Configure your Observer default settings

Once you have installed Observer for ServiceNow, there are a variety of settings you can configure. In Observer, click the menu icon, followed by the Settings (gear) icon. From here, you'll find four tabs: Preferences, Trend Groups, Notifications, and Alert Configurations.

Configure Preferences

From the Settings page, the Preferences tab allows you to customize the look and feel, as well as the core functionality of Observer.

- **Theme:** Use the dropdown to change the overall look of Observer. The default theme is set to Dark.
- **Credentials:** Click Edit to change password(s) for any system user.
- **Core Functionality:** These are advanced configuration settings that require advanced knowledge of Observer. We suggest contacting Perspectium Support before making any changes. Based on the table below, you can change the default values for these attributes by double clicking on the value you want to change, type in the new value, and press Enter.

Attribute	Default Value	Attribute Description
`ui.session.timeout`	30	Indicates the number of minutes that your logged-in session will remain active for. After this number is exceeded, you will automatically be logged out of Observer.
`email.digest.max`	500	Indicates a limit for daily digest alert notification emails with repetitive content. Once this limit is reached, a daily digest email will be sent to the email addresses specified in the **Notifications** tab listing all of the repeat notifications generated by Observer.
`email.digest`	enable	If **enable** is entered in the Value column, sends a daily digest (or summary) email to the email addresses specified in the **Notifications** tab each time the `email.digest.max` limit is reached for repeat Observer notifications. If **disable** is entered in the Value column, digest emails will be sent to your email address each time Observer posts an alert.
`ui.perspective.dashboard`	enable	If **disable** is entered in the Value column, the **Dashboard** option will not appear in your Observer main menu.
`ui.perspective.control`	enable	If **disable** is entered in the Value column, the **Control** option will not appear in your Observer main menu.
`ui.perspective.monitor`	enable	If **disable** is entered in the Value column, the **Monitor** option will not appear in your Observer main menu.
`ui.perspective.trend`	enable	If **disable** is entered in the Value column, the **Trend** option will not appear in your Observer main menu.
`alert.snc.high`	enable	If **enable** is entered in the Value column, **High Alert** records will be created in **ServiceNow** > **Control and Configuration** > **Alerts** for each High Alert posted by Observer.
`alert.snc.medium`	enable	If **enable** is entered in the Value column, **Medium Alert** records will be created in **ServiceNow** > **Control and Configuration** > **Alerts** for each Medium Alert posted by Observer.
`alert.snc.low`	enable	If **enable** is entered in the Value column, **Low Alert** records will be created in **ServiceNow** > **Control and Configuration** > **Alerts** for each Low Alert posted by Observer.
alert.snc.flag.show.all.always	disable	If **disable** is entered in the Value column, only flags that are relevant to the trend group will appear in the trend group chart. If **enable** is entered in the Value column, then all flags will be available for showing on the trend group chart.

Configure Trend Groups

You can create your own custom trend groups. Click **+New** to create a new group.

To view any custom trend groups, click the arrow button next to **Type:** Custom, which will reveal any custom trend groups you have created.

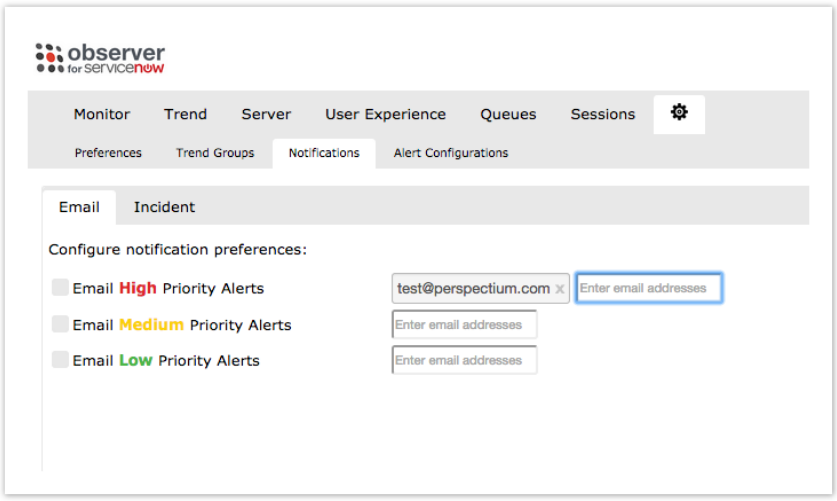
To delete a custom trend group, simply click on any group in this custom list, and click **Delete Selected.**

Click **Revert Trend Groups** to delete all custom trend groups and revert back to the default groups.

Configure Notifications

Observer will send out a daily alert email including a breakdown of events for you to view. You can customize the type of notification emails sent out, as well as who receives these emails from the Notification tab of the Settings page.

1. Enter any number of emails that you want to receive Observer's daily notification emails - press Enter to add multiple email addresses for each category
2. Check the box next to the alert categories you want to receive notification emails for



Configure Alert Settings

In addition to the daily notification email, you can receive custom alerts from within Observer. You can adjust the settings for different alert categories. The alert categories and 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
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**
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**
Analysis Window	Indicates how frequently Observer should post alert flags to trend groups, typically expressed in **minutes**

The default alerts on this tab are organized into the following groups (view more details in the expandable info box below):

- Database
- Errors
- Hardware
- System Queues
- User Experience

Click the arrow icon next to any of the groups to expand and reveal the values. You can select of 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.

There is also a Description field for each alert configuration in case you want to provide more context on the alert for future reference or other users of your Observer.

To edit or delete an alert's description, right-click in the alert's Description field to open the context menu, where you can update the description and click **Save.**

For a breakdown of all Observer's built-in default alerts, see the following:

Default Alerts

The default alerts are based on metrics collected from your ServiceNow instance. These metrics are sent by your instance to MBS and the specific metrics collected for each alert is described below.

Alert Configuration	Description	Collected Metric
Out of Semaphores	Each transaction requires a semaphore to begin processing. Extended periods of semaphore unavailability will result in performance degradation and outages	Num free semaphores
Excessive browser time	The calculated browser network time is very high	Client browser time
Excessive client network time	The calculated client network time is very high	Client network time
Excessive server response time	The average server response time has significantly slowed	Server response time
Available DB connections exhausted	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	Available DB connections
Unable to access instance	The ServiceNow instance is completely unavailable	Log error count
Very high rate of increase in errors detected	The error rate suddenly increased	
High rate of increase in errors detected		
Extremely slow worker queue	The worker queue processed has significantly degraded	Worker Queue
Slow worker queue		
Extremely low app server memory	The ServiceNow application servers are running dangerously low on memory. This typically results from high concurrency and not enough application nodes, a long running transaction requiring a high amount of memory, or a memory leak	Percent free memory of Max
Very low app server memory		
Low app server memory		
Stuck Outbound Email Queue	Email is not sending or the queue is growing much faster than it can be depleted. Typically this alert if the job processing email crashes, the SMTP gateway is unavailable, or an abnormally high number of emails were created	Email Queue (send-ready)

Unusually high number of ignored inbound emails	A high number of inbound emails are being ignored	Email Queue (received-ignored)
Outbound Email Queue fails to send consistently	Email is not sending. Typically this alert if the job processing email crashes, the SMTP gateway is unavailable, or another network problem	Email Queue (send-failed)
Excessive number of ECC Queue in processing mode	The ECC queue has a significant number of processing items	ECC Queue (processing)
High number of ECC Queue errors	A high number of ECC queue errors occurred	ECC Queue (error)
High number of Import Set Run errors	A high number of import set run errors occurred. This may indicate that an import set did not properly execute	Import Set Run Queue (complete_with_errors)
High number of Import Sets running	There is a high number of concurrent import sets running that may impact performance	Import Set Run Queue (running)
Excessive number of Progress Workers currently running	Excessive number of Progress Workers are running	Progress Worker Queue (running)
High number of System Event Queue errors	A high number of system event queue errors occurred	System Event Queue (error)
High number of System Event Queue unprocessed	A high number of system event queue items are unprocessed	
Extremely high rate of increase in SQL Response Time	The overall SQL performance is degrading at a high rate. This may be an early warning for a database performance bottleneck	SQL response time (1 min)
Alarmingly high SQL Response Time		
Very high rate of increase in SQL Response Time		
High rate of increase in SQL Response Time		
Extremely high rate of increase in SQL Inserts	There is a high number of SQL insert statements into the database. This typically will result from an import, integration, or scheduled job that is inserting a large amount of data. This may indicate the beginning of a performance issue	SQL inserts (1 min)
Alarmingly high number of SQL Inserts		
Very high rate of increase in SQL Inserts		
High rate of increase in SQL Inserts		
Extremely high rate of increase in SQL Updates	There is a high number of SQL update statements into the database. This typically will result from an import, integration, or scheduled job that is updating a large amount of data. This may indicate the beginning of a performance issue	SQL updates (1 min)
Alarmingly high number of SQL Updates		
Very high rate of increase in SQL Updates		
High rate of increase in SQL Updates		
Extremely high rate of increase in SQL Deletes	There is a high number of SQL update statements into the database. This typically will result from an import, integration, or scheduled job that is updating a large amount of data. This may indicate the beginning of a performance issue	SQL deletes (1 min)
Alarmingly high number of SQL Deletes		

Very high rate of increase in SQL Deletes		
High rate of increase in SQL Deletes		
Extremely high rate of increase in Active User Sessions	High increases in the rate of Active User Sessions indicate a sudden spike in transaction concurrency by user traffic. This may reflect misconfigurations or security events such as a Denial of Service attack	Active sessions
Alarmingly high Active User Sessions		
Very high rate of increase in Active User Sessions		
High rate of increase in Active User Sessions		
Extremely high rate of increase in Logged in User Sessions	A high rate in the number of users are logged into the system. These may be an early indication of a problem or security issue occuring	Logged in sessions
Alarmingly high Logged in User Sessions		
Very high rate of increase in Logged in User Sessions		
High rate of increase in Logged in User Sessions		
Extremely high rate of increase in SQL Insert Response Time	The SQL insert performance is rapidly slowing down. This may be an early warning sign of an upcoming performance problem	SQL insert response
Alarmingly high number of SQL Insert Response Time		
Very high rate of increase in SQL Insert Response Time		
High rate of increase in SQL Insert Response Time		
Extremely high rate of increase in SQL Update Response Time	The SQL update performance is rapidly slowing down. This may be an early warning sign of an upcoming performance problem	SQL update response
Alarmingly high number of SQL Update Response Time		
Very high rate of increase in SQL Update Response Time		
High rate of increase in SQL Update Response Time		
Extremely high rate of increase in SQL Delete Response Time	The SQL delete performance is rapidly slowing down. This may be an early warning sign of an upcoming performance problem	SQL delete response
Alarmingly high number of SQL Delete Response Time		
Very high rate of increase in SQL Delete Response Time		

High rate of increase in SQL Delete Response Time		

You can also configure alerts based on Client Browser and Network Time:

Client Browser Time

You can view the Client Browser Time by Trend and % Change. The client browser time averages are displayed for 1, 5, and 15 minute intervals.

The time the browser takes to display the page by subtracting the time the page is fully rendered from the time the page starts loading in the browser. The bulk of this time would be spent in Ajax calls to the server as well as executing Javascripts that are local to the currently viewed page.

The key notion to remember between the 1, 5 and 15 minute averages is the fact that these numbers are averages collected over time. This means that a high number for the 1 minute average is less significant than a high average in the 5 and 15 minute ranges, because it may just be a “spike” and may resolve itself soon enough.

The Client Browser Time is collected at the browser and sent back to your ServiceNow instance. Perspectium reads this value and generates a Medium Priority Alert when the Client Browser Time exceeds 60,000 ms or 1 minute, for any of the 1, 5, and 15 minute averaged times.

Client Network Time

You can view the Client Network Time by Trend and % Change. The client network time averages are displayed for 1, 5, and 15 minute intervals.

The time the network takes to process the request by subtracting the time of the user's request from the time the page starts loading in the browser, and then subtracting the server processing time. Basically, this measures the time spent in the network after your page leaves the server but before it reaches your browser.

Server Response Time

You can view the Server Response Time by Trend and % Change. The server response time averages are displayed for 1, 5, and 15 minute intervals.

This is the time the server takes to process the transaction. During this time, the ServiceNow Jelly rendering engine constructs the form (or fetches it from the cache) and merges in the data from the database. If there are any server side Javascripts defined in the path of constructing the response dynamically, the time also includes execution of these scripts.

Next, you're ready to start using Observer!