



ArcGIS Monitor: Introduction

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**GIS
INSPIRING
WHAT'S
NEXT**

Motivation

The image features a dark teal background with a subtle, light-colored grid pattern. In the top-left corner, there are several overlapping, semi-transparent geometric shapes in shades of teal, blue, and red. In the bottom-right corner, there is a more complex arrangement of overlapping shapes in teal, orange, and light green, with a faint grid pattern visible beneath them. The word "Motivation" is written in a clean, white, sans-serif font, centered horizontally in the upper-left quadrant of the image.



ArcGIS Monitor: Why?

Optimize Your Enterprise GIS Deployments

- **Standard monitoring tools:**
 - **Focus on infrastructure only**
 - **IT controlled**
 - **No ArcGIS components**
 - **Low success of ArcGIS troubleshooting**



ArcGIS Monitor: Why?

Optimize Your Enterprise GIS Deployments

- **Customers need help with:**
 - resolution time
 - performance
 - administration
 - end-user satisfaction



ArcGIS Monitor: Why?

Growing complexity of ArcGIS Enterprise and **underlying infrastructure**

Certificates

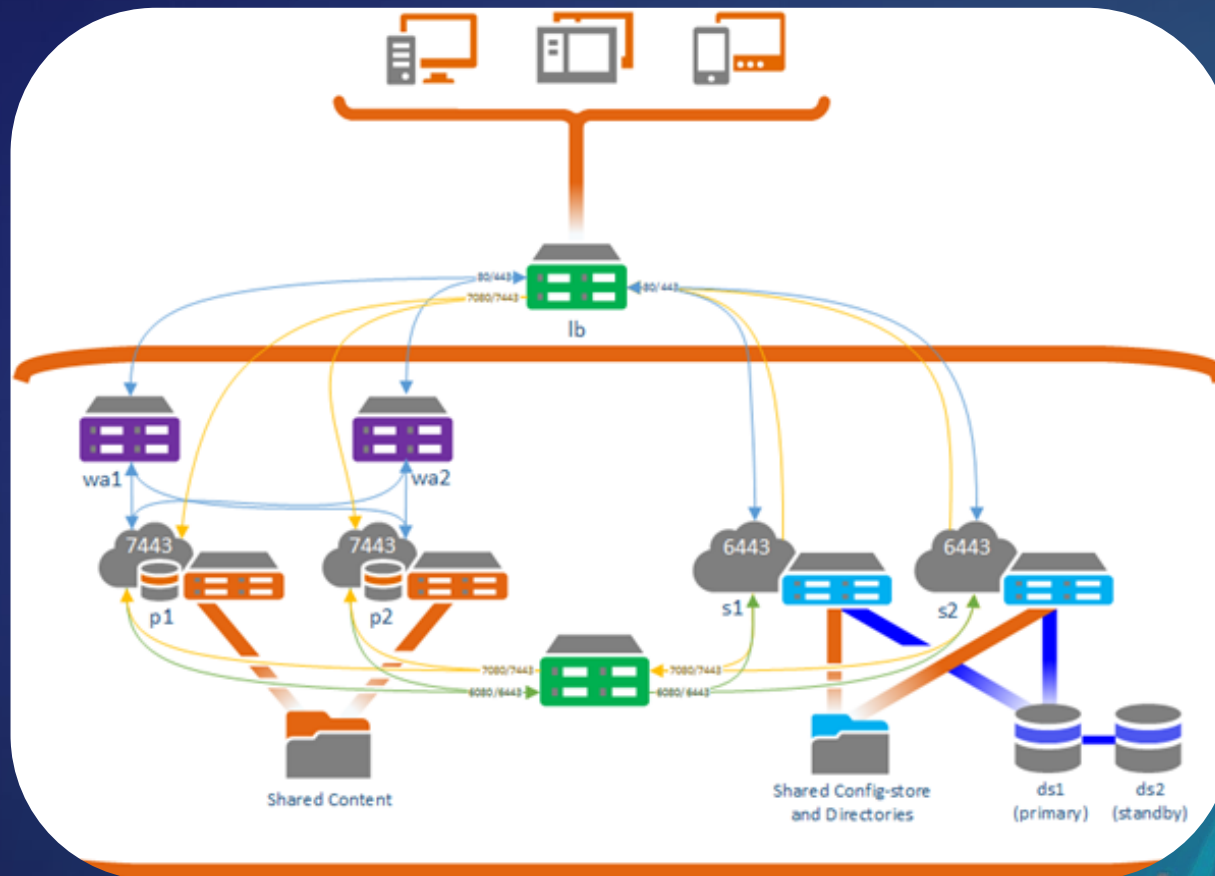
Load balancer

Firewall

ArcGIS Web Adaptor

Portal for ArcGIS

**Storage with
immediate consistency**



ArcGIS Server

**ArcGIS Data Store
Database**



ArcGIS Monitor: How?

- **End to End monitoring:**
 - ArcGIS platform
 - Underlying infrastructure
- **Quickly diagnose:**
 - Unstable infrastructure
 - Overloaded system
 - Bottlenecks
- **Scalable and non-intrusive**



Used by Esri Managed Cloud Services to Monitor 500+ GIS Servers



ArcGIS Monitor: What?

A monitoring product that provides:

- Actionable information
 - Health
 - Usage
 - SLA reporting

ArcGIS Monitor Alerts

Alerts 05/19/2018 1:04 PM

Set Time Range: Current Month | Time Range: 05/01/2018 12:04 AM - 05/19/2018 1:04 PM

Collection: (All Collections) | Counter Name: (All Counter Names)
 Category: (All Categories) | Names: (All Names)

Level: Critical: 3 | Warning: 127 | Info: 3
 Status: Open: 18 | Closed: 115

Monitor Service: Data not collected: 55
 Logs: Logs Severe: 5 | Logs Warning: 5

ID	Last Alert	Collection	Level	Status	Hours	Count	Groups	Counter Name	Rule	Counter Instance
1	05/19/2018 1:04 PM	Dev	Critical	Open						
2	05/19/2018 1:04 PM	Prod	Warning	Closed						

ArcGIS Monitor Availability

Availability 05/19/2018 12:40 PM

1 (100 - 99%) | 1 (< 99%)

Set Time Range: Current Month | Time Range: 05/01/2018 12:40 AM - 05/19/2018 12:40 PM

All | < 100%

ID	Status	Availability (%)	Collection	Duration (hrs)	Availability (hrs)	Non Availability (hrs)	Availability (%)
1	Warning	25.593	Dev	444	113.63	330.37	98.46
2	OK	99.891	Prod	444	443.52	0.48	98.75

ArcGIS Monitor - Catalog

ESLSRV7 Collection Time (sec) ESLSRV7

Statistics: both chart and table reflect true statistics like min, max, percentile

Counter	Min	Avg	P
ESLSRV7 Collection Time (sec) ESLSRV7	0.068	0.075	

Identify typical cases

Overload System:

- Users
- Services



Identify typical cases

Unstable Infrastructure:

- -Network
- NAS
- VMWare



Identify typical cases

Bottlenecks:

- configuration
- maintenance
- workflows



Monitoring Enterprise GIS

Challenges

- Multiple administrators
- Multiple disparate monitoring/diagnostic tools
- Data collected in a **reactive** fashion: on demand and for limited time
- Correlation of data with **different timestamp** is difficult
- ArcGIS administrators do not have **access** to all tools, data and reports
- Challenging to quickly identify the **root cause** and take appropriate measures

When problems arise, what is the root cause?



erver®



Value to Customers

Maximize GIS Investments



Administrators:

- Detect, diagnose, and resolve issues with availability, configuration, performance and usage
- Gather actionable, quantifiable operational metrics and usage trends over time



Managers:

- Increase communication among GIS and IT staff and senior management
- Reduce administration costs



Users:

- Improve end-user satisfaction

Primary audience is enterprise GIS / IT admins

- Users (“patients”)
- **GIS / IT admins (“doctors”)**
- Esri PS and Tech Support (“specialists”)



Although a novice user can install and configure, this tool is intended to empower experienced GIS / IT Administrators

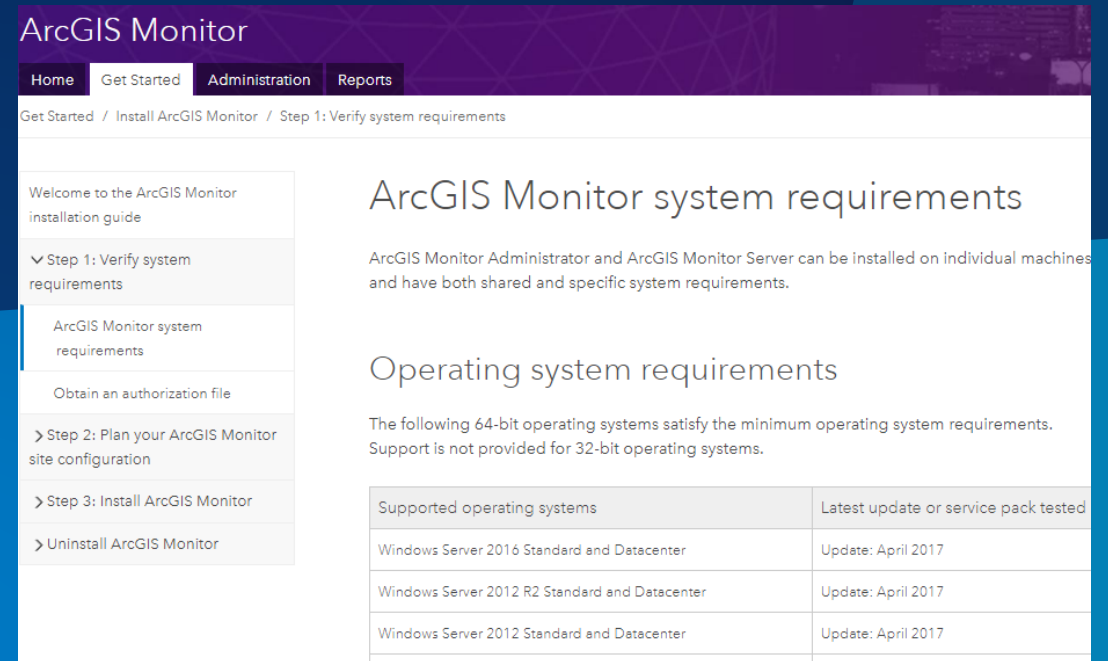
Installation and Configuration

Planning for ArcGIS Monitor deployment

- Approve MongoDB and other software prerequisites
- Identify environments and solutions to be monitored
- Select deployment option: centralized or distributed
- Prepare credentials and connectivity
- Assign ArcGIS Monitor administrator

Installation

<https://enterprise.arcgis.com/en/monitor/latest/get-started/arcgis-monitor-system-requirements.htm>

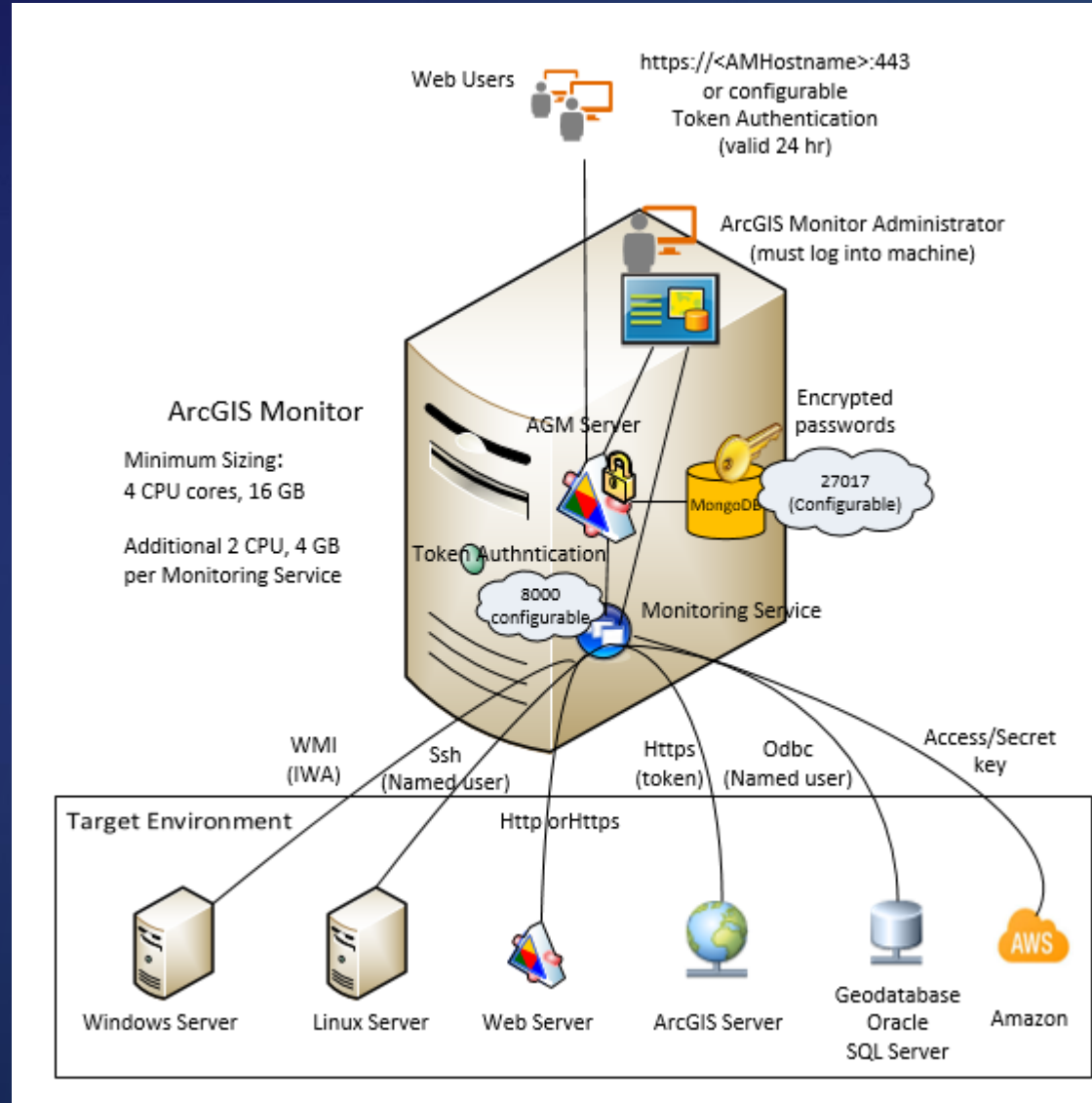


The screenshot shows the ArcGIS Monitor web interface. At the top, there is a navigation bar with 'Home', 'Get Started', 'Administration', and 'Reports'. Below this is a breadcrumb trail: 'Get Started / Install ArcGIS Monitor / Step 1: Verify system requirements'. A left-hand navigation pane contains a 'Welcome to the ArcGIS Monitor installation guide' section and a list of steps: 'Step 1: Verify system requirements' (expanded), 'ArcGIS Monitor system requirements', 'Obtain an authorization file', 'Step 2: Plan your ArcGIS Monitor site configuration', 'Step 3: Install ArcGIS Monitor', and 'Uninstall ArcGIS Monitor'. The main content area is titled 'ArcGIS Monitor system requirements' and includes a paragraph stating that both Administrator and Server can be installed on individual machines with shared and specific requirements. Below this is a section for 'Operating system requirements' with a note that 64-bit systems are supported while 32-bit are not. A table lists supported operating systems and their latest updates as of April 2017.

Supported operating systems	Latest update or service pack tested
Windows Server 2016 Standard and Datacenter	Update: April 2017
Windows Server 2012 R2 Standard and Datacenter	Update: April 2017
Windows Server 2012 Standard and Datacenter	Update: April 2017

Centralized deployment

On-premises option



Use “local” monitoring services for each “environment”

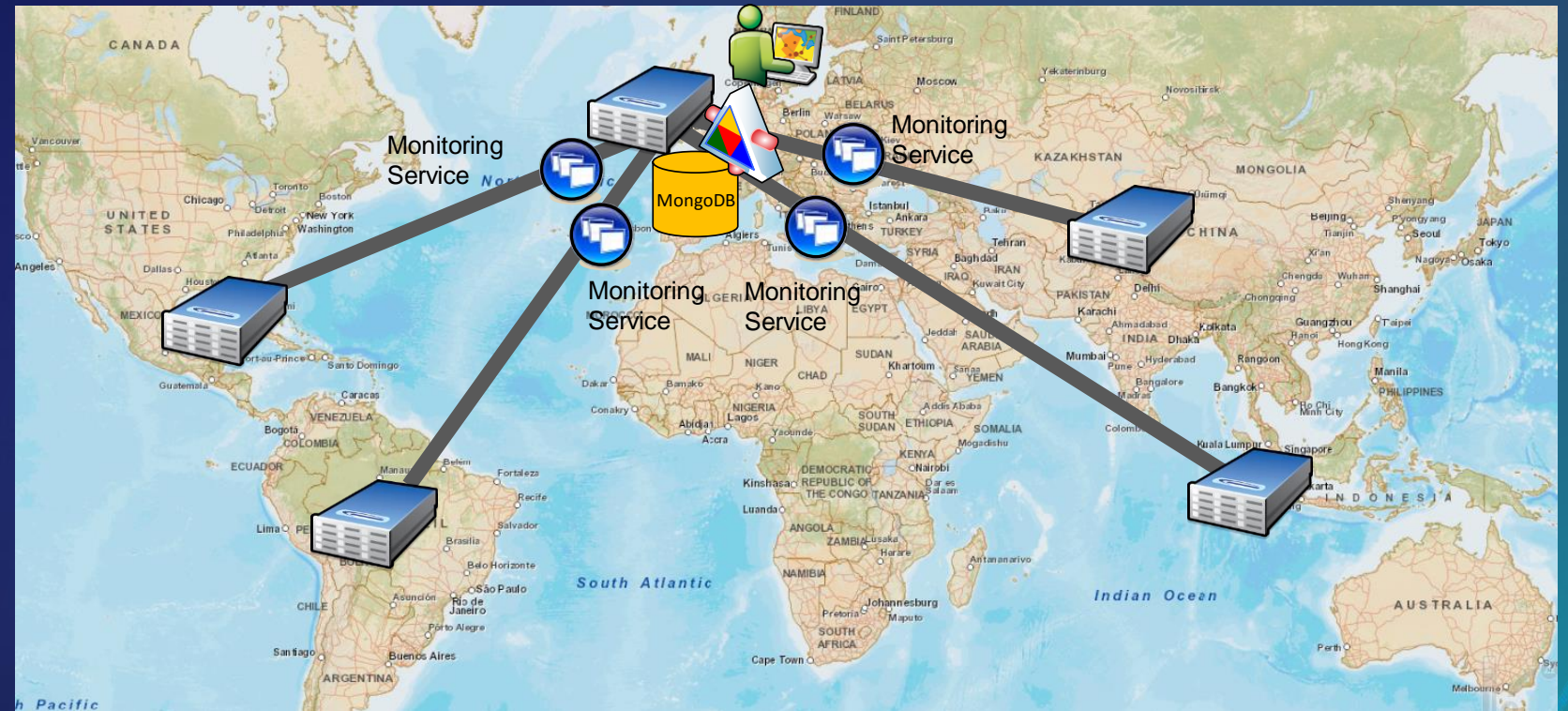
Do not use one Monitoring Service for all environments

- **Pros:**

- One server
- Central admin

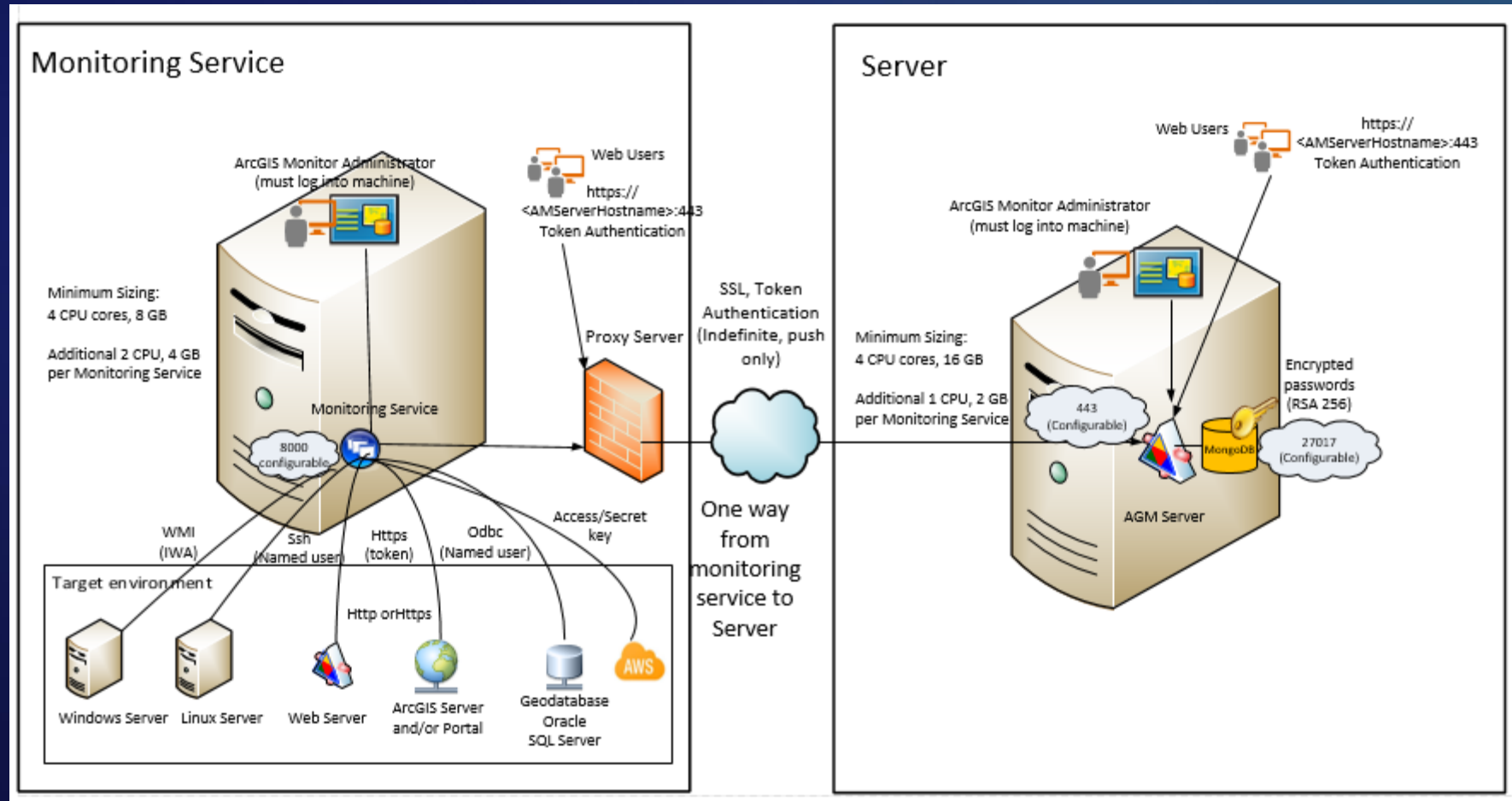
- **Cons:**

- Longer collection times
- CPU spikes when “concurrent” collection on one machine



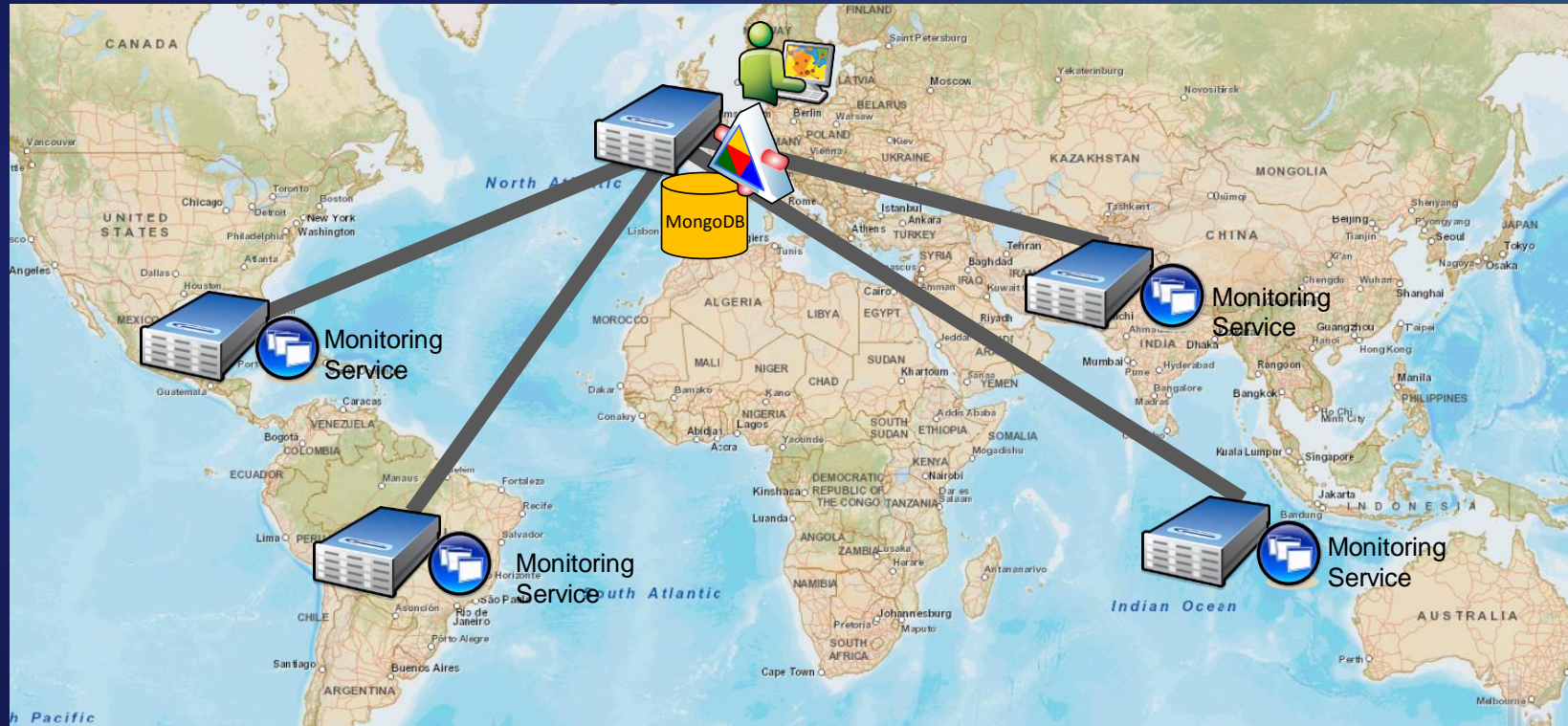
Distributed deployment

Full stack monitoring



Use “remote” monitoring services for each “environment”

Multiple data centers over high latency, but managed from central location.



Users in remote datacenters should remote desktop to central data center to access System Monitor..

ArcGIS Monitor Administrator

File Remove Test Config

Site@andsakowicz:444

- UC2018
 - UC2018 1
 - Amazon 0
 - ArcGIS 0
 - DB 0
 - Ext 0
 - Http 0
 - Portal 0
 - Process 0
 - RDP 0
 - System 1
 - localhost
 - Tasks 0

1. Register Collection
2. Add monitoring service
3. Add Counters

Systems

Config Alerts (3)

Hostname: localhost

Operating System: Windows

Sample Interval: 1 minute or 1 Minute

Demo: Administrator

- Register collection
- Add monitoring services
- Add counters

Resources

Online Help

<https://enterprise.arcgis.com/en/monitor/>

ArcGIS Monitor

Home

Get Started

Administration

Reports

Get Started / ArcGIS Monitor

▼ ArcGIS Monitor

What is ArcGIS Monitor?

> Install ArcGIS Monitor

> Reference

What is ArcGIS Monitor?

ArcGIS Monitor is a tool specifically designed to help you analyze and optimize the health of your ArcGIS implementation throughout the lifecycle of your Enterprise GIS. ArcGIS Monitor maximizes your GIS investment by providing you with timely and insightful system metrics on the status, availability, usage, system performance, and resource usage of your Enterprise GIS. Alerts provide system administrators with real-time notifications to facilitate rapid resolution when measurements are outside of defined system thresholds. Reports with statistics can be used to visualize historical data and enhance communications among GIS, IT, business owners, and senior management.

Key components of ArcGIS Monitor

ArcGIS
Monitor
Server

In this topic

[Key components of ArcGIS Monitor](#)

Gallery: <https://arcgismonitor.maps.arcgis.com>

- Tutorials
- Video
- Extensions / Tasks

The screenshot shows the ArcGIS Monitor web interface. At the top, there is a navigation bar with links for Home, Gallery, Map, Scene, Groups, Content, and Organization. A search bar on the right contains the text 'Video'. Below the navigation bar, the page title 'Gallery' is displayed. Underneath, there are two tabs: 'My Organization's Featured Content' and 'Esri Featured Content'. The main heading is 'ArcGIS Monitor Featured Content', followed by a 'Sort By:' dropdown menu set to 'Most Viewed' and a view toggle icon. On the left side, there is a 'Show' menu with options: All, Maps, Layers, Scenes, Apps, Tools, and Files. Below this menu is a search prompt: 'Search the website or visit the ArcGIS Marketplace'. The main content area displays a grid of featured content items, each represented by a puzzle piece icon and a title. The items shown are: 'Url Extension', 'System Log Parser for ArcGIS Errors', 'Excel Report Task', 'System Log Parser for ArcGIS Task', 'ArcGIS GeoEvent Extension', 'ArcSoc Optimizer Task', 'License Extension', and 'System Log Parser for IIS Task'. The 'HAR Extension' item is partially visible at the bottom and includes 'OPEN' and 'DETAILS' buttons.

<https://www.arcgis.com/home/group.html?id=58d996e9b40d45439d298d14fa309534&start=1&view=list&sortOrder=asc&sortField=owner#content>

KB articles

<https://support.esri.com/en/technical-article/000017474>

The screenshot shows the top navigation bar of the Esri Knowledge Base with links for Products, Knowledge Base, Downloads, Other Resources, Support Options, and Contact Support. The main header reads 'Technical Support' over a background image of three people. Below the header, there are navigation options: 'Back to results', 'Print', and 'Share'. On the left side, there are three utility links: 'Is This Content Helpful?', 'Search on GeoNet', and 'Submit to ArcGIS Ideas'. The main content area features the article title 'How To: Upgrade from System Monitor to ArcGIS Monitor', a 'Summary' section with the question 'What versions of System Monitor can be upgraded?', and a 'Procedure' section titled 'Upgrade from System Monitor 3.x or 10.5.x to ArcGIS Monitor'. The summary text states that upgrading from System Monitor 3.x or 10.5.x is possible, while upgrading from 2.x or 1.x is not supported. The procedure text begins by stating that the monitoring service (.cpj file) can be imported from 3.x into ArcGIS Monitor 10.6 Administrator.

Products Knowledge Base Downloads Other Resources Support Options Contact Support

Technical Support

Back to results Print Share

Is This Content Helpful? Search on GeoNet Submit to ArcGIS Ideas

How To: Upgrade from System Monitor to ArcGIS Monitor

Summary

What versions of System Monitor can be upgraded?

Upgrading from System Monitor 3.x or 10.5.x can be completed by following the instructions below in the section "Upgrade from System Monitor 3.x or 10.5.x to ArcGIS Monitor".

Upgrading from System Monitor 2.x or 1.x is **not supported** due to significant design changes. To move to ArcGIS Monitor 10.6, follow the instructions in the section below titled, "Migrate from System Monitor 2.x or 1.x to ArcGIS Monitor."

Procedure

Upgrade from System Monitor 3.x or 10.5.x to ArcGIS Monitor

The monitoring service (.cpj file) can be imported from 3.x in the ArcGIS Monitor 10.6 Administrator. This creates a new Windows service, from which the same credentials working in 3.x can be set, and each counter type that was imported can be tested. After the test is successful, new data for those counters can be collected. If there are any extensions or tasks present, the

Categories

ArcGIS Monitor Quality Categories Site Reports

Status Alerts (14) Failures

Status 11/28/2017, 9:15:18

All Alerts/Failures

Collections: 10 Samples / Hour: 65,194

ID	Alerts	Failures
1	0	0
2	4	0
3	3	0
4	0	4
5	1	6
6	0	0

Web
ArcGIS
Database
Infrastructure
Usage
GeoInfo
User-defined
License
India
Mexico

ArcGIS

- Server
- Portal
- GeoEvent
- GeoAnalytics
- ArcSOC Optimizer

The screenshot shows the ArcGIS Monitor interface. At the top, the navigation bar includes 'ArcGIS Monitor', 'Categories > ArcGIS', 'Home', 'Availability', 'Alerts', and 'Categories'. The main content area is divided into two panes. The left pane shows a tree view of components under 'Demo':

- ArcGIS
 - ArcGIS Server
 - Busy
 - Busy Time per Tr(sec)
 - Collection Time(sec)
 - Free
 - Health Check
 - License Expires(Days)
 - License-Extension Expires(Days)
 - Log-SEVERE
 - Log-WARNING
 - Max
 - Min
 - Throughput (Tr/sec)
 - Total Busy Time
 - Tr
 - Transactions
 - Hosting Server
 - ArcSOC Optimizer
 - ArcSOC_30d_3AM
 - ArcSOC_Increase_1d_5AM
 - GeoEvent
 - ArcGIS GeoEvent Server
 - Collection Time(sec)
 - Log-ERROR
 - Log-WARN
 - Service-ERROR
 - Throughput (Tr/sec)
 - Tr
 - Transactions
 - Portal
 - Portal for ArcGIS
 - Collection Time(sec)
 - Health Check
 - License Expires(Days)
 - Log-SEVERE
 - Log-WARNING
 - Login/Interval
 - Status Federation
 - Status Machine
 - Storage Available

The right pane is titled 'Collection Status' and contains a table with columns 'Alerting' and 'Mon'. The 'Alerting' column contains green checkmarks for all rows.

Alerting	Mon
✓	
✓	
✓	
✓	
✓	
✓	
✓	
✓	

On the far right, a 'Categories' dropdown menu is open, listing various categories: Web, ArcGIS, Database, Infrastructure (circled in yellow), Usage, GeoInfo, User-defined, and License.

GeoAnalytics

ArcGIS Monitor *Categories > ArcGIS* Home Availability Alerts Categories Site Reports Help

- ! Dev
- ! Prod
 - ArcGIS
 - ArcGIS-PROD
 - GeoAnalytics**
 - Busy
 - Busy Time per Tr(sec)
 - Collection Time(sec)
 - Free
 - GeoAnalytics % Cores Used
 - GeoAnalytics % Utilization Memory
 - GeoAnalytics Cores Free
 - GeoAnalytics Cores Used
 - GeoAnalytics Count Active Apps
 - GeoAnalytics Count Completed Apps
 - GeoAnalytics Memory Free GB
 - GeoAnalytics Memory Used GB
 - GeoAnalytics Status
 - Health Check
 - License Expires(Days)
 - License-Extension Expires(Days)
 - Log-SEVERE
 - Log-WARNING
 - Max
 - Min
 - Throughput (Tr/sec)
 - Total Busy Time
 - Tr
 - Transactions
- ! GeoEvent
 - ! GeoEvent
 - Collection Time(sec)
 - ! Log-ERROR
 - Log-WARN
 - Service-ERROR
 - Throughput (Tr/sec)
 - Tr
 - Transactions

Collection Status

Alerting	Monitor	Name	Type	Interval	Last Update
✓	✓	GeoAnalytics	ArcGIS	900	04/17/2018 9:5

- Services
- Capabilities
- Pooling
- Usage
- Errors
- Site
- ✓ GeoAnalytics**
- License

GeoAnalytics

Status	Cores	Memory Available GB
✓	6	104.448

GeoAnalytics Workers

State	Host	Cores	Memory GB
✓	10.28.102.61	6	104

Database

- ArcGIS Datastore
- Oracle
- SQL Server

The screenshot shows the ArcGIS Monitor web interface. The top navigation bar includes 'Categories > Database', 'Home', 'Availability', 'Alerts', 'Categories', 'Site', 'Reports', and 'Help'. The left sidebar shows a tree view of monitoring categories under 'Prod', including 'ArcGIS Datastore' (with sub-items like BlockRead, BlockWrite, BufferCacheHit, Collection Time, Connections, etc.) and 'Oracle' (with sub-items like BaseTableRecords, Connections, CpuMaxSpatialQuery, etc.). The main content area is titled 'Collection Status' and contains a table with columns 'Alerting' and 'Monitoring'. The 'Alerting' column shows green checkmarks for all rows. A dropdown menu is open over the 'Categories' link, with 'Database' highlighted and circled in yellow. Other items in the dropdown include 'Web', 'ArcGIS', 'Infrastructure', 'Usage', 'GeoInfo', 'User-defined', and 'License'.

Alerting	Monitoring
✓	
✓	
✓	
✓	
✓	
✓	
✓	
✓	
✓	
✓	

AWS RDS and SQL Azure coming soon

Infrastructure

CPU, Memory, Disk, Network, Load Balancer stats

ArcGIS Monitor Categories > Infrastructure Home Availability Alerts Categories

Demo Amazon Process

- % Processor Time
- Collection Time(sec)
- Count Active
- Count Idle
- Count Total
- Private GB
- Virtual GB

SSL Certificate

System

- % Processor Time
- % Utilization Memory
- % Utilization Virtual
- Available Disk GB
- Available Memory GB
- Collection Time(sec)
- Committed Memory GB
- Disk % Idle
- Disk % Used
- Network Received mbps
- Network Sent mbps
- Paging File % Usage
- Paging File Free GB
- Paging File Usage GB
- Virtual Memory Free GB
- Virtual Memory Usage GB

Collection Status

Alerting	Monitor	
✓	✓	
✓	✓	
✓	✓	
✓	✓	
✓	✓	
✓	✓	
✓	✓	
✓	✓	
✓	✓	
✓	✓	10.0.3.202-pos
✓	✓	10.0.3.232
✓	✓	10.0.3.232-mo
✓	✓	10.0.3.27
✓	✓	AWS

Categories

- Web
- ArcGIS
- Database
- Infrastructure
- Usage
- GeoInfo
- User-defined
- License

ArcGIS Monitor Categories > Infrastructure Home

Demo Amazon AWS

- % Processor Time
- ALB HTTP Code(%) Critical
- ALB HTTP 200(%)
- ALB HTTP 300(%)
- ALB HTTP 400(%)
- ALB HTTP 500(%)
- ALB HTTP Tr/Interval
- ALB Response Time Avg(Sec)
- ALB Response Time P95(Sec)
- ALB Response Time P99(Sec)
- Collection Time(sec)
- Instances Running
- Memory Available MB
- Network Received MB/Interval
- Network Sent MB/Interval
- Page File Utilization % (c:\pagefile.sys)
- Target Host Healthy Count
- Target Host UnHealthy Count
- Target HTTP 200 Tr/Interval
- Target HTTP 200(%)
- Target HTTP 300 Tr/Interval
- Target HTTP 300(%)
- Target HTTP 400 Tr/Interval
- Target HTTP 400(%)
- Target HTTP 500 Tr/Interval
- Target HTTP 500(%)
- Target HTTP Code(%) Critical
- Target HTTP Tr/Interval
- Target Response Time Avg(Sec)
- Target Response Time P95(Sec)
- Target Response Time P99(Sec)
- Volume C Available MB
- Volume D Available MB

Usage

User stats

- Transactions
- Response Time
- HTTP Codes

The screenshot displays the ArcGIS Monitor web interface. The top navigation bar includes the ArcGIS Monitor logo, a breadcrumb trail 'Categories > Usage' (with 'Usage' circled in yellow), and links for Home, Availability, Alerts, and Categories. The main content area is divided into two sections. On the left, a tree view shows the hierarchy: Demo > ELB Logs > AWS ALB, followed by a list of 25 metrics such as 'HTTP 200 Tr/Interval', 'Response Time (Sec)', and 'Tr/Interval Total'. On the right, the 'Collection Status' section shows 'Alerting' with a green checkmark. A dark navigation sidebar on the far right contains icons for various categories: Web, ArcGIS, Database, Infrastructure, Usage (circled in yellow), GeolInfo, User-defined, and License.

GeoInfo

Requests per user IP

Categories > GeoInfo

Home Availability Alerts Categories Site Reports Help

Demo ELB Logs AWS ALB IP Location United States World

Request - IP Location

IP Location Legend:

- 0 - 50
- 51 - 100
- 101 - 200
- 201 - 500
- 501 - 1k
- 1k - 2k
- 2k - 3k
- 3k - 5k
- Default

Categories Web ArcGIS Database Infrastructure Usage **GeoInfo** User-defined License

IPs - Unique IPs: 7 (table only shows top 7) Totals: 8

Rank	%	IP	Country	Region	Requests
1	25.00%	37.49.231.62	Netherlands		2
2	12.50%	185.35.63.75	Switzerland		1
3	12.50%	173.24.138.55	United States	IA	1
4	12.50%	164.52.24.162	Hong Kong		1
5	12.50%	66.229.253.123	United States	FL	1
6	12.50%	184.105.139.67	United States	CA	1
7	12.50%	184.105.247.194	United States	UT	1

Extensions

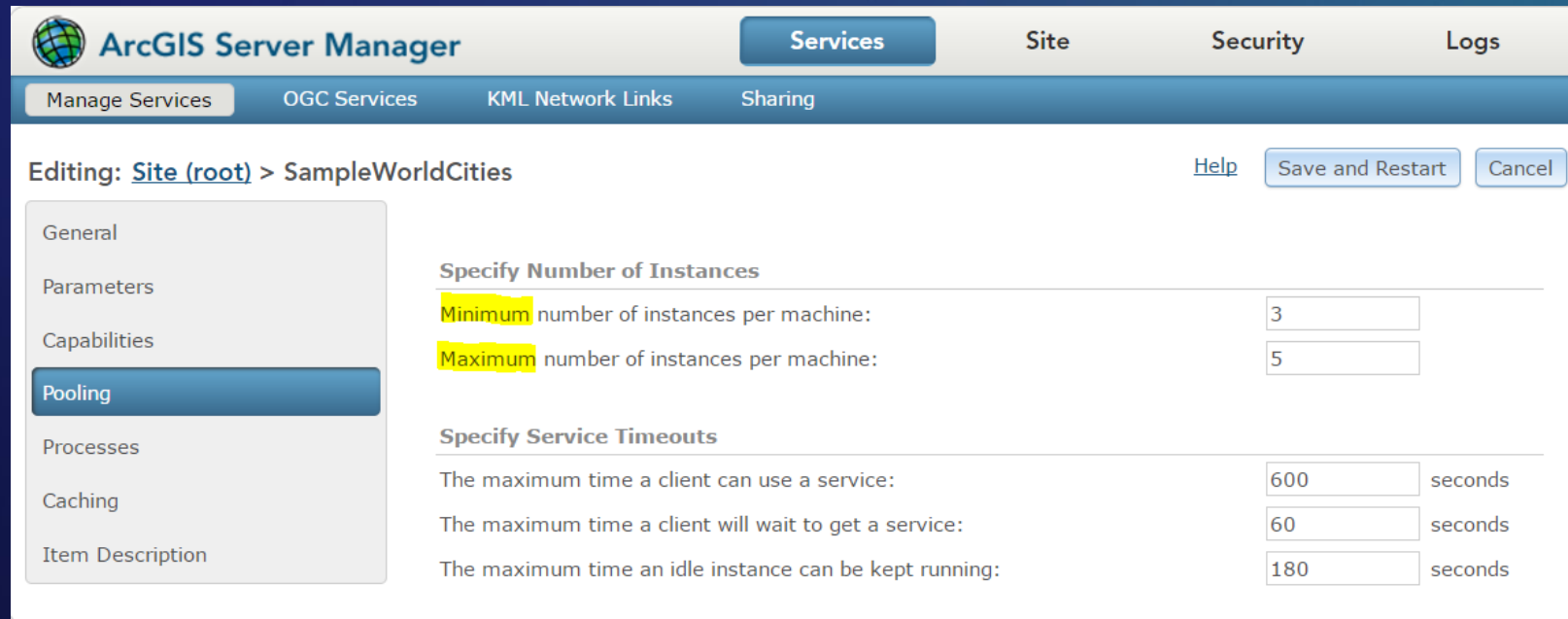
Gallery: <https://arcgismonitor.maps.arcgis.com>

- Tutorials
- Video
- Extensions / Tasks

The screenshot shows the ArcGIS Monitor web interface. At the top, there is a navigation bar with links for Home, Gallery, Map, Scene, Groups, Content, and Organization. A search bar on the right contains the text "Video". Below the navigation bar is a blue header with the word "Gallery". Underneath, there are two tabs: "My Organization's Featured Content" and "Esri Featured Content". The main content area is titled "ArcGIS Monitor Featured Content" and includes a "Sort By:" dropdown menu set to "Most Viewed". On the left side, there is a "Show" menu with options: All, Maps, Layers, Scenes, Apps, Tools, and Files. Below this menu is a search prompt: "Search the website or visit the ArcGIS Marketplace". The main content area displays a grid of featured content items, each represented by a puzzle piece icon. The items shown are: "Url Extension", "System Log Parser for ArcGIS Errors", "Excel Report Task", "System Log Parser for ArcGIS Task", "ArcGIS GeoEvent Extension", "ArcSoc Optimizer Task", "License Extension", and "System Log Parser for IIS Task". The "HAR Extension" item is partially visible at the bottom and has "OPEN" and "DETAILS" buttons.

ArcSOC Optimizer

- Decrease or increase instances, based on:
 1. historical usage
 2. available memory and process count



The screenshot shows the ArcGIS Server Manager interface. The top navigation bar includes 'Services', 'Site', 'Security', and 'Logs'. Below this, there are tabs for 'Manage Services', 'OGC Services', 'KML Network Links', and 'Sharing'. The main content area is titled 'Editing: Site (root) > SampleWorldCities' and includes 'Help', 'Save and Restart', and 'Cancel' buttons. On the left, a sidebar lists configuration categories: General, Parameters, Capabilities, Pooling (selected), Processes, Caching, and Item Description. The 'Specify Number of Instances' section contains two input fields: 'Minimum number of instances per machine' with a value of 3, and 'Maximum number of instances per machine' with a value of 5. The 'Specify Service Timeouts' section contains three input fields: 'The maximum time a client can use a service' with a value of 600 seconds, 'The maximum time a client will wait to get a service' with a value of 60 seconds, and 'The maximum time an idle instance can be kept running' with a value of 180 seconds.

ArcGIS Server Manager Services Site Security Logs

Manage Services OGC Services KML Network Links Sharing

Editing: [Site \(root\)](#) > SampleWorldCities [Help](#) [Save and Restart](#) [Cancel](#)

General
Parameters
Capabilities
Pooling
Processes
Caching
Item Description

Specify Number of Instances

Minimum number of instances per machine:

Maximum number of instances per machine:

Specify Service Timeouts

The maximum time a client can use a service: seconds

The maximum time a client will wait to get a service: seconds

The maximum time an idle instance can be kept running: seconds

ArcSOC Optimizer

Setting min / max instances across 100 to 1000s of services in dynamic environments is challenging



System Monitor Desktop

File Remove Test Config Logs

Site@s 444

- SystemMonitor
 - collector (27)
 - Amazon (1)
 - ArcGIS (2)
 - DB (2)
 - Ext (6)
 - Http (6)
 - Portal (0)
 - Process (3)
 - RDP (0)
 - System (1)
 - Tasks (6)
 - ArcGISLog
 - ArcSOCOptimizer_es
 - ArcSOCOptimizerSa**
 - IIS
 - mongostats
 - SMEExcel

Name: ArcSOCOptimizer: z30

Type: ArcSOC Optimizer

Program: C:\System Monitor Desktop\resources\app\bin\ArcSOC Optimizer\ArcSOCOptimi

Config: C:\System Monitor Desktop\resources\app\bin\ArcSOC Optimizer\config30days.j

SiteUrl: https://l43/arcgis

TokenUrl: https://l43/arcgis/tokens/generateTokens

Service	TrSum	Tr/sMa	MinIns	MaxIn	BusyInstMax	Uptime(%)	Samples	Comments
webmap	6095	0.93	2	2	2	95.83	1380	If available memory, increase min and max instances.
XOM_CCUSDBSeismic	2442	0.47	2	2	2	95.97	1382	If available memory, increase min and max instances.
EMUV_Webmap	1675	0.44	1	1	1	49.93	719	If available memory, increase min and max instances.
Lakes	7719	0.41	1	1	1	95.83	1380	If available memory, increase min and max instances.
Rivers	8028	0.39	1	1	1	95.83	1380	If available memory, increase min and max instances.
PlantSites	8218	0.38	1	1	1	95.83	1380	If available memory, increase min and max instances.
Seismic_EMCEBD	4401	0.36	1	1	1	96.46	1389	If available memory, increase min and max instances.
SDECANEAST_SEISMIC	867	0.34	1	1	1	95.83	1380	If available memory, increase min and max instances.
LIBRARY_TEST	1215	0.33	2	2	2	49.79	717	If available memory, increase min and max instances.
LIBRARY_TEST	1215	0.33	2	2	2	50	720	If available memory, increase min and max instances.
Regional_Wellbores_U	647	0.22	2	2	2	95.97	1382	If available memory, increase min and max instances.
01_EM_GIS_Standard	3312	0.22	3	3	3	95.83	1380	If available memory, increase min and max instances.
Blocks_scale_depende	6269	0.21	2	2	2	96.46	1389	If available memory, increase min and max instances.
Wells_EMCEBD	4506	0.21	2	2	2	96.46	1389	If available memory, increase min and max instances.
SITE_SECURITY_INCIDI	526	0.19	1	1	1	49.86	718	If available memory, increase min and max instances.
GOMGPI	4742	0.18	2	2	2	49.86	718	If available memory, increase min and max instances.
GOMGPI	4742	0.18	2	2	2	50.07	721	If available memory, increase min and max instances.
COUNTRY_ATTRIBUTE	845	0.18	1	1	1	50	720	If available memory, increase min and max instances.
UTMGrid	464	0.17	1	1	1	95.83	1380	If available memory, increase min and max instances.
SDECANEAST_LAND	954	0.16	1	1	1	95.9	1381	If available memory, increase min and max instances.
GOMWMFields	2600	0.16	1	1	1	49.79	717	If available memory, increase min and max instances.
GOMWMFields	2600	0.16	1	1	1	50	720	If available memory, increase min and max instances.
MiscellaneousLeases	227	0.15	1	1	1	95.76	1379	If available memory, increase min and max instances.
MineralSurfaceLeases	462	0.14	1	1	1	95.0	1381	If available memory, increase min and max instances.

Alerts

Alerts: actionable information

Starting point for troubleshooting

ArcGIS Monitor Alerts Home Availability Categories Site Reports Help

Alerts 3/6/2018, 9:45:19 AM

Set Time Range: Today Time Range: 3/6/2018, 12:00:00 AM 3/6/2018, 9:45:00 AM

Collection: (All Collections) Counter Name: (All Counter Names)
Category: (All Categories) Names: (All Names) Set Default Filters

Level: Critical: 3 Warning: 25 Info: 0
Status: Open: 20 Closed: 8
Monitor Service: Data not collected: 15
Logs: Logs Severe: 3 Logs Warning: 3

ID	Last Alert	Collection	Level	Status	Hours	Count	Groups	Counter Name	Rule	Counter Instance	Name	Category
1	3/6/2018, 9:44:00 AM	Prod	Warning	Open	1.89	61	15	Response Time(sec)	> 0.5	Portland	URLs	Web
2	3/6/2018, 9:41:00 AM	Prod	Warning	Closed	2.32	177	89	Response Time(sec)	> 0.5	Sample World Cities	Sample World Cities	Web
3	3/6/2018, 9:39:00 AM	Prod	Critical	Closed	1.72	145	73	Response Time(sec)	> 0.5	Portland	Portland	Web
4	3/6/2018, 9:31:00 AM	Prod	Warning	Open	0.74	3	1	Log-WARNING	> 0	Summary	PROD-ArcGIS	ArcGIS
5	3/6/2018, 9:31:00 AM	Prod	Warning	Open	0.74	3	1	Log-SEVERE	> 0	Summary	PROD-ArcGIS	ArcGIS
6	3/6/2018, 9:31:00 AM	Dev	Warning	Open	0.74	3	1	Log-WARNING	> 0	Summary	Dev-ArcGIS	ArcGIS
7	3/6/2018, 9:31:00 AM	Dev	Warning	Open	0.74	3	1	Log-SEVERE	> 0	Summary	Dev-ArcGIS	ArcGIS
8	3/6/2018, 9:30:00 AM	Test	Warning	Open	0.75	3	1	Log-WARNING	> 0	Summary	TEST-ArcGIS	ArcGIS
9	3/6/2018, 9:30:00 AM	Test	Warning	Open	0.75	3	1	Log-SEVERE	> 0	Summary	TEST-ArcGIS	ArcGIS
10	3/6/2018, 7:00:00 AM	Prod	Warning	Closed	17.00	16	8	Data not collected	> Interval	Monitor-ETTVM29	SLP_IIS_PROD30	Usage
11	3/6/2018, 7:00:00 AM	Prod	Warning	Closed	16.27	16	8	Data not collected	> Interval	Monitor-ETTVM29	SLP_ELB_AWSDemo	Usage
12	3/6/2018, 12:01:00 AM	Dev	Critical	Closed	0.00	1	1	Response Time(sec)	> 30	Sample World Cities	Sample World Cities	Web
13	3/6/2018, 12:01:00 AM	Dev	Warning	Closed	0.00	1	1	Response Time(sec)	> 3	Sample World Cities	Sample World Cities	Web

Charts and Stats

Analyze alert groups

Details

Source Available in 10.6.1

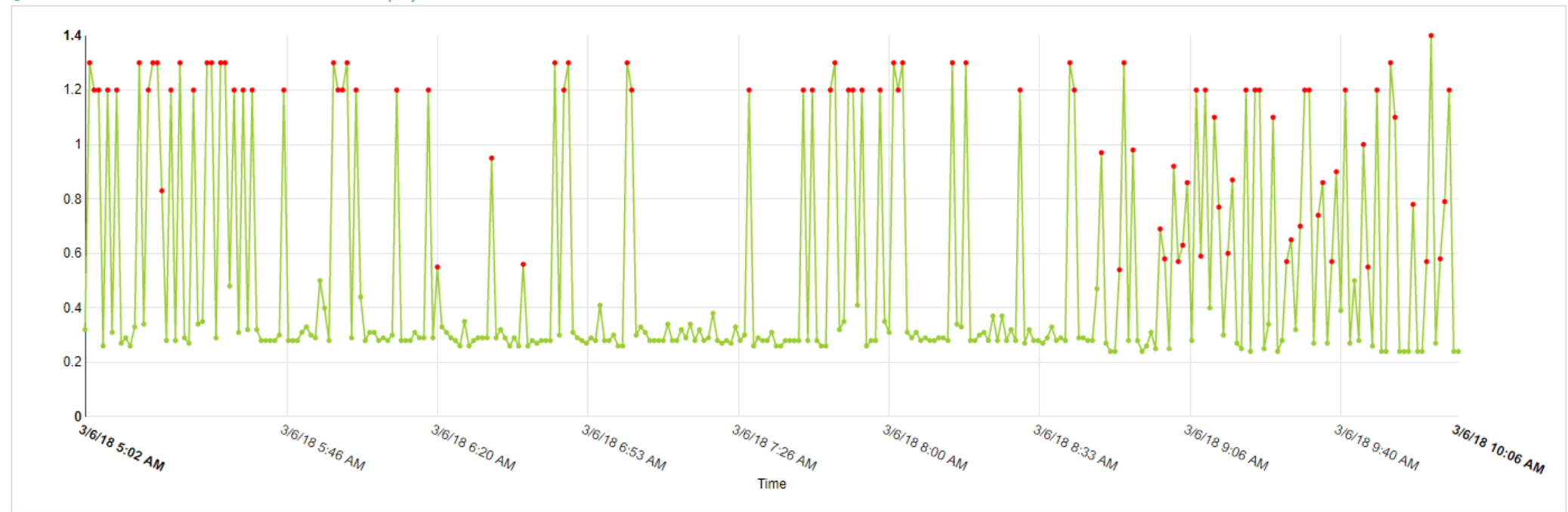
Charts and stats

Alert View 3/6/2018, 10:06:42 AM

3/6/2018 5:02:00 AM 3/6/2018 11:02:00 AM OK <> 6 Hours 12 Hours Day Week

Response Time(sec)

Chart Resolution: real-time value at collection interval when query less than 12 hrs



Item Details

- Collection: Prod
- Name: Sample World Cities
- Last Alert: 3/6/2018, 10:02:00 AM
- Category: Web
- Type: Http
- Counter Name: Response Time(sec)
- Counter Category: Url
- Counter Instance: Sample World Cities

Statistics: both chart and table reflect true statistics like min, max, percentile

Item	Category	Counter	Instance	Min	Avg	P5	P50	P90	P95	P99	Max	Sum	Interval(sec)	Samples	Coverage %
Sample World Cities	Url	Response Time(sec)	Sample World Cities	0.240	0.537	0.250	0.300	1.200	1.300	1.300	1.400	163.650	60	305	100.000

Details

Log View End: 3/6/2018, 10:22:30 AM Start: 3/6/2018, 6:15:00 AM Number of Records: 17

Collection: Dev Name: Dev-ArcGIS Counter Name: Log-SEVERE Counter Instance: Summary

ID	QTime	Time	Code	Type	Count/Interval	User	Machine	Method Name	Message
1	3/6/2018, 10:15:00 AM	3/6/2018, 10:14:26 AM	9003	SEVERE	1.000	E	COM		Unable to process request. Service SampleWorldCities2/MapServer not found
2	3/6/2018, 10:00:00 AM	3/6/2018, 9:59:32 AM	9003	SEVERE	1.000	E	COM		Unable to process request. Service SampleWorldCities2/MapServer not found
3	3/6/2018, 9:45:00 AM	3/6/2018, 9:45:24 AM	9003	SEVERE	1.000	E	COM		Unable to process request. Service SampleWorldCities2/MapServer not found
4	3/6/2018, 10:00:00 AM	3/6/2018, 9:45:24 AM	9003	SEVERE	1.000	E	COM		Unable to process request. Service SampleWorldCities2/MapServer not found
5	3/6/2018, 9:31:00 AM	3/6/2018, 9:30:34 AM	9003	SEVERE	1.000	E	COM		Unable to process request. Service SampleWorldCities2/MapServer not found
6	3/6/2018, 9:16:00 AM	3/6/2018, 9:15:26 AM	9003	SEVERE	1.000	E	COM		Unable to process request. Service SampleWorldCities2/MapServer not found
7	3/6/2018, 9:01:00 AM	3/6/2018, 9:00:25 AM	9003	SEVERE	1.000	E	COM		Unable to process request. Service SampleWorldCities2/MapServer not found
8	3/6/2018, 8:32:00 AM	3/6/2018, 8:18:05 AM	9003	SEVERE	1.000	E	COM		Unable to process request. Service SampleWorldCities2/MapServer not found
9	3/6/2018, 8:17:00 AM	3/6/2018, 8:04:03 AM	9003	SEVERE	1.000	E	COM		Unable to process request. Service SampleWorldCities2/MapServer not found
10	3/6/2018, 8:02:00 AM	3/6/2018, 7:49:04 AM	9003	SEVERE	1.000	E	COM		Unable to process request. Service SampleWorldCities2/MapServer not found
11	3/6/2018, 7:48:00 AM	3/6/2018, 7:34:03 AM	9003	SEVERE	1.000	E	COM		Unable to process request. Service SampleWorldCities2/MapServer not found
12	3/6/2018, 7:33:00 AM	3/6/2018, 7:19:02 AM	9003	SEVERE	1.000	E	COM		Unable to process request. Service SampleWorldCities2/MapServer not found
13	3/6/2018, 7:18:00 AM	3/6/2018, 7:04:02 AM	9003	SEVERE	1.000	E	COM		Unable to process request. Service SampleWorldCities2/MapServer not found
14	3/6/2018, 7:03:00 AM	3/6/2018, 6:49:02 AM	9003	SEVERE	1.000	E	COM		Unable to process request. Service SampleWorldCities2/MapServer not found
15	3/6/2018, 6:48:00 AM	3/6/2018, 6:35:02 AM	9003	SEVERE	1.000	E	COM		Unable to process request. Service SampleWorldCities2/MapServer not found
16	3/6/2018, 6:33:00 AM	3/6/2018, 6:20:01 AM	9003	SEVERE	1.000	E	COM		Unable to process request. Service SampleWorldCities2/MapServer not found
17	3/6/2018, 6:19:00 AM	3/6/2018, 6:05:03 AM	9003	SEVERE	1.000	E	COM		Unable to process request. Service SampleWorldCities2/MapServer not found

Availability

- Availability is usually expressed as a percentage of uptime in a given time span, e.g. month, year:
- ***Availability (%) = (Total time – Downtime) / Total Time * 100%***

Availability %	Downtime per year	Downtime per month	Downtime per week	Downtime per day
90% ("one nine")	36.5 days	72 hours	16.8 hours	2.4 hours
95% ("one and a half nines")	18.25 days	36 hours	8.4 hours	1.2 hours
99% ("two nines")	3.65 days	7.20 hours	1.68 hours	14.4 minutes
99.5% ("two and a half nines")	1.83 days	3.60 hours	50.4 minutes	7.2 minutes
99.9% ("three nines")	8.76 hours	43.8 minutes	10.1 minutes	1.44 minutes
99.95% ("three and a half nines")	4.38 hours	21.56 minutes	5.04 minutes	43.2 seconds
99.99% ("four nines")	52.56 minutes	4.38 minutes	1.01 minutes	8.64 seconds

Availability

Aggregated view based on **Critical alerts**

- Downtime defined only by **Critical alerts**

The screenshot shows the ArcGIS Monitor interface for the 'Availability' section. The top navigation bar includes 'ArcGIS Monitor', 'Availability', 'Home', 'Alerts', 'Categories', 'Site', 'Reports', and 'Help'. The main content area displays the current time as '3/6/2018, 1:03:13 PM'. Below this, there are two alert indicators: a yellow warning icon with the number '2' and a range '(99.9999-99%)', and a red critical warning icon with the number '1' and a range '< 99%'. A 'Set Time Range' dropdown is set to 'Today'. The 'Time Range' section shows two date-time inputs: '3/6/2018, 12:00:00 AM' and '3/6/2018, 1:00:00 PM'. A table below lists three collections with their status, availability, and coverage percentages. A footer note states: 'High number of unattended alerts will reduce the quality assessment of availability reports'.

ArcGIS Monitor *Availability* Home Alerts Categories Site Reports Help

Availability 3/6/2018, 1:03:13 PM

2 (99.9999-99%) 1 (< 99%)

Set Time Range: Today Time Range: 3/6/2018, 12:00:00 AM 3/6/2018, 1:00:00 PM

ID	Status	Collection	Availability (%)	Coverage (%)
1	✓	Dev	99.872	100.000
2	⚠	Prod	< 90.000	66.667
3	✓	Test	99.872	100.000

High number of unattended alerts will reduce the quality assessment of availability reports

Use case

Problems: Golf Courses points “disappeared” from a map

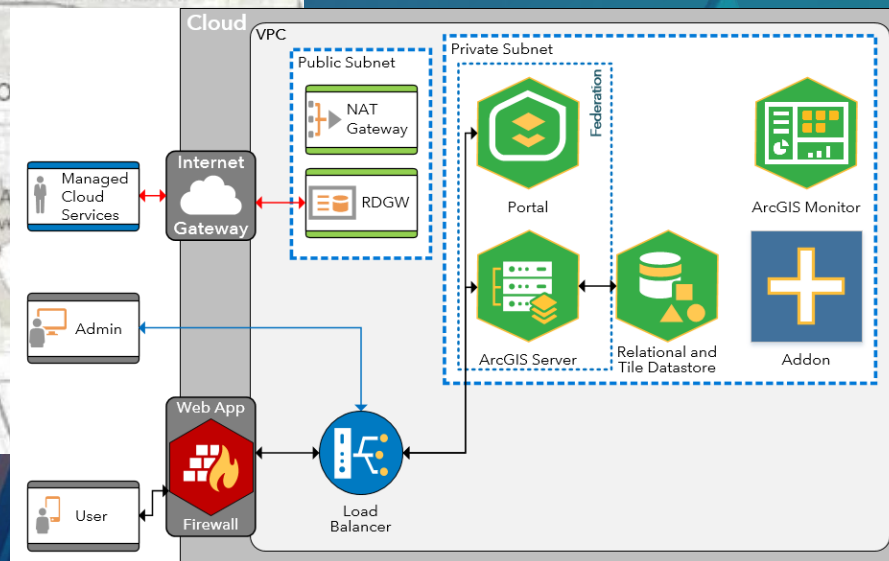
Home ▾ California_Test_Hosted_Service

Details Add ▾ Basemap Analysis Save ▾ Share Print ▾ Measure Bo

Contents

- California Test Hosted Service - Geocoding Result
- California Test Hosted Service - Places
- California Test Hosted Service - GolfCourses
- California Test Hosted Service - Cities
- California Test Hosted Service - Airports
- California Test Hosted Service - Volcanos
- California Test Hosted Service

Map showing Jurupa Valley, Woodcrest, and Moreno Valley. A green callout bubble points to a location on the map with the text: **Golf Courses points “disappeared”**



Alerts 05/24/2018 3:42 PM

Set Time Range: Today

Time Range: 05/24/2018 12:00 AM - 05/24/2018 3:42 PM

Collection: (All Collections) Counter Name: (All Counter Names)
 Category: (All Categories) Names: (All Names)

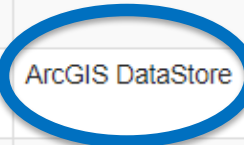
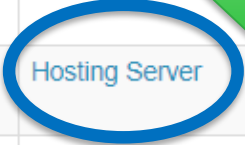
Level: Critical: 6 Warning: 20 Info: 0
 Status: Open: 9 Closed: 17

Monitor Service: Data not collected: 8
 Logs: Logs Severe: 1 Logs W

ID	Last Alert	Collection	Level	Status	Hours	Count	Groups	Counter Name	Rule	Counter Instance		
1	05/24/2018 3:39 PM	Demo	Critical	Open			4	Status Federation	> 0	Summary	Portal fo	
2	05/24/2018 3:39 PM	Demo	Warning	Open			8	Log-ERROR	> 0	Validation	ArcGIS	
3	05/24/2018 3:39 PM	Demo	Warning	Open	3.13	105	4	Log-SEVERE	> 0	Summary	Hosting Server	
4	05/24/2018 3:36 PM	Demo	Critical	Open	1.49	63	4	Count Total	= 0	postgres	10.0.3.202-postgres	ArcGIS DataStore
5	05/24/2018 3:36 PM	Demo	Warning	Open	1.49	63	4	Response Time(sec)	> 3	California_Test_Hosted	California_Test_Hosted	
6	05/24/2018 3:36 PM	Demo	Critical	Open	1.39	77	5	Count Total	= 0	ArcGISDataStore	10.0.3.202-ArcGISDataStore	ArcGIS DataStore
7	05/24/2018 3:36 PM	Demo	Warning	Open	1.73	77	5	Find String NOT	= 1	California_Test_Hosted	California_Test_Hosted	
8	05/24/2018 3:36 PM	Demo	Warning	Open	1.73	77	5	Find String	= 0	California_Test_Hosted	California_Test_Hosted	
9	05/24/2018 3:36 PM	Demo	Warning	Open	1.48	63	4	JSON Error Code	> 0	California_Test_Hosted	California_Test_Hosted	

2. Get details

1. Identify "suspect" component



Analyze error messages

Narrow the search

Log View End: 05/24/2018 3:46 PM Start: 05/24/2018 11:39 AM Number of Records: 229

Collection: Demo Name: Hosting Server Counter Name: Log-SEVERE Counter Instance: Summary

ID	QTime	Time	Code	Type	Count/Interval	User	Machine	Method Name
1	05/24/2018 3:39 PM	05/24/2018 3:39 PM	9000	SEVERE	1		10.0.3.27	The connection attempt failed.
2	05/24/2018 3:39 PM	05/24/2018 3:39 PM	9000	SEVERE	1		10.0.3.27	The connection attempt failed.
3	05/24/2018 3:39 PM	05/24/2018 3:38 PM	9000	SEVERE	1		10.0.3.27	The connection attempt failed.
4	05/24/2018 3:39 PM	05/24/2018 3:38 PM	9000	SEVERE	1		10.0.3.27	The connection attempt failed.
5	05/24/2018 3:39 PM	05/24/2018 3:38 PM	9000	SEVERE	1		10.0.3.27	The connection attempt failed.
6	05/24/2018 3:39 PM	05/24/2018 3:38 PM	9000	SEVERE	1		10.0.3.27	The connection attempt failed.
7	05/24/2018 3:39 PM	05/24/2018 3:38 PM	9000	SEVERE	1		10.0.3.27	The connection attempt failed.
8	05/24/2018 3:39 PM	05/24/2018 3:38 PM	9000	SEVERE	1		10.0.3.27	The connection attempt failed.
9	05/24/2018 3:39 PM	05/24/2018 3:38 PM	9000	SEVERE	1		10.0.3.27	The connection attempt failed.
10	05/24/2018 3:39 PM	05/24/2018 3:38 PM	9000	SEVERE	1		10.0.3.27	The connection attempt failed.
11	05/24/2018 3:39 PM	05/24/2018 3:38 PM	9000	SEVERE	1		10.0.3.27	The connection attempt failed.

Investigate “culprit” machine

The screenshot shows the ArcGIS Data Store Services console. The left pane displays a tree view of local data sources, with 'ArcGIS Datastore' selected. The main pane shows the 'Services (Local)' console for the 'ArcGIS Data Store' service. The service is listed as 'Not Running' in the 'Status' column. A red circle highlights the 'ArcGIS Data Store' entry in the list. A green callout box contains the text: 'Problem: ArcGIS Data Store service not running. Restarting service throws logging error.'

Name	Description	Status	Start Mode
ActiveX Installer (AxInstS)		Running	Automatic
AllJoyn Router Service		Running	Automatic
Amazon SSM Agent		Running	Automatic
App Readiness		Running	Automatic
Application Host Helper		Running	Automatic
Application Identity		Running	Automatic
Application Information		Running	Automatic
Application Layer Gateway ...	Provides su...	Running	Manual
Application Management	Processes in...	Running	Manual
AppX Deployment Service (...)	Provides inf...	Running	Manual
ArcGIS Data Store	Enables the ...	Not Running	Automatic (D...
ArcGIS GeoEvent Gateway	ArcGIS Geo...	Running	Automatic
ArcGIS GeoEvent Server	ArcGIS Geo...	Running	Manual
ArcGIS Server	Enables the ...	Running	Manual
ASP.NET State Service	Provides su...	Running	Manual
Auto Time Zone Updater	Automatica...	Running	Disabled
AWS Lite Guest Agent	AWS Lite Gu...	Running	Automatic
Background Intelligent Tran...	Transfers fil...	Running	Manual
Background Tasks Infrastru...	Windows in...	Running	Automatic
Base Filtering Engine	The Base Fil...	Running	Automatic

Resolve: correct password and start ArcGIS Data Store service

The screenshot displays the ArcGIS Data Store Services console. The left sidebar shows the navigation tree with 'Local Data Source' expanded, and 'ArcGIS Data Store' selected. The main window shows the 'Services (Local)' view with a table of installed services.

Name	Description	Status	Startup Type	Lo
ActiveX Installer (AxInstSV)	Provides Us...		Manual	Lo
AllJoyn Router Service	Routes AllJo...		Manual (Trig...	Lo
Amazon SSM Agent	Amazon SS...	Running	Automatic	Lo
App Readiness	Gets apps re...		Manual	Lo
Application Host Helper Ser...	Provides ad...	Running	Automatic	Lo
Application Identity	Determines ...		Manual (Trig...	Lo
Application Information	Facilitates t...	Running	Manual (Trig...	Lo
Application Layer Gateway ...	Provides su...		Manual	Lo
Application Management	Processes in...		Manual	Lo
AppX Deployment Service (...)	Provides inf...		Manual	Lo
ArcGIS Data Store	Enables the ...	Running	Automatic (D...	.\e
ArcGIS GeoEvent Gateway	ArcGIS Geo...		Automatic	.\e
ArcGIS GeoEvent Server	ArcGIS Geo...		Manual	.\e
ArcGIS Server	Enables the ...		Manual	.\e
ASP.NET State Service	Provides su...		Manual	Ne
Auto Time Zone Updater	Automatica...		Disabled	Lo
AWS Lite Guest Agent	AWS Lite Gu...	Running	Automatic	Lo
Background Intelligent Tran...	Transfers fil...		Manual	Lo
Background Tasks Infrastru...	Windows in...	Running	Automatic	Lo
Rare Filtering Engine	The Rare Fil	Running	Automatic	Lo

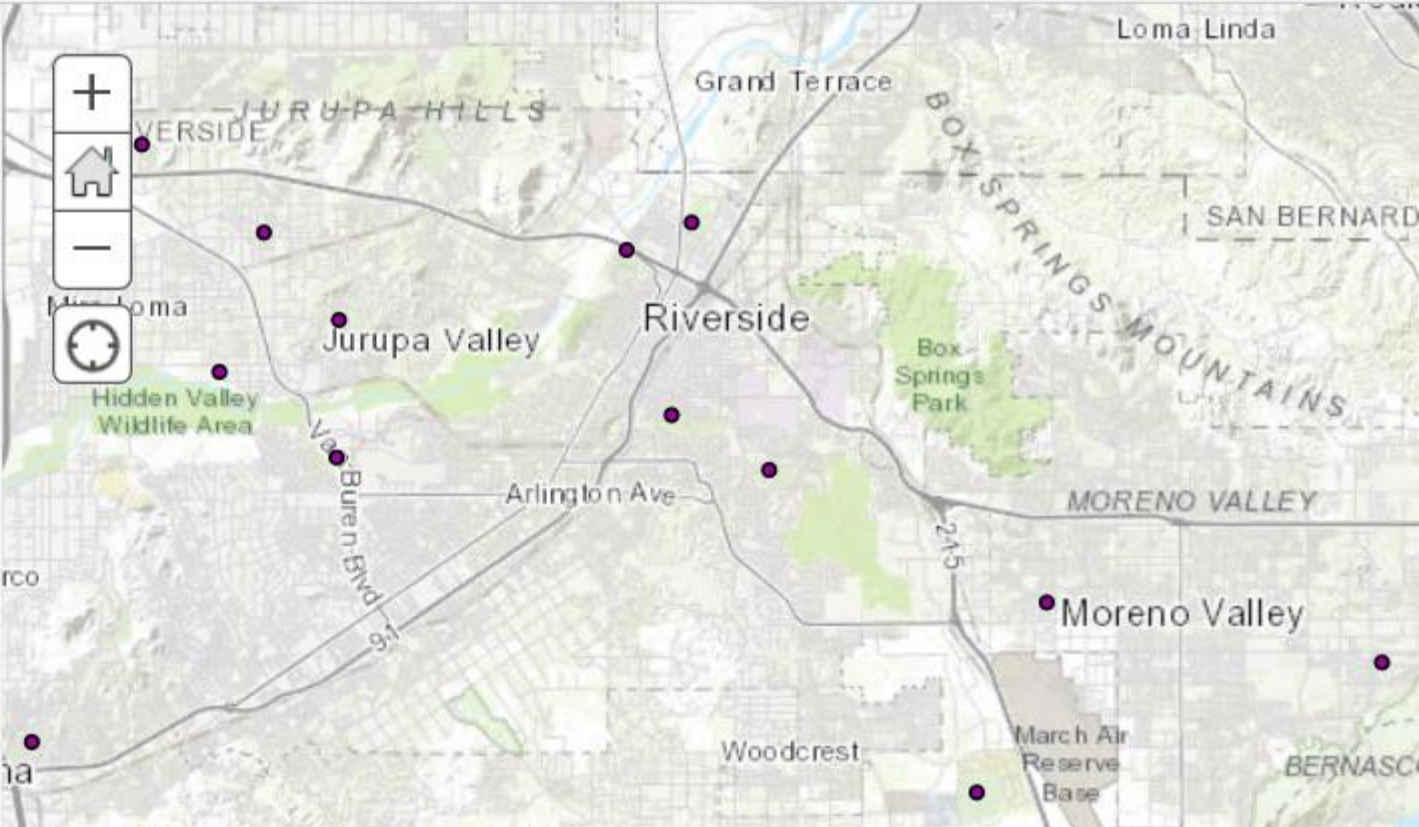
Verify resolution

Home ▾ California_Test_Hosted_Service

Details + Add ▾ | Basemap | Analysis Save ▾ Share Print ▾ | Measure Book

Contents

- California Test Hosted Service - Geocoding Result
- California Test Hosted Service - Places
- California Test Hosted Service - GolfCourses
- California Test Hosted Service - Cities
- California Test Hosted Service - Airports

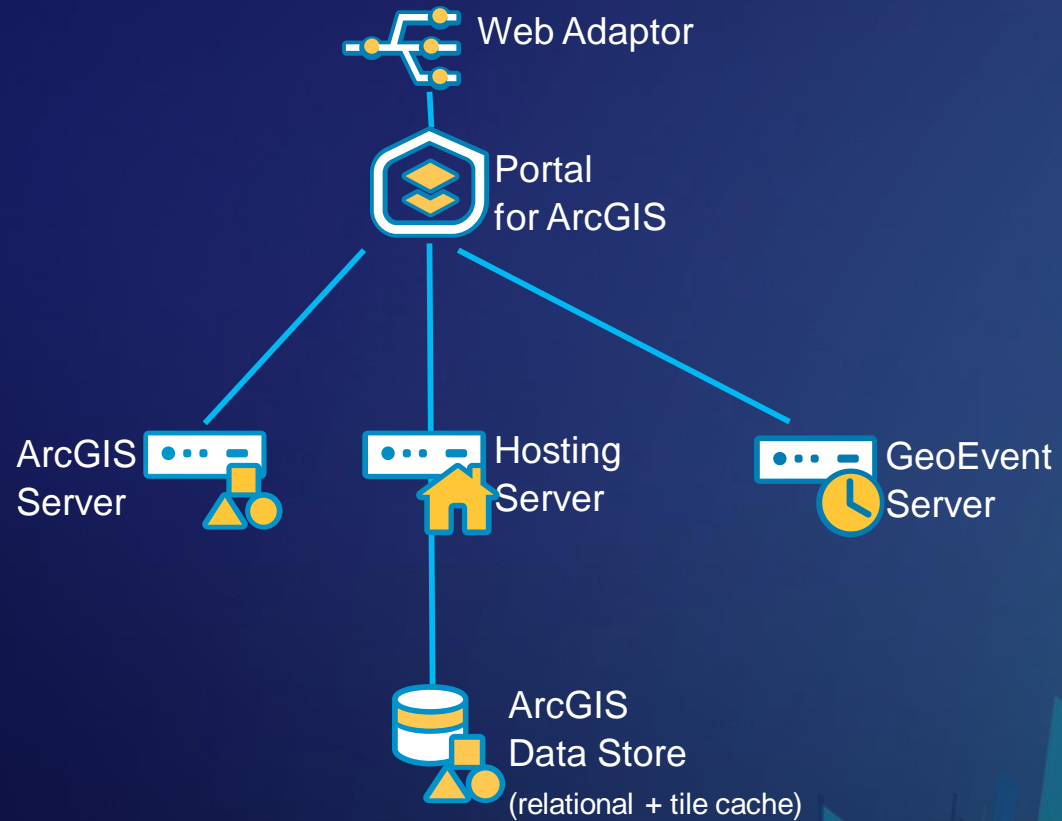


The map displays the Riverside area in California, with several golf courses highlighted in green. The highlighted areas include Jurupa Valley, Hidden Valley Wildlife Area, and Box Springs Park. Other visible locations include Riverside, Moreno Valley, Woodcrest, and March Air Reserve Base. The map interface includes a contents panel on the left with a checked item for 'California Test Hosted Service - GolfCourses', and a top toolbar with options like Details, Add, Basemap, Analysis, Save, Share, Print, Measure, and Book.

Best practices

arcgismonitor.esri.com demo site as use case

Understand architecture and typical root causes

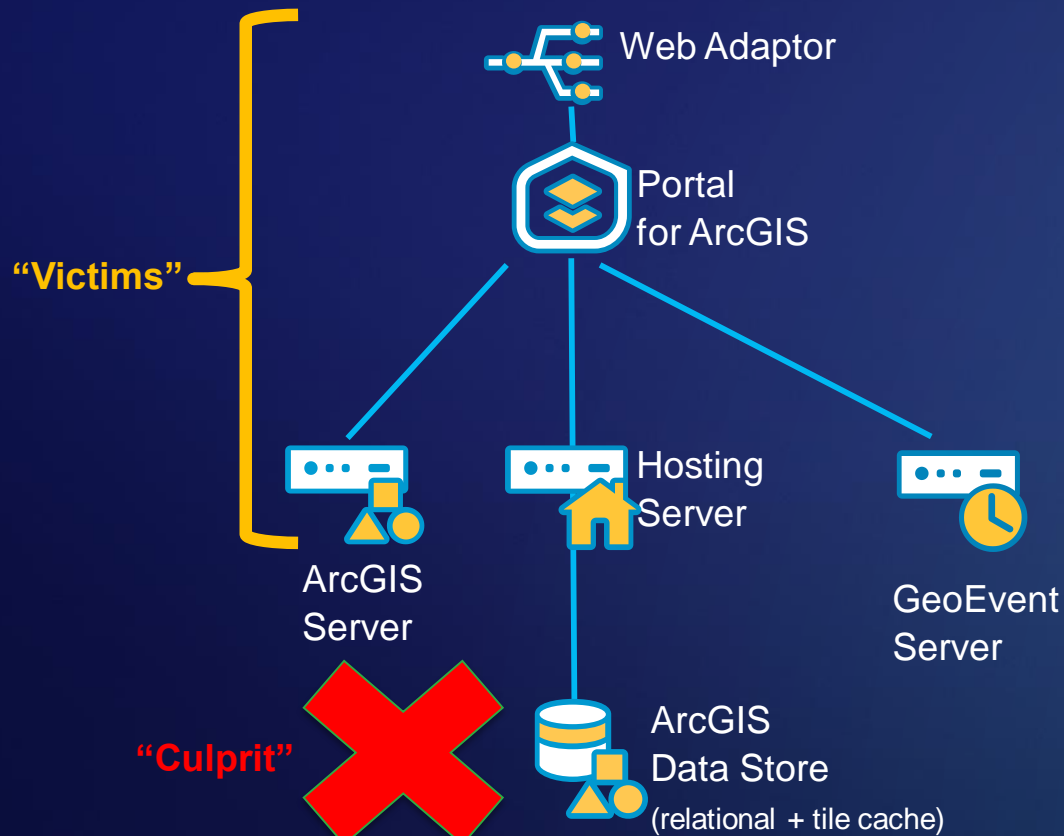


Category	Root cause
Web Application	Configuration Updates Infrastructure
ArcGIS	Configuration Updates Infrastructure
Infrastructure	Configuration Updates Capacity

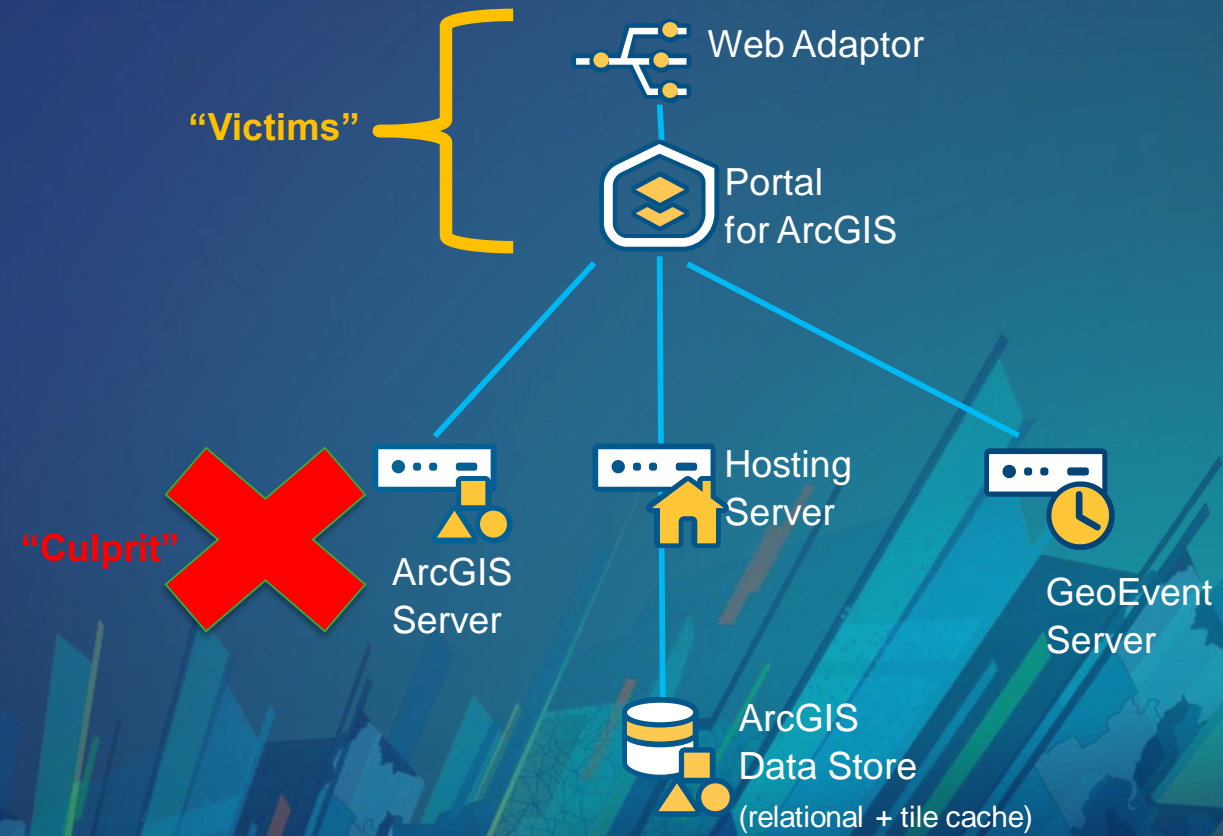
Understand Root Cause and Impact analysis: “culprits and victims”

“Culprit” - the most downstream failing component

“Victims” – all upstream failing components



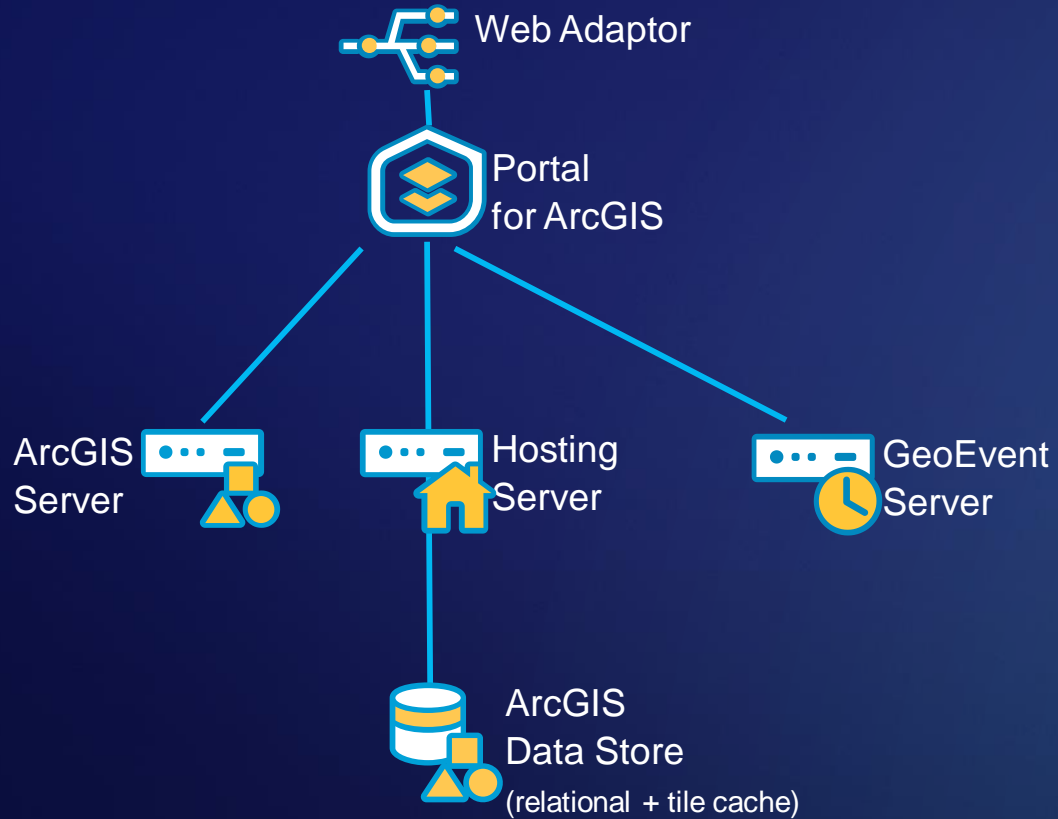
Example 1



Example 2

Map counters to architecture components

Web



ArcGIS Monitor Categories > Web

- Demo
 - HTTP
 - Collection Time(sec)
 - Content Length
 - Find String
 - Find String NOT
 - JSON Error Code
 - Network Time(sec)
 - Response Code
 - Response Time(sec)
 - Server Time(sec)

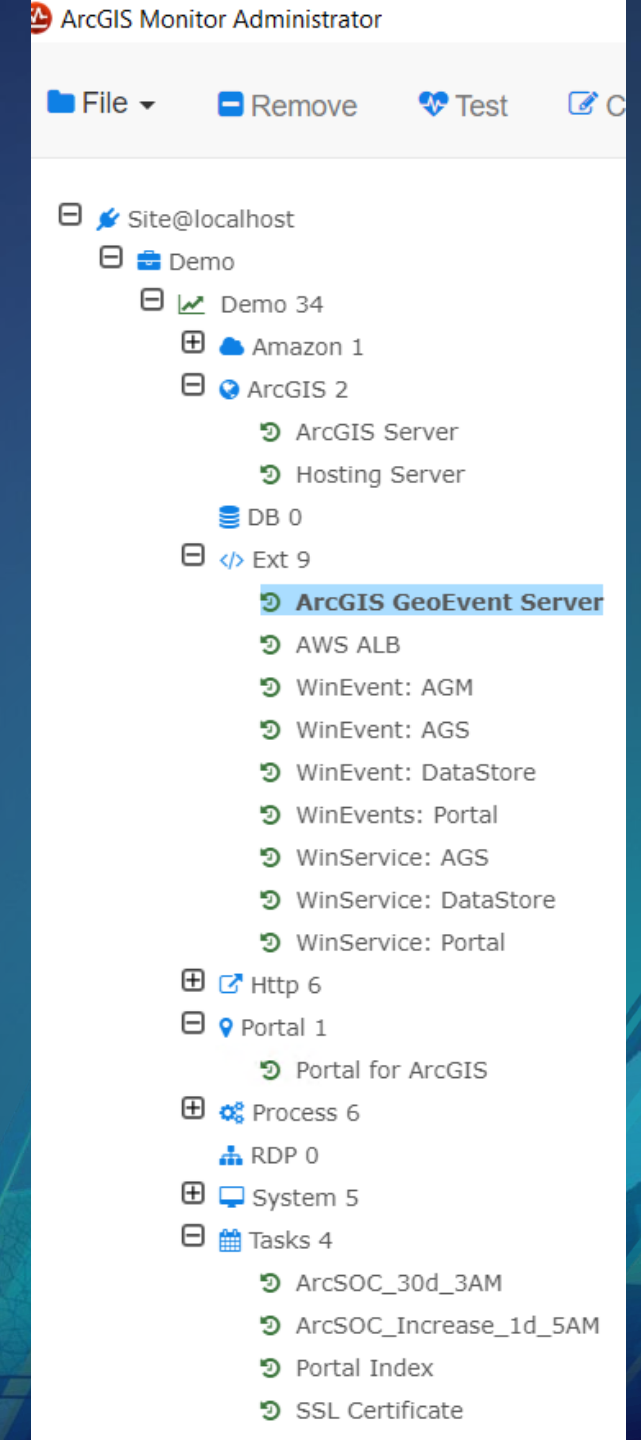
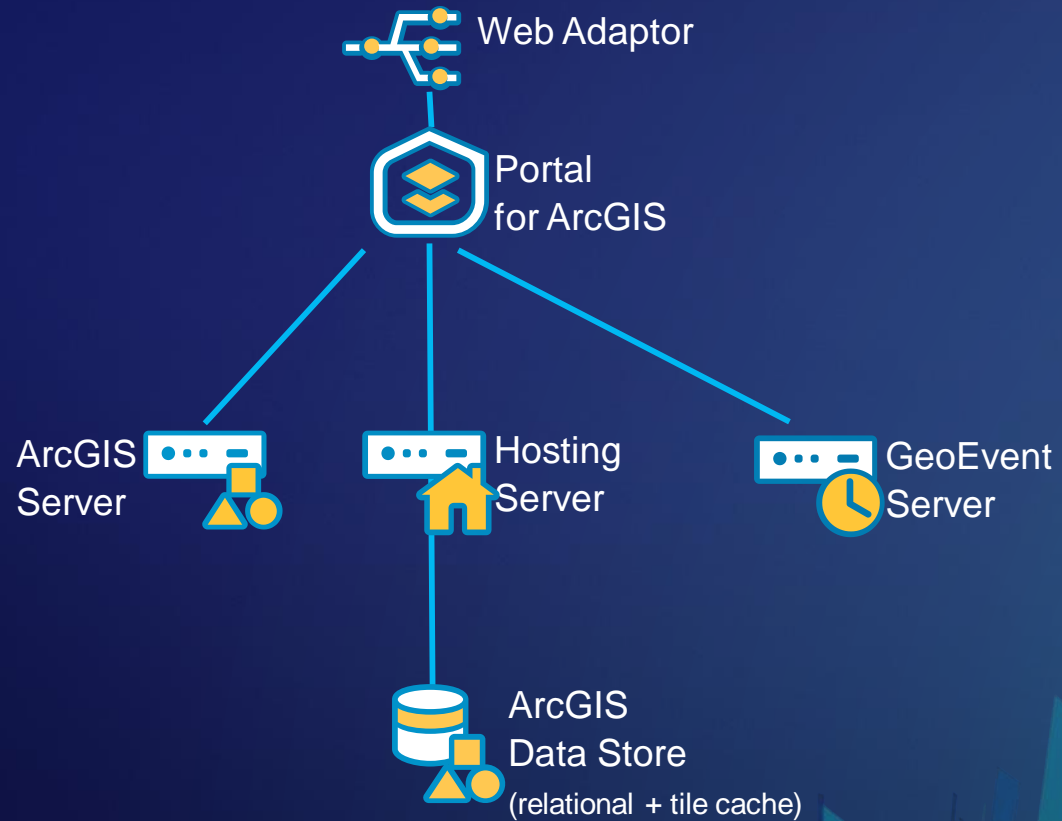
ArcGIS Monitor Administrator

File Add Test Config

- Site@localhost
 - Demo
 - Demo 34
 - Amazon 1
 - ArcGIS 2
 - DB 0
 - Ext 9
 - Http 6
 - ArcGIS Server Health
 - California_Test_Hosted
 - Hosting Server Health
 - Portal for ArcGIS Health
 - SampleWorldCities
 - SampleWorldCities_Hosted
 - Portal 1
 - Process 6
 - RDP 0
 - System 5
 - Tasks 4

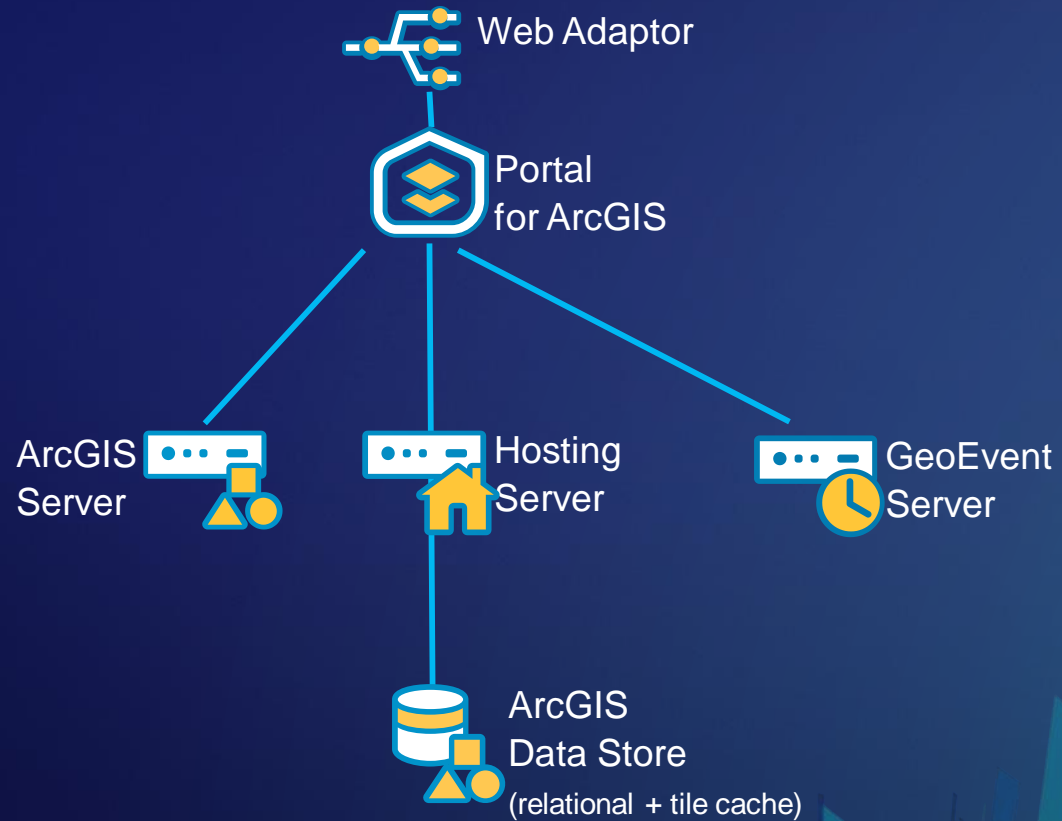
Map counters to architecture components

ArcGIS



Map counters to architecture components

Infrastructure



ArcGIS Monitor Administrator

File Remove Test Config

- Demo 34
 - Amazon 1
 - AWS
 - ArcGIS 2
 - DB 0
 - Ext 9
 - ArcGIS GeoEvent Server
 - AWS ALB
 - WinEvent: AGM
 - WinEvent: AGS
 - WinEvent: DataStore
 - WinEvents: Portal
 - WinService: AGS
 - WinService: DataStore
 - WinService: Portal
 - Http 6
 - Portal 1
 - Process 6
 - 10.0.3.202-ArcGISDataStore
 - 10.0.3.184-ArcGISPortal
 - 10.0.3.154-ArcSOC
 - 10.0.3.232-mongod
 - 10.0.3.184-postgres
 - 10.0.3.202-postgres
 - RDP 0
 - System 5
 - 10.0.3.154
 - 10.0.3.184
 - 10.0.3.202
 - 10.0.3.232
 - 10.0.3.27

Alerts view

arcgismonitor.esri.com demo site

Alerts 07/06/2018 10:45 AM

Set Time Range: Today | Time Range: 07/06/2018 12:00 AM - 07/06/2018 10:37 AM

Collection: (All Collections) | Counter Name: (All Counter Names) | Category: (All Categories) | Names: (All Names) | Set Default Filters

Monitor Service: Data not collected: 7 | Logs: Logs Severe: 1 | Logs Warning: 3

Level: Critical: 12 | Warning: 35 | Info: 6
 Status: Open: 4 | Closed: 49

ID	Last Alert	Collection	Level	Status	Hours	Count	Groups	Counter Name	Rule	Counter Instance	Name	Desc	Category	Counter Type	Int(min)
1	07/06/2018 10:45 AM	Demo	Info	Open	7.53	185	37	Information	> 0	10.0.3.27	WinEvent: AGS	10.0.3.27 -Hosting,10.0.3.154-AGS	</> Extension	</> Ext - WinEvent	5
2	07/06/2018 10:45 AM	Demo	Info	Open	8.33	205	28				WinEvent: AGM		</> Extension	</> Ext - WinEvent	5
3	07/06/2018 10:26 AM	Demo	Warning	Closed	0.67	8	7				WinEvent: AGS	10.0.3.27 -Hosting,10.0.3.154-AGS	</> Extension	</> Ext - WinEvent	5
4	07/06/2018 10:21 AM	Demo	Info	Open	8.31	198	28				WinEvent: DataStore		</> Extension	</> Ext - WinEvent	5
5	07/06/2018 10:21 AM	Demo	Info	Open	8.55	204	26				WinEvents: Portal		</> Extension	</> Ext - WinEvent	5
6	07/06/2018 10:16 AM	Demo	Warning	Closed	2.78	29	3				Hosting Server		ArcGIS	ArcGIS	5
7	07/06/2018 10:16 AM	Demo	Warning	Closed	0.08	1	1				WinEvent: AGS	10.0.3.27 -Hosting,10.0.3.154-AGS	</> Extension	</> Ext - WinEvent	5
8	07/06/2018 10:16 AM	Demo	Info	Closed	8.28	101	30				WinEvent: AGS	10.0.3.27 -Hosting,10.0.3.154-AGS	</> Extension	</> Ext - WinEvent	5
9	07/06/2018 10:14 AM	Demo	Warning	Closed	0.02	1	1	Collect			Demo-60 seconds		Monitor	Monitor	1
10	07/06/2018 10:14 AM	Demo	Warning	Closed	0.00	1	1	Fire			SampleWorldCities		Web	Http	1
11	07/06/2018 10:14 AM	Demo	Warning	Closed	0.00	1	1				SampleWorldCities		Web	Http	1
12	07/06/2018 10:12 AM	Demo	Warning	Closed	0.17	11	4	Respo			SampleWorldCities		Web	Http	1
13	07/06/2018 10:11 AM	Demo	Critical	Closed	0.02	1	1				ArcGIS Server Health	https://10.0.3.154:6443/arcgis/rest/info...	Web	Http	1
14	07/06/2018 10:11 AM	Demo	Warning	Closed	0.02	1	1	JSC			ArcGIS Server Health	https://10.0.3.154:6443/arcgis/rest/info...	Web	Http	1
15	07/06/2018 10:11 AM	Demo	Critical	Closed	0.08	1	1				10.0.3.154-ArcSOC	ArcGIS Server	Infrastructure	Process	5
16	07/06/2018 10:11 AM	Demo	Warning	Closed	0.02	1	1	Fire			ArcGIS Server Health	https://10.0.3.154:6443/arcgis/rest/info...	Web	Http	1
17	07/06/2018 10:06 AM	Demo	Warning	Closed	0.93	9	2	Data			ArcGIS GeoEvent Server		ArcGIS	</> Ext - ArcGIS GeoEvent Extension	5
18	07/06/2018 10:06 AM	Demo	Warning	Closed	0.33	4	2	% P			AWS		Infrastructure	Amazon	5
19	07/06/2018 10:01 AM	Demo	Warning	Closed	0.48	29	2	% P			10.0.3.154	ArcGIS Server	Infrastructure	System	1
20	07/06/2018 8:03 AM	Demo	Critical	Closed	0.50	6	1	ArcGISGeoEvent	= 0	10.0.3.154	WinService:GeoEvent		</> Extension	</> Ext - WinService	5
21	07/06/2018 8:00 AM	Demo	Critical	Closed	0.50	30	1	Count Total	< 1	ArcGISGeoEvent	10.0.3.154-ArcGISGeoEvent		Infrastructure	Process	1
22	07/06/2018 7:48 AM	Demo	Info	Closed	0.25	3	3	Tr	= 0	USGS-RSS-Earthquakes	ArcGIS GeoEvent Server		ArcGIS	</> Ext - ArcGIS GeoEvent Extension	5
23	07/06/2018 7:19 AM	Demo	Warning	Closed	0.08	1	1	Error	> 0	10.0.3.202	WinEvent: DataStore		</> Extension	</> Ext - WinEvent	5



Start with Critical alerts

Alerts 07/06/2018 10:37 AM

Set Time Range: Today
 Time Range: 07/06/2018 12:00 AM to 07/06/2018 10:37 AM

Collection: (All Collections) Counter Name: (All Counter Names)
 Category: (All Categories) Names: (All Names) [Set Default Filters]

Level: Critical: 12 Warning: 35 Info: 6
 Status: Open: 5 Closed: 48

Monitor Service: Data not collected: 7
 Logs: Logs Severe: 1 Logs Warning: 3

ID	Last Alert	Collection	Level	Status	Hours	Count	Groups	Counter Name	Rule	Counter Instance	Name	Desc	Category
14	07/06/2018 10:11 AM	Demo	Critical	Closed	0.02	1	1	Find String	= 0	ArcGIS Server Health	ArcGIS Server Health	https://10.0.3.154:6443/arcgis/rest/info...	Web
16	07/06/2018 10:11 AM	Demo	Critical	Closed	0.08	1	1	Count Total	= 0	ArcSOC	10.0.3.154-ArcSOC	ArcGIS Server	Infrastructure
20	07/06/2018 8:03 AM	Demo	Critical	Closed	0.50	6	1	ArcGISGeoEvent	= 0	10.0.3.154	WinService:GeoEvent		Extension
21	07/06/2018 8:00 AM	Demo	Critical	Closed	0.50	30	1	Count Total	< 1	ArcGISGeoEvent	10.0.3.154-ArcGISGeoEvent		Infrastructure
27	07/06/2018 7:05 AM	Demo	Critical	Closed	0.57	7	2	Status Federation	> 0	Summary	Portal for ArcGIS		ArcGIS
28	07/06/2018 7:01 AM	Demo	Critical	Closed	0.23	14	1	Count Total	= 0	ArcGISDataStore	10.0.3.202-ArcGISDataStore	ArcGIS DataStore	Infrastructure
32	07/06/2018 7:01 AM	Demo	Critical	Closed	0.25	15	1	Count Total	= 0	postgres	10.0.3.202-postgres	ArcGIS DataStore	Infrastructure
39	07/06/2018 6:00 AM	Demo	Critical	Closed	0.25	3	1	ArcGIS Server	= 0	10.0.3.27	WinService: AGS	Windows service status: ArcGIS Server	Extension
44	07/06/2018 5:01 AM	Demo	Critical	Closed	0.27	16	1	Count Total	= 0	postgres	10.0.3.184-postgres	Portal for ArcGIS	Infrastructure
46	07/06/2018 5:01 AM	Demo	Critical	Closed	0.23	14	1	Count Total	= 0	ArcGISPortal	10.0.3.184-ArcGISPortal	Portal for ArcGIS	Infrastructure
47	07/06/2018 5:01 AM	Demo	Critical	Closed	0.25	3	1	Portal for ArcGIS	= 0	10.0.3.184	WinService: Portal		Extension
48	07/06/2018 5:00 AM	Demo	Critical	Closed	0.27	16	1	Find String	= 0	Portal for ArcGIS Health	Portal for ArcGIS Health		Web

Identify “culprit” components

Alerts 07/06/2018 10:37 AM

Set Time Range: Today
 Time Range: 07/06/2018 12:00 AM to 07/06/2018 10:37 AM

Collection: (All Collections) Counter Name: (All Counter Names)
 Category: (All Categories) Names: (All Names)

Level: Critical: 12 Warning: 35 Info: 6
 Status: Open: 5 Closed: 48

Monitor Service: Data not collected: 7
 Logs: Logs Severe: 1 Logs Warning: 3

ID	Last Alert	Collection	Level	Status	Hours	Count	Groups	Counter Name	Rule	Counter Instance	Name	Desc	Category
14	07/06/2018 10:11 AM	Demo	Critical	Closed	0.02	1	1	Find String = 0	ArcGIS Server Health	ArcGIS Server Health	ArcGIS Server Health	https://10.0.3.154:6443/arcgis/rest/info...	Web
16	07/06/2018 10:11 AM	Demo	Critical	Closed	0.08	1	1	Count Total = 0	ArcSOC	10.0.3.154-ArcSOC	ArcGIS Server	ArcGIS Server	Infrastructure
20	07/06/2018 8:03 AM	Demo	Critical	Closed	0.50	6	1	ArcGISGeoEvent = 0	10.0.3.154	WinService:GeoEvent	GeoEvent	GeoEvent	Extension
21	07/06/2018 8:00 AM	Demo	Critical	Closed	0.50	30	1	Count Total < 1	ArcGISGeoEvent	10.0.3.154-ArcGISGeoEvent	ArcGIS Server	ArcGIS Server	Infrastructure
27	07/06/2018 7:05 AM	Demo	Critical	Closed	0.57	7	2	Status Federation > 0	Summary	Portal for ArcGIS	Portal for ArcGIS	Portal for ArcGIS	ArcGIS
28	07/06/2018 7:01 AM	Demo	Critical	Closed	0.23	14	1	Count Total = 0	ArcGISDataStore	10.0.3.202-ArcGISDataStore	ArcGIS DataStore	ArcGIS DataStore	Infrastructure
32	07/06/2018 7:01 AM	Demo	Critical	Closed	0.25	15	1	Count Total = 0	postgres	10.0.3.202-postgres	ArcGIS DataStore	ArcGIS DataStore	Infrastructure
39	07/06/2018 6:00 AM	Demo	Critical	Closed	0.25	3	1	ArcGIS Server = 0	10.0.3.27	WinService: AGS	Hosting Server	Windows service status	Extension
44	07/06/2018 5:01 AM	Demo	Critical	Closed	0.27	16	1	Count Total = 0	postgres	10.0.3.184-postgres	Portal for ArcGIS	Portal for ArcGIS	Infrastructure
46	07/06/2018 5:01 AM	Demo	Critical	Closed	0.23	14	1	Count Total = 0	ArcGISPortal	10.0.3.184-ArcGISPortal	Portal for ArcGIS	Portal for ArcGIS	Infrastructure
47	07/06/2018 5:01 AM	Demo	Critical	Closed	0.25	3	1	Portal for ArcGIS = 0	10.0.3.184	WinService: Portal	Portal for ArcGIS	Portal for ArcGIS	Extension
48	07/06/2018 5:00 AM	Demo	Critical	Closed	0.27	16	1	Find String = 0	Portal for ArcGIS Health	Portal for ArcGIS Health	Portal for ArcGIS Health	Portal for ArcGIS Health	Web

ArcGIS Server
GeoEvent
Portal
Data Store
Hosting Server
Portal

Map "victims" to culprit candidates

Web "Health" are culprit indicators

Further investigate
SampleWorldCities
performance degradation

ArcGIS Monitor Alerts Home Availability Categories Site Reports Help Demo@arcgismonitor.esri.com:443 / Logout

Alerts 07/07/2018 7:49 AM

Set Time Range: Yesterday Time Range: 07/06/2018 12:00 AM 07/06/2018 11:59 PM

Collection: (All Collections) Counter Name: (All Counter Names)
Category: Web Names: (All Names) Set Default Filters

Level: Critical: 12 Warning: 36 Info: 6
Status: Open: 2 Closed: 52
Monitor Service: Data not collected: 7
Logs: Logs Severe: 1 Logs Warning: 3

ID	Last Alert	Collection	Level	Status	Hours	Count	Groups	Counter Name	Rule	Counter Instance	Name	Desc	Category	Counter Type	Int(min)
16	07/06/2018 10:14 AM	Demo	Warning	Closed	0.00	1	1	Find String NOT	= 1	SampleWorldCities	SampleWorldCities		Web	Http	1
17	07/06/2018 10:14 AM	Demo	Warning	Closed	0.00	1	1	Find String	= 0	SampleWorldCities	SampleWorldCities		Web	Http	1
19	07/06/2018 10:12 AM	Demo	Warning	Closed	0.17	11	4	Response Time(sec)	> 0.5	SampleWorldCities	SampleWorldCities		Web	Http	1
20	07/06/2018 10:11 AM	Demo	Warning	Closed	0.02	1	1	JSON Error Code	> 0	ArcGIS Server Health	ArcGIS Server Health	https://10.0.3.154:6443/arcgis/rest/info...	Web	Http	1
21	07/06/2018 10:11 AM	Demo	Warning	Closed	0.02	1	1	Find String NOT	= 1	ArcGIS Server Health	ArcGIS Server Health	https://10.0.3.154:6443/arcgis/rest/info...	Web	Http	1
22	07/06/2018 10:11 AM	Demo	Critical	Closed	0.02	1	1	Find String	= 0	ArcGIS Server Health	ArcGIS Server Health	https://10.0.3.154:6443/arcgis/rest/info...	Web	Http	1
32	07/06/2018 7:01 AM	Demo	Warning	Closed	0.50	30	2	Find String	= 0	California_Test_Hosted	California_Test_Hosted		Web	Http	1
35	07/06/2018 7:01 AM	Demo	Warning	Closed	0.50	30	2	Find String NOT	= 1	California_Test_Hosted	California_Test_Hosted		Web	Http	1
36	07/06/2018 7:01 AM	Demo	Warning	Closed	0.25	16	1	Response Time(sec)	> 3	California_Test_Hosted	California_Test_Hosted		Web	Http	1
37	07/06/2018 7:01 AM	Demo	Warning	Closed	0.25	15	1	JSON Error Code	> 0	California_Test_Hosted	California_Test_Hosted		Web	Http	1
39	07/06/2018 6:00 AM	Demo	Warning	Closed	0.25	15	1	Response Time(sec)	> 0.5	SampleWorldCities_Hosted	SampleWorldCities_Hosted		Web	Http	1
40	07/06/2018 6:00 AM	Demo	Warning	Closed	0.25	15	1	Find String	= 0	SampleWorldCities_Hosted	SampleWorldCities_Hosted		Web	Http	1
41	07/06/2018 6:00 AM	Demo	Warning	Closed	0.25	15	1	Find String NOT	= 1	SampleWorldCities_Hosted	SampleWorldCities_Hosted		Web	Http	1
42	07/06/2018 5:59 AM	Demo	Warning	Closed	0.28	15	1	Data not collected	> Interval	Monitor-EC2AMAZ-7PRE39V	Hosting Server Health	https://10.0.3.27:6443/arcgis/rest/info/...	Web	Http	1
49	07/06/2018 5:00 AM	Demo	Warning	Closed	0.27	16	1	Find String NOT	= 1	Portal for ArcGIS Health	Portal for ArcGIS Health		Web	Http	1
50	07/06/2018 5:00 AM	Demo	Critical	Closed	0.27	16	1	Find String	= 0	Portal for ArcGIS Health	Portal for ArcGIS Health		Web	Http	1
51	07/06/2018 4:59 AM	Demo	Warning	Closed	0.32	17	1	Data not collected	> Interval	Monitor-EC2AMAZ-7PRE39V	California_Test_Hosted		Web	Http	1
52	07/06/2018 4:59 AM	Demo	Warning	Closed	0.32	17	1	Data not collected	> Interval	Monitor-EC2AMAZ-7PRE39V	SampleWorldCities_Hosted		Web	Http	1
53	07/06/2018 4:59 AM	Demo	Warning	Closed	0.32	17	1	Data not collected	> Interval	Monitor-EC2AMAZ-7PRE39V	SampleWorldCities		Web	Http	1

Victims ArcGIS Server
Culprits ArcGIS Server
Data Store
Victims
Hosting Server
Culprits Portal
Victims Portal



ArcGIS Monitor



Demo



➔ Login

🔒 Reset Password

ArcGIS Monitor Demo Site

<https://arcgismonitor.esri.com/>

See Us Here

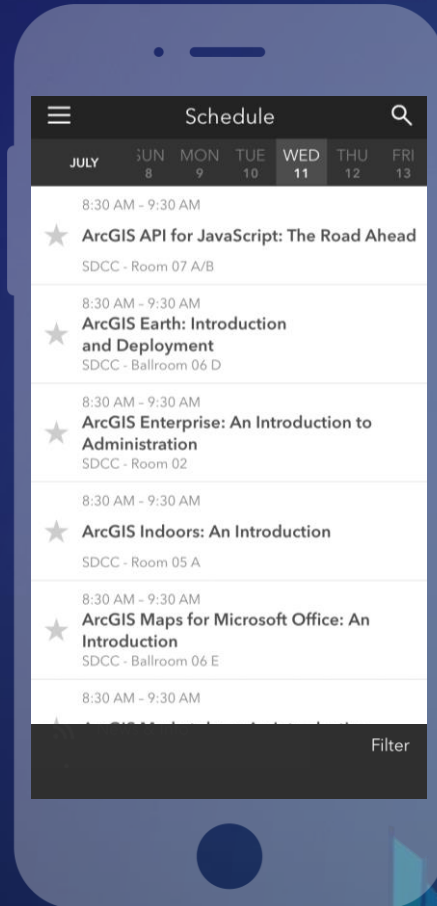
WORKSHOP	LOCATION	TIME FRAME
<ul style="list-style-type: none">• Esri Best Practices:<ul style="list-style-type: none">- Tuning, Testing, and Monitoring	<ul style="list-style-type: none">• Room 01 A/B • Room 08	<ul style="list-style-type: none">• Wednesday 7/11/2018<ul style="list-style-type: none">- 02:30 PM - 03:30 PM • Thursday 7/12/2018<ul style="list-style-type: none">- 04:00 PM - 05:00 PM

Please Take Our Survey on the App

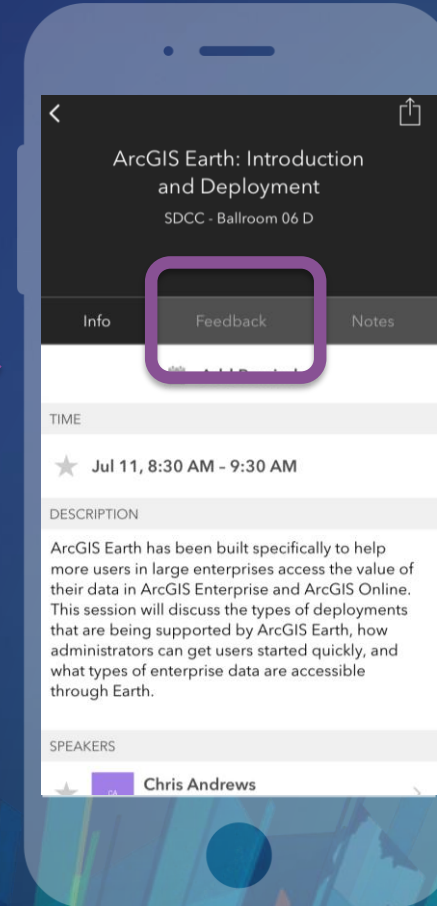
Download the Esri Events app and find your event



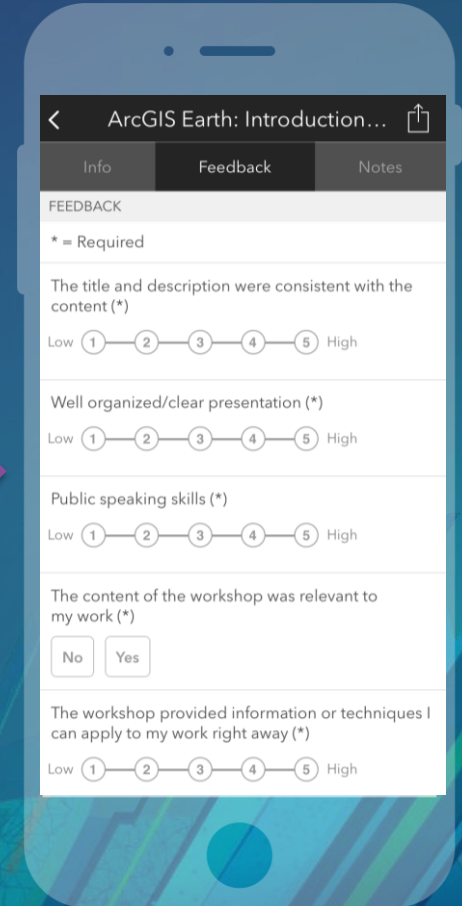
Select the session you attended



Scroll down to find the feedback section



Complete answers and select "Submit"





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