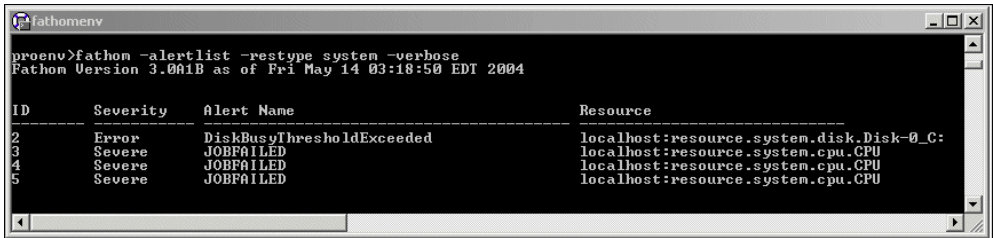


Figure 2–24: -alertlist command used with -verbose option

Fathom internal alerts

Fathom internal alerts automatically inform you of events that occur internally to Fathom Management 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 FathomTrendDatabase; in this instance, Fathom automatically triggers an alert to inform you of this internal activity.

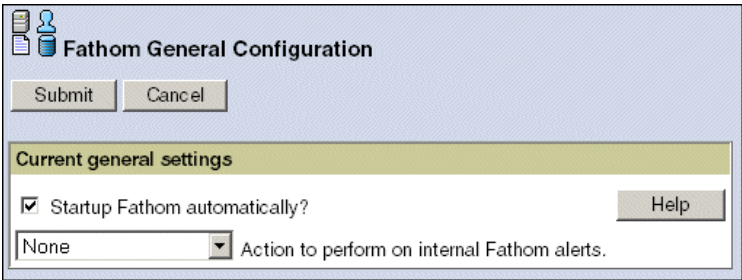
Defining an action for all internal alerts

Fathom supports one specific option for the internal alert feature. You can select an action for Fathom to associate with all internal alerts that are triggered.



To access the Action to perform on internal Fathom alerts option:

1. From the menu bar, choose **Options**.
2. Choose **General**. The **Fathom General Configuration** page appears:



3. From the drop-down list box associated with the **Action to perform on internal Fathom alerts** field, select the action you want Fathom to perform in response to internally generated alerts. Actions include: **None**, **Default_Action**, **Default_Clear_Action**, **Default_Mail_Action**, **Default_Pager_Action**, or a user-defined action. For specific details about these default actions, see the section about actions in the *Resource Monitoring Guide*.

Note: The **Generate alerts?** option on the **Fathom Resource Monitoring Configuration** page governs all alerts—polled, asynchronous, or internal—that display in the management console. To enable this option for internal alerts, the **Generate alerts?** option must be selected simultaneously with the **Action to perform on internal Fathom alerts** on the **Fathom General Configuration** page.

Reviewing and processing internal alert data

You can view and process internal alerts using the same procedures defined for all other polled or asynchronous alerts. See the “[Viewing alert information](#)” section on page 2–12 and the “[Clearing alerts through the management console](#)” section on page 2–26 for details.

[Figure 2–25](#) shows an example of an internal alert on the detail frame page. This page is accessible from the **Alert details Summary** page.



Figure 2–25: Fathom Internal Alerts page

Note that the Fathom Management icon and associated header label on this page immediately identify this alert as internally generated by Fathom.

Alerts Reference

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

Alert organization and properties

For ease of reference, some of the alerts are listed in alphabetical order by prefix. The database- and OpenEdge- generated alerts appear in this text with these unique prefixes:

- **AppServer** — AS_
- **Database** — DB_
- **NameServer** — NS_
- **WebSpeed** — WS_

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 the following property details for alerts:

- **Alert 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 (< >).
- **Alert 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*.
- **Alert Description** — A description of the alert.
- **Alert Message** — What the alert looks like to the recipient.
- **Alert Type** — The type of alert: polled or asynchronous. See the “[Alert types](#)” section on page 1–4 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 of these elements listed for every alert, as some of the elements are not applicable to every alert.

<Specific Log File Rule Name>

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 <i>x</i> , where <i>x</i> is the file being monitored.
Type	Synchronous
Note	The Log File Monitor within Fathom 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: <i>x</i> , Resource: <i>y</i> , Action: <i>z</i> .”
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 Fathom 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 Technical Support.
Notes	<p>These notes pertain to this alert:</p> <ul style="list-style-type: none">• 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, Fathom generates this alert.

AS_AverageProcedureDurationHigh

Message	“The average execution time of a procedure has exceeded the threshold. Threshold: <i>threshold</i> Current Value: <i>Current value</i> Procedure: <i>Procedure name</i> .”
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 Server Management Guide

AS_BrokerAbnormalShutdown

Message	“AppServer broker shut down abnormally. Broker: <i>name</i> .”
Description	Sent when an AppServer broker shuts down abnormally (crashed).
Type	Asynchronous
Action	View the appropriate log file for further information.

AS_BrokerNormalShutdown

Message	“AppSever broker shutdown normally. Broker: <i>name</i> .”
Description	Sent when an AppServer broker shuts down normally.
Type	Asynchronous

AS_BrokerStartup

Message	“AppServer broker started. Broker: <i>name</i> .”
Description	Sent when an AppServer broker starts up.
Type	Asynchronous

AS_ClientAbnormalDisconnect

Message	“A client is disconnected abnormally. Message: <i>disconnectMsg</i> .”
Description	Sent when an AppServer client connection is abnormally dropped.
Type	Asynchronous

AS_NameServerUnavailable

Message	“AppServer <i>broker</i> failed to reach the NameServer. Broker: <i>name</i> , NameServer: <i>NSname</i> .”
Description	Sent when the AppServer broker failed to contact the NameServer.
Type	Asynchronous
Action	Check the AdminServer log (<code>admserv.log</code>) for more information about NameServer unavailable.

AS_QueuedRequestPercentHigh

Message	“The percentage of queued requests has exceeded the threshold. Current Value: <i>value</i> , Threshold: <i>threshold</i> , Broker: <i>namename</i> .”
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 (<code>admserv.log</code>) for further information about RequestQueueDepthHigh.
See Also	OpenEdge Server Management Guide

AS_RejectedRequestPercentHigh

Message	“The percentage of rejected requests has exceeded the threshold. Broker: <i>name</i> , Current Value: <i>value%</i> , Threshold: <i>threshold%</i> .”
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 Server Management Guide

AS_ServerAdded

Message	“AppServer broker added server(s). Broker: <i>name</i> , Number of servers added: <i>num</i> .”
Description	Sent when AppServer servers have been added to the pool of available servers.
Type	Asynchronous

AS_ServerKilled

Message	One of two messages can display for this alert: <ul style="list-style-type: none">• “Server killed. Server PID: <i>PID</i>.”• “Server cannot be killed at this time. Server PID: <i>PID</i>.”
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 Server Management Guide

AS_ServerTrimmed

Message	“AppServer broker trimmed server(s). Broker: <i>name</i> , Number of servers trimmed: <i>num</i> .”
Description	Sent when AppServer servers have been trimmed from the pool of available servers.
Type	Asynchronous
See Also	<i>OpenEdge Server Management Guide</i>

AS_ServerUnavailable

Message	“The server has been in an unavailable state for more than specified number of polls. Threshold: <i>threshold</i> , Number of polls: <i>number of polls</i> , PID: <i>process ID</i> .”
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: <i>x</i> .”
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 <i>n</i> . The current threshold is <i>threshold</i> .”
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: <i>x</i> , Threshold: <i>y</i> .”
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 amount of active applications. If necessary, consider upgrading 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 <i>x</i> .”
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 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 shutdown.)

DB_AgentCrash

Message	“Database Agent, <i>x</i> , crashed!”
Description	Sent when the Fathom database monitoring agent crashes. If the agent is not running, Fathom cannot monitor the database.
Type	Asynchronous
Action	Check that the database agent is still running. If it is not, restart it.

DB_AgentDown

Message	“Database agent, <i>x</i> , is shutting down.”
Description	Sent when a database agent is shut down. If the agent is not running, Fathom cannot monitor the database.
Type	Asynchronous
Action	If the agent should be running, restart it.

DB_AgentIdle

Message	“Database Agent, <i>x</i> , is not running.”
Description	Sent when a database agent is not running but the database resource is enabled. Fathom cannot monitor the database unless the agent is running.
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 <i>x</i> . 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, <i>x</i> .”
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.
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	<p>These notes pertain to this alert:</p> <ul style="list-style-type: none">• If the database license is workgroup, AIW is disabled and cannot be enabled.• Information about AIWWritePercentLow is stored in the FathomTrendDatabase 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 FathomTrendDatabase.
See Also	<p>For additional database-related information, see:</p> <ul style="list-style-type: none">• <i>FathomTrendDatabase Guide and Reference</i>• <i>OpenEdge Data Management: Database Administration</i>

DB_AutoStartFail

Message	“Database <i>x</i> has failed to start.”
Description	Sent when the database is configured to automatically start 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 <i>n</i> . The current threshold is <i>x</i> .”
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 FathomTrendDatabase in the Db_ActLog table.

DB_BIWritePercentLow

Message	“Before-image writer percentage is <i>n</i> . The current threshold is <i>x</i> .”
Description	Sent when the database before-image writer write percentage is below the threshold.
Type	Polled
Action	Lower BI block size.
Notes:	<p>These notes pertain to this alert:</p> <ul style="list-style-type: none">• If the database license is workgroup, BIW is disabled and cannot be enabled.• Information about BIWritePercentLow is stored in the FathomTrendDatabase 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 <i>x</i> . The current threshold is <i>y</i> .”
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 FathomTrendDatabase in the Db_ActSum table.

DB_BuffersFlushedatCheckpointHigh

Message	“Buffers flushed at checkpoint were <i>n</i> . The current threshold is <i>x</i> .”
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

These notes pertain to this alert:

- 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 FathomTrendDatabase 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 FathomTrendDatabase 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 FathomTrendDatabase 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	<p>These notes pertain to this alert:</p> <ul style="list-style-type: none">• If the database license is Workgroup, the BIW is disabled and cannot be enabled.• Information about CheckpointLengthShort is stored in the FathomTrendDatabase 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 FathomTrendDatabase 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 FathomTrendDatabase 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 FathomTrendDatabase in the Db_ActLog table.

DB_FathomTrendDatabase

Message	“The database at <i>database location</i> does not match the FathomTrendDatabase schema.”
Description	Sent when the database running at the port specified for the FathomTrendDatabase in the Progress Explorer is not a FathomTrendDatabase.
Type	Asynchronous
Action	Specify another port, or stop the database running at that port and start the FathomTrendDatabase.

DB_NormalShutdown

Message	“A normal shutdown has occurred for database <i>x</i> .”
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 <i>n</i> %. The current threshold is <i>x</i> %.”
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 FathomTrendDatabase 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 FathomTrendDatabase 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 FathomTrendDatabase 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 FathomTrendDatabase in the Db_ActRec table.

DB_ResourceAdded

Message	“Database Resource, <i>x</i> , added.”
Description	Sent when a managed database object is created.
Type	Asynchronous
Note	This alert is informational only.

DB_ResourceDisabled

Message	“Database Resource, <i>x</i> , disabled.”
Description	Sent when a database resource is disabled.
Type	Asynchronous
Note	This alert is informational only.

DB_ResourceEnabled

Message	“Database Resource, <i>x</i> , 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 Fathom database resource. As a result, Fathom could not create a database resource for the new database configuration.
Type	Asynchronous
Action	Be sure to give each Fathom resource a unique name.

DB_Startup

Message	“A startup has occurred for database <i>x</i> .”
Description	Sent when a database startup has been detected.
Type	Asynchronous

DB_TrendingStopped

Message	“Trending information has stopped being gathered for database <i>n</i> .”
Description	Sent when trending information has stopped being gathered for a database.
Type	Asynchronous
Action	Check the AdminServer log (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: <i>x</i> , User Count: <i>y</i> .”
Description	Sent when the defined user count threshold is exceeded.
Type	Polled

DB_VariableAreaExtentGrow

Message	“Extent <i>ExtentName</i> has extended more than 3 times in this sample. The threshold is <i>x</i> .”
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	<i>OpenEdge Data Management: Database Administration</i> 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 <i>n</i> . The current threshold is <i>threshold</i> .”
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: <i>x</i> , Threshold: <i>y</i> .”
Description	Sent when a disk’s configured threshold is exceeded.
Type	Polled
Action	<p>Consider the following options to reduce the disk’s load:</p> <ul style="list-style-type: none">• Spread databases across multiple disks which will increase the Progress Blocks in database buffers (-B parameter)• Add more disks• Request that your system administrator invest in faster disks.
Notes	<p>These notes pertain to this alert:</p> <ul style="list-style-type: none">• 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 Progress databases affect disk I/O, view the following Progress VSTs:<ul style="list-style-type: none">– <code>_ActBuffer._Buffer-OSRds</code><p>Displays information about the number of database block reads from disk.</p>

- `_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 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.

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 <i>machine name:port number</i> . Check the log file for more information.”
Description	Sent when Fathom 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 information below in Notes for starting points.
Notes:	<p>This alert triggers if:</p> <ul style="list-style-type: none">• Fathom 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: <i>x</i> .”
Description	Sent when a user specifies that a file monitor alert should be used to indicate that a file exists.
Type	Polled

FilesDirectory

Message	“The file specified is a directory.”
Description	Sent when the file specified for a file resource is a directory.
Type	Polled
Note	Fathom reports the size of a directory 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: <i>filename</i>
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: <i>x</i> , Specified Size: <i>x</i> .”
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): <i>actual file size</i> , Specified Size (bytes): <i>specified file size</i> .”
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: <i>x</i> , Specified Size: <i>y</i> .”
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: <i>x</i> , Specified Size: <i>y</i> .”
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: <i>filename</i> .”
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	<p>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 to a problem with the machine-specific library used to monitor the system resources.</p> <p>Check the AdminServer log (<code>admserv.log</code>) to see if the osmetrics shared library has logged errors while initializing or during operation.</p>

FileSystemUsedThresholdExceeded

Message	“FileSystem Used Threshold Exceeded! Value: <i>x</i> , Threshold: <i>y</i> .”
Description	Sent when a file system’s configured threshold is exceeded.
Type	Polled
Action	Free space on the file system by deleting unnecessary files; create a multivolume database, or update existing multivolume databases.
Notes	<p>These notes pertain to this alert:</p> <ul style="list-style-type: none">• Fathom gathers file system information primarily for trend analysis. The <code>FileSystemUsedThresholdExceeded</code> alert can help you prevent trouble caused by lack of disk space.• The Progress VST <code>_AreaStatus</code> displays data about the status of areas. Use the information in the <code>_AreaStatus</code> VST, along with the file system information trended by Fathom, to predict when it is time to extend or redesign your database. Viewing the information in your database’s <code>_AreaExtents</code> record can also help track database file growth.

HTTPDownloadFailure

Message	“Fathom failed to retrieve the specified Web page. URL: <i>The URL of the page Fathom attempted to download</i> , HTTP Response Code: <i>The response code reported by the Web server.</i> ”
Description	Sent when the Fathom 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: <i>the URL being monitored by Fathom</i> , Retrieved URL: <i>the URL actually downloaded by Fathom.</i> ”
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	“Fathom is bound to an unsupported Progress version of patch level. Current Progress Version: <i>version string</i> , Minimum Required Progress Version or Patch Level: <i>version string.</i> ”
Description	Sent when Fathom detects that the Progress version is unsupported or not at the right patch level.
Type	Asynchronous
Action	Update to the identified Progress version or patch level.

JobStartFailure

Message	“Unable to execute the job as an action. Job: <i>x</i> .”
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 <i>latchname</i> are <i>n</i> . The current threshold is <i>threshold</i> .”
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 1 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: <i>the file to which the action is attempting to write</i> .”
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 <i>name of log file being monitored</i> .”
Description	Sent when the log file monitor encounters an input/output exception with the file specified in the Filename Input parameter.
Message	“The Log File Monitor could not open or write to the <i>name of log file being monitored</i> .”
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	Fathom generates this alert when the log file monitor has trouble opening the file or permissions problems. An interruption in I/O stream can also trigger this alert.

LogFileNotFound

Message	“ <i>Name of monitored file</i> 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 only generated 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. <i>Pattern and name of Search Criteria in which the error occurred.</i> ”
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	Resource Monitoring Guide 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	<p>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 a problem with the machine-specific library used to monitor the system resources.</p> <p>Check the AdminServer log (admserv.log) to see if the osmetrics shared library has logged errors while initializing or during operation.</p>

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: <i>resource response time</i> ms, Threshold: <i>timeout threshold</i> 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 network connection on the machine you want to access, as well as the machine that Fathom is on. If 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: <i>name</i> , Port: <i>port</i> .”
Description	The NameServer shutdown abnormally.
Type	Asynchronous
Action	Examine the NameServer, broker, and AdminServer log files, respectively, for any additional information to assist you in determining why the NameServer shutdown in this manner.

NS_ApplicationServiceNotFound

Message	“Application Service requested by client not found. Application Service: <i>name</i> , Client host: <i>host</i> , Port: <i>port</i> .”
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 assist in determining 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: <i>appservice</i> . Broker: <i>name</i> , Host: <i>host</i> , Port: <i>port</i> , UUID: <i>uuid</i> .”
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: <i>name</i> .”
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: <i>name</i> , Port: <i>port</i> .”
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 a Progress-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: <i>brokername</i> , Host: <i>name</i> , Port: <i>port</i> . Secondary Broker: <i>brokername</i> , Host: <i>name</i> , Port: <i>port</i> , UUID: <i>uuid</i> .”
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 <code>ubroker.properties</code> file for duplicated UUID specifications.

NS_NameServerReregisteredBroker

Message	“The NameServer has reregistered the broker for consistency. Broker: <i>name</i> , Host: <i>host</i> , Port: <i>port</i> , UUID: <i>uuid</i> .”
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 shutdown 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: <i>name</i> , Port: <i>port</i> .”
Description	The NameServer shutdown normally.
Type	Asynchronous

NS_Startup

Message	“The NameServer has been started. NameServer: <i>name</i> , Port: <i>port</i> .”
Description	The NameServer has been started.
Type	Asynchronous

PageContentChanged

Message	“The hash code comparison failed on the content retrieved for the URL. URL: <i>The URL for which a hash comparison was made.</i> ”
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 Fathom starts and cannot find the Fathom 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: <i>filename</i> .”
Description	Sent when an existing Fathom project file cannot be loaded at Fathom start time. The existing Fathom project file is renamed and a default project file is created.
Type	Asynchronous

ProjectNoRead

Message	“Fathom project file cannot be read.”
Description	Sent when Fathom starts and cannot read the Fathom 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 Fathom project file was created with an earlier version of Fathom, and the file has been upgraded for use with the current version of Fathom. The file is no longer usable by earlier versions of Fathom.
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 a Fathom project file (fathom.xml) created with a newer version of Fathom, and the file cannot be loaded by this version of Fathom.
Type	Asynchronous

ReportRunFailed

This section identifies the specific message-related text that can display to indicate that a report run has failed. Scan the messages presented in this section to find the one that matches the specific message you received.



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

1. Select **Reports** —> **Defined Reports**.
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 your problem investigate.

For more information about reports, see the [Reporting Guide](#).

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 a 4GL issue. See the Report Output file (report.out) file and the AdminServer log (admserv.log) file 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) file and the AdminServer log (admserv.log) file for more information.
Action	See the Report Output file 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 files (admserv.log) for more information regarding the error.

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: <fathominstall>/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 the Progress 4GL creates. The XML file was too large for the report engine to transform the file; the engine ran out of memory. If the report period and/or report format was modified such that 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, <i>x</i> , does not exist and is referenced by <i>x</i> .”
Description	The project file contains a reference to a resource that does not exist.
Type	Asynchronous

RunQueueHigh

Message	“Run queue for CPU is <i>n</i> . The current threshold is <i>threshold</i> .”
Description	Sent to identify the number of processes waiting to use the CPU.
Type	Polled
Action	Review what processes are using the CPU. Ensure 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 an investment of more memory from your system administrator.

TaskEnQueueFailure

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 Fathom attempts to schedule it.
Type	Asynchronous

TaskExecFailure

Message	“Call to tskExec. exec failed for task: <i>x</i> .”
Description	Sent when Fathom encounters a failure when trying to access the FathomTrendDatabase resource.
Type	Asynchronous

TaskLocalDBAssocError

Message	“Unable to associate local FathomTrendDatabase with <i>task type: task name</i> .”
Description	Sent when Fathom encounters a failure when trying to access the local FathomTrendDatabase resource.
Type	Asynchronous

TaskQueueFull

Message	“Unable to schedule task because the work queue is full. Task: <i>taskname</i> . Exception message: <i>exceptionmsg</i> .”
Description	Fathom 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 <i>task type: task name</i> .”
Description	Sent when Fathom encounters a failure when trying to access the remote FathomTrendDatabase resource.
Type	Asynchronous

TaskRunError

Message	“Failed to run task <i>x</i> , exception message <i>y</i> .”
Description	Sent when Fathom encounters a failure when trying to run a job or report.
Type	Asynchronous

TaskStderrListenerFailed

Message	“Unexpected exception starting stderr listener thread in task <i>x</i> , exception message <i>y</i> .”
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 <i>x</i> , exception message <i>y</i> .”
Description	Sent when Fathom failed to read the output of a job or report.
Type	Asynchronous

TaskWaitFailure

Message	“Unexpected exception waiting for task <i>x</i> to complete, exception message <i>y</i> .”
Description	Sent when Fathom 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	<p>When Fathom 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 Fathom template directory.</p> <p>This error indicates that one or more template files were not imported. Check the Fathom log file (<code>admserv.log</code>) for more information. The Fathom import facility can be used interactively to import template files.</p>
Type	Asynchronous
Action	Check the Fathom log file (<code>admserv.log</code>) for more information. Note that you can use the Fathom Import facility interactively to import template files. See the sections on importing and exporting in the Resource Monitoring Guide .

TimerExpired

Message	“ <i>job name</i> failed to complete in <i>timeunits: timescale</i> .”
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: <i>x</i> , Threshold: <i>y</i> .”
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 an investment of more memory from your system administrator.
Note	View the Progress 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: <i>name</i> , Number of agents added: <i>num</i> .”
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: <ul style="list-style-type: none">• “Agent killed. Agent PID: <i>PID</i>.”• “Agent cannot be killed at this time. Agent PID: <i>PID</i>.”
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 Server Management Guide

WS_AgentTrimmed

Message	“WebSpeed broker trimmed agent(s). Broker: <i>name</i> , Number of agents trimmed: <i>num</i> .”
Description	Sent when WebSpeed agents have been trimmed from the pool of available agents.
Type	Asynchronous
See Also	<i>OpenEdge Server Management Guide</i>

WS_AgentUnavailable

Message	“Agent has been unavailable state for more than the specified number of polls. Threshold: <i>threshold</i> , Number of polls: <i>number of polls</i> , PID: <i>process ID</i> .”
Description	Sent when an agent has been unavailable for more than the specified number of polls.
Type	Polled
Action	Check the AdminServer log (admserv.log) for further information about AgentUnavailableTimeout.

WS_AverageProcedureDurationHigh

Message	“The average execution time of a procedure has exceeded the threshold. Threshold: <i>threshold</i> Current Value: <i>Current value</i> Procedure: <i>Procedure name</i> .”
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	<i>OpenEdge Server Management Guide</i>

WS_BrokerAbnormalShutdown

Message	“WebSpeed broker shut down abnormally. Broker: <i>name</i> .”
Description	Sent when a WebSpeed broker shuts down abnormally (crashed).
Type	Asynchronous
Action	View the appropriate log file for further information.

WS_BrokerNormalShutdown

Message	“WebSpeed broker shutdown normally. Broker: <i>name</i> .”
Description	Sent when a WebSpeed broker shut down normally.
Type	Asynchronous

WS_BrokerStartup

Message	“WebSpeed broker shutdown normally. Broker: <i>name</i> .”
Description	Sent when a WebSpeed broker starts up.
Type	Asynchronous

WS_NameServerUnavailable

Message	“WebSpeed broker failed to reach the NameServer. Broker: <i>name</i> , NameServer: <i>NSname</i> .”
Description	Sent when a WebSpeed broker failed to contact the NameServer.
Type	Asynchronous
Action	Check the AdminServer log (admserv.log) for more information about NameServer unavailable.

WS_QueuedRequestPercentHigh

Message	“The percent of queued requests has exceeded the threshold. Current Value: <i>value</i> , Threshold: <i>threshold</i> , Broker: <i>brokername</i> .”
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 (admserv.log) for more information about Request Queue Depth High.
Type	Polled
See Also	OpenEdge Server Management Guide

WS_RejectedRequestPercentHigh

Message	“The percentage of rejected requests has exceeded the threshold. Current Value: <i>Current value</i> Threshold: <i>threshold</i> .”
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 Server Management Guide

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