

Monitoring Queues

Fluorine+

Monitoring Queues

Users can define alert and warning thresholds for queue connectivity issues and backlog of records in a queue. Users can monitor a subscribe or share queue by setting thresholds, that when surpassed, will warn or alert.

Prerequisites

- ⚠ First, you will need to [install Replicator for ServiceNow](#) and [run the Finish Install scripts](#).
- ⚠ You will also need to [set your initial Perspectiveum & Replicator properties](#).
- ⚠ You will also need to [set up a queue](#).

Procedure

To create add monitoring to a queue, follow these steps:

1

Select the Monitor option

To start, select the monitor checkbox on the queue's form view. This will display the other queue monitoring fields.

The screenshot shows the 'Queue' form view for 'true [Shared view]'. The 'Monitor' checkbox is checked, indicated by a red arrow. The form includes fields for Name (psp.out.test_queue), Direction (Share), Endpoint URL, Queue user (queue_user), Queue user password, Record Encryption Key, Status (2017-06-13 11:18:10: Connection to queue was successful and there are 0 messages), Monitor (checked), Monitor Polling Interval (2 minutes), Record Warning Threshold, Record Alert Threshold (10,000), Connection Warning Threshold (Days: 00, Hours: 00, 00, 00), Connection Alert Threshold (Days: 1, Hours: 09, 00, 00), and Monitor Status.

2

Select the Monitor Polling Interval

Selecting the monitor checkbox will display the monitor fields and it will also require you to select a monitor polling interval before saving the form. This option is the repeated interval that the background job run at checking to see if the thresholds were passed.

The screenshot shows the 'Monitor Polling Interval' dropdown menu with the following options: 2 minutes (selected), 10 minutes, 1 hour, 2 hours, 5 hours, 10 hours, and 1 day.



Select your thresholds

You can select record thresholds, connection thresholds or both.

Record Thresholds

Setting the records thresholds will warn or alert if the number of messages in the queue pass that threshold. Note that if both warning and alert thresholds are passed, the system will only send out an alert, not both an alert and a warning.

Connection Thresholds

Setting the connection thresholds will warn or alert if your instance cannot properly connect to the queue for the provided duration. Not that if both warning and alert duration thresholds are passed, the system will only send out an alert, not both an alert and a warning.

View Alerts and Warnings

Monitor Status

Monitor status will hold the contents of the alert or warning. See the two statuses below for examples. [blocked URL](#)

Monitor Status

ALERT: psp.out.testing_queue2 has not been able to connect for over 10 Minutes.

Dashboard View

Users can view the monitor status on the replicator homepage. [blocked URL](#)

Alert & Notification

This utility will create a log error in the Perspectium Logs (u_psp_log_message) on the instance as well as an Alert (u_psp_alerts) on the instance. The alert will look similar to the following:

Alert - ALERT0210053		Update	
Number	ALERT0210053	Timestamp	
Name	Perspectium Queue Monitor	Priority	critical
Value	ALERT: 1234567 records in psp.out.replicator.example.test is greater than the alert level of 1000000.	Situation	

You can then use the [Error Notifications](#) module that we include in the Update Set to fire off a notification corresponding to this alert. You can additionally apply filters onto this alert table to only capture those with Name = "Perspectium Queue Monitor", or whichever alerts you would like notifications from. You could similarly build a custom notification record based off of the Alerts table.

Queue History

Starting in [v3.25.0](#) users can also track the history of their queues. This can be done by simply checking this "Track History" option under the monitor section.

Monitor

* Monitor Polling Interval: 2 minutes

Connection Warning Threshold: Days 00, Hours 00, 00, 00

Connection Alert Threshold: Days 00, Hours 00, 00, 00

Record Warning Threshold: []

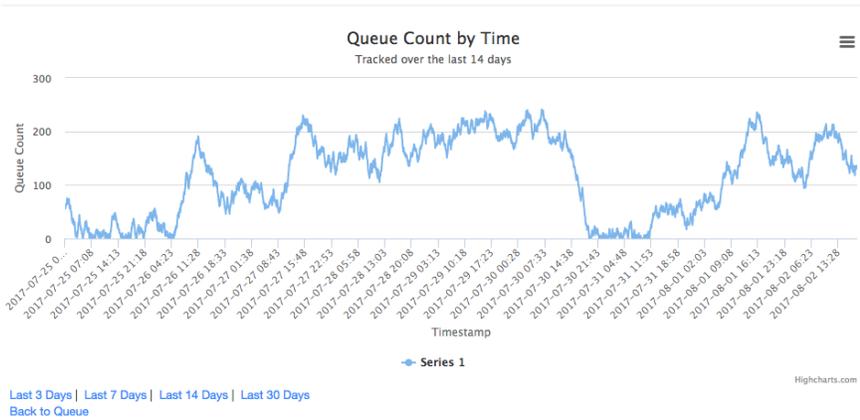
Record Alert Threshold: []

Monitor Status: []

Track History

This will store the counts of the data so you can view your queue count over time. If you then hit the "View History" UI Action you will see a chart similar to the one below.

psp.out.servicenow.example Queue History



This chart will by default load the last 7 days of data. You can pull up the last 3, 7, 14, or 30 days as well using the links underneath the chart. Data by default is also deleted when it is over 35 days old. This can be changed by going to the table `u_psp_properties` and adjusting the value of the record with name `com.perspectium.queue_history.days_retained` from 35 to the number of days you would like.

Similar topics

- [Monitoring DataSync Agent logs](#)
- [DataSync for ServiceNow](#)
- [DataSync Agent configuration](#)

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