

Factsheet

Adobe Commerce Monitoring



Overview

Monitoring provides visibility into the overall health of Adobe Commerce and is instrumented with various monitoring tools to track the health of critical parts of our 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, notifications, and Adobe and Customer actions.

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

In case of a monitoring event, our internal teams will take necessary steps to resolve and communicate issues identified. Adobe Commerce instances generally contain custom code and configurations. Adobe does not support or resolve issues with custom code and configurations. Adobe does help customers troubleshoot and identify issues in our knowledge base and provide recommended solutions and best practices for prevention and resolution. We encourage our customers and partners to use the tables below to understand what is monitored, who is notified, and who is responsible for resolution.

When notifications are triggered, Adobe Commerce Support team will triage the issue. As part of the triage, error logs and other resources are analyzed. Based on the triage, additional [Zendesk support tickets](#) are created either to customer or partner (in case of custom updates) or to Adobe's internal teams to resolve the issue. Our [Managed Alerts](#) can help you take action before you notice slow response times or an outage.

Site Availability Monitoring

Monitoring goal	To track site availability
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	<p>Responsible for fixing the issue if caused by changes introduced by customer or partner. For troubleshooting, please refer to:</p> <ul style="list-style-type: none">• 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

Subsystems Monitoring

Monitoring goal	To track subsystem availability to avoid built-in service 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 alerts 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 and Managed alerts are created within Adobe and for the customer.
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. For troubleshooting, please refer to: <ul style="list-style-type: none">• Managed alerts for Magento Commerce: disk warning alert• Managed alerts for Magento Commerce: disk critical alert

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 space is less than 20%. Critical threshold is set if the free memory space is less than 10%.
Description	Notification is sent based on the thresholds configured around memory usage for the host.
Notification Recipient	Internal and Managed alerts are created within Adobe and for the customer.
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. For troubleshooting, please refer to: <ul style="list-style-type: none">• Managed alerts for Magento Commerce: memory warning alert• Managed alerts on Magento Commerce: memory critical alert

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 and Managed alerts are created within Adobe and for the customer.
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. For troubleshooting, please refer to: <ul style="list-style-type: none">• Managed alerts for Magento Commerce: CPU warning alert• Managed alerts on Magento Commerce: CPU critical alert



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