

Modify your alert configurations

Fluorine+




On the Alert Configurations tab of the Observer Settings page, you can adjust the **Triggering Threshold**, **Velocity**, and **Analysis Window** for each alert category. The alert categories and alert configuration options are described below:

Alert Category	Description
High Alert	A high-priority alert on your ServiceNow data
Medium Alert	A medium-priority alert on your ServiceNow data
Low Alert	A low-priority alert on your ServiceNow data

Configuration Option	Description
Triggering Threshold	Indicates a limit which, if reached, will trigger alert flags to be posted to trend groups and alert notifications to be emailed to the addresses specified on the Notifications tab, typically expressed as number of SQL statements executed
Velocity	Indicates a speed limit which, if reached, will trigger alert flags to be posted to trend groups and alert notifications to be emailed to the addresses specified on the Notifications tab, typically expressed as number of SQL statements executed per minute /millisecond
Analysis Window	Indicates how frequently Observer should post alert flags to trend groups, typically expressed in minutes

Procedure

To modify your alert configurations, follow these steps:

1. Log into [Observer](#) and click  >  to navigate to the [Settings](#) page.
2. At the top of the page, choose the **Alert Configurations** tab. Default alerts will be organized into the following groups:
 - Database
 - Errors
 - Hardware
 - System Queues
 - User Experience
3. Click the  icon to expand the group of default alerts that you want to configure. Then, select or type the values you want to set for each configuration type. For example, for the alert **Extremely high rate of increase in SQL Response Time**, typing **3000** for Triggering Threshold, **1500** for Velocity, and **5** for Analysis Window will trigger alerts to be posted every 5 minutes if 3000+ SQL statements are executed within 1500 milliseconds.

Settings

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Preferences

Trend Groups

Notifications

Alert Configurations

High Priority Alerts

Medium Priority Alerts

Low Priority Alerts

Events

The following high priority alerts are being monitored:

Active	ID	Name	Description
<div>Group Name: Database (15)</div>			
<input checked="" type="checkbox"/>	HD1	Available DB connections exhausted	<div>All database connections are in use, any new transactions will wait for DB availability. This typically indicates a critical problem and usually arises from poor SQL performance.</div> <div>ACTION: Correlate with SQL Response/Count Metrics</div>
<input checked="" type="checkbox"/>	HD2	Extremely high rate of increase in SQL Response Time	<div>The overall SQL performance is degrading at a high rate. This may be an early warning for a database performance bottleneck</div> <div>ACTION: Correlate with SQL Response/Count Metrics</div>

(3) Select from the dropdown or type the values you want to change for each configuration setting

>= 3000

>= 1500

5

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