Adobe Experience Cloud

Factsheet

Adobe Commerce Monitoring

Overview

Monitoring provides visibility into the overall health of Adobe Commerce powered by Magento, and is instrumented with various monitoring tools to track the health of critical parts of the underlying systems to deliver optimized performance on cloud.

This document provides information about the systems and subsystems being monitored, thresholds set on mission-critical parameters and notifications.

Monitoring enables customers, system integrators and Adobe's internal teams to:

- Measure performance metrics, the health of individual sub-components and the cloud platform layer.

- Analyze Adobe Commerce site performance.

- Troubleshoot problems such as service availability, insufficient disk space, etc.

Problem troubleshooting and resolution

Merchant's Adobe Commerce store instance generally contains custom code and configurations on top of Commerce software. In case of a notification event, our internal teams will be involved in taking necessary steps to resolve the issue. Customer will be notified on case-by-case basis. Note that customer or partner will have to resolve custom codes, and are not supported by our team. Merchant's Adobe Commerce store instances are monitored by endpoint monitoring tools. Home Page and Version Page are checked for availability in real-time to trigger notifications so that issues could be addressed effectively.

When notifications are triggered, Adobe Commerce Support team would triage the issue. Triage latency is about 15 minutes at the time of publishing this data sheet. As part of the triage, error logs and other resources will be analyzed. Based on the triage, additional Zendesk support tickets might be created either to customer or partner (in case of custom updates) or Adobe's internal teams to resolve the issue.

An alert is triggered to notify a stuck deployment to Adobe's Pager Duty. A SO (Service Operations) JIRA ticket will be created by Adobe's support team in response to Pager Duty Alert. The team triages the notification and creates an internal Zendesk ticket to Level-1 team for troubleshooting and eventual resolution. Customers and partners may refer following resources to resolve stuck deployments:

- Environment redeployment failed or MySQL server gone away
- Deployment fails with "Error building project: he build hook failed with status code 1"
- Deployment stuck with "Unable to upload the application to the remote cluster" error
- Deadlocks in MySQL

Site Availability Monitoring

Monitoring goal	To track siteavailability
Instrumented on	Home page (cached). Version page(un-cached)
Metric	Full Page Load Time (FPLT) is less than 30 seconds with HTTP response code 200.
Description	Site availability is determined based on the thresholds configured around the metric. Notification gets triggered if the check fails for 10 minutes and there is no active deployment in progress.
Notification Recipient	Customer/ Partner and Adobe
Action by Adobe	Responsible for triaging and fixing if the issue is on Adobe commerce platform.
Action by Customer	Responsible for fixing the issue if caused by changes introduced by customer/partner. For troubleshooting, please refer: Site Down Troubleshooter

Stuck Deployments Monitoring

Monitoring goal	To track seamless deployment on **Adobe** Commerce platform.
Instrumented on	Deployment infrastructure. Production site.
Metric	Deployment infrastructure
Description	Deployment infrastructure availability is determined based on the thresholds configured around the metric.
Notification Recipient	Adobe internal alert is created within Adobe Commerce
Action by Adobe	Responsible for triaging and fixing if the issue is on Adobe Commerce platform.
Action by Customer	Responsible for fixing the issue if caused by changes introduced by customer or partner.

Subsystems Monitoring

Monitoring goal	To track subsystem availability toavoid built-inservice outage.
Instrumented on	Galera, Maria DB, Solr, Redis, Elasticsearch, Nginx, Memcached, Deployment Infrastructure.
Metric	"Service availability" check is performed on each subsystem with regular intervals.
Description	Site availability is determined based on the thresholds configured around the metric. Single threshold for all subsystems.
Notification Recipient	Internal alertis created within Adobe.
Action by Adobe	Responsible for triaging and fixing if the issue is on Adobe Commerce platform.
Action by Customer	Responsible for fixing the issue if caused by changes introduced by customer or partner.

External Services Monitoring

Monitoring goal	To track third-party service availability.
Instrumented on	SendGrid, Fastly, New Relic, Blackfire.
Metric	Information on metric is not available.
Description	Third party systems/ services are monitored by corresponding 3rd parties. For example, Fastly is responsible for their edge services (CDN, DDoS, etc.).
Notification Recipient	Adobe & Customer (on some specific cases)
Action by Adobe	Responsible for triaging and fixing if the issue is on Adobe Commerce platform.
Action by Customer	Responsible for fixing the issue if caused by changes introduced by customer or partner.

Diskspace Monitoring

Monitoring goal	To track diskspace availability.
Instrumented on	Host system running containers with services or services directly. Services include Galera, MariaDB, Solr, Redis, Elasticsearch, Nginx, Memcached and deployment infrastructure.
Metric	Free diskspace is monitored every minute on the host. Warning is raised if just 5% or 2GB free space is left. Critical threshold is set at the remaining free space is 2% or 1GB.
Description	Notification is sent based on the thresholds configured around free diskspace for the host.
Notification Recipient	Internal alert is created within Adobe.
Action by Adobe	Responsible for triaging and fixing if the issue is on Adobe Commerce platform.
Action by Customer	Responsible for fixing the issue if caused by changes introduced by customer or partner.

Memory Usage Monitoring

Monitoring goal	To track RAM availability for computation and optimal performance.
Instrumented on	Host system running containers with services or services directly.
Metric	RAM Usage level is monitored every minute on the host. Warning threshold is set if the free memory spaceis less than 20%. Critical threshold is set if the free memory space is less that 10%.
Description	Notification is sent based on the thresholds configured around memory usage for the host.
Notification Recipient	Internal alert is created within Adobe.
Action by Adobe	Responsible for triaging and fixing if the issue is on Adobe Commerce platform.
Action by Customer	Responsible for fixing the issue if caused by changes introduced by customer or partner.

CPU Load Monitoring

Monitoring goal	To track enough compute power in terms of CPU load is available.
Instrumented on	Host (virtual compute node in High Availability cluster) running containers with services.
Metric	Average CPU load of the Host over last 5, 10 and 15 minutes.
Description	Load averages for set time intervals are monitored. Alert is triggered based on load average, number of virtual CPUs and set threshold.
Notification Recipient	Internal alert is created within Adobe.
Action by Adobe	Responsible for triaging and fixing if the issue is on Adobe Commerce platform.
Action by Customer	Responsible for fixing the issue if caused by changes introduced by customer or partner.