

## 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 Perspectium & 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.

<

☰

Queues  
true [Shared view]

Name

psp.out.test\_queue

Endpoint URL

🔒

Queue user

queue\_user

Queue user password

\*\*\*\*\*

Record Encryption Key

Direction

Share

⌵

Instance

Order

Active

☒

Status

2017-06-13 11:18:10: Connection to queue was successful and there are 0 messages

Monitor

☒

⌵

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

Monitor Status

Update

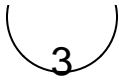
Delete

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.

✱ Monitor Polling Interval	✓ 2 minutes
Record Warning Threshold	10 minutes
	1 hour
Record Alert Threshold	2 hours
	5 hours
	10 hours
Connection Warning Threshold	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		   <input type="button" value="Update"/>	
Number	<input type="text" value="ALERT0210053"/>	Timestamp	<input type="text"/>
Name	<input type="text" value="Perspectium Queue Monitor"/>	Priority	<input type="text" value="critical"/>
Value	<input type="text" value="ALERT: 1234567 records in psp.out.replicator.example.test is greater than the alert level of 1000000."/>	Situation	<input type="text"/>

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

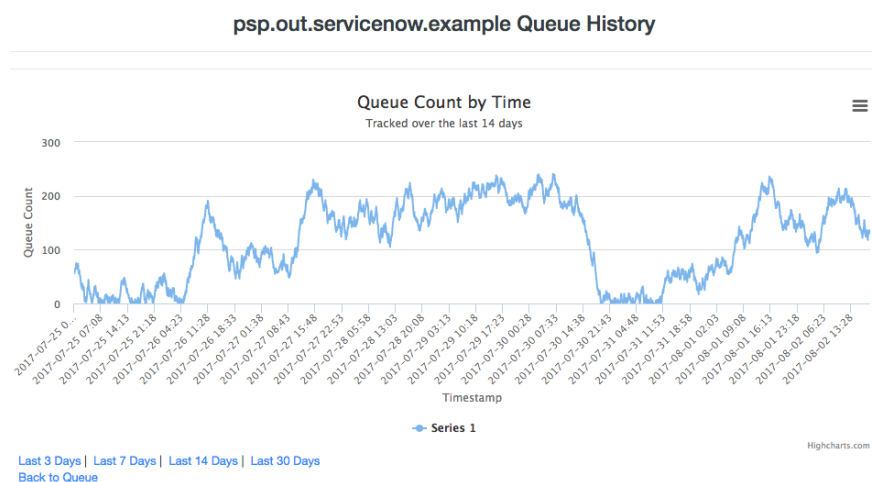
Record Warning Threshold

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.



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](#)

## Contact Perspectium Support



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