

Middleware Operations Weekly Executive Summary- BizTalk

DUBLIN OVERALL ENVIRONMENT HEALTH				Warning
TYPE	AMOUNT	VS	LAST WEEK	STATE
Critical Issues	0		0	
Non Critical Issues	4		3	
Total Alert Warnings	4		21	
New Incidents	4		3	
Total Incidents	4		4	
Avg CPU Usage	3.42%		3.59%	
Avg Memory Usage	42.57%		45.08%	
Applications with Issues	0		0	
Throttling issue count	0		0	
MSMSQ Issue count	0		0	
Event Log Error\Warning Count	44		42	

KALAMAZOO OVERALL ENVIRONMENT HEALTH				Warning
TYPE	AMOUNT	VS	LAST WEEK	STATE
Critical Issues	0		0	
Non Critical Issues	16		6	
Total Alert Warnings	0		1	
New Incidents	16		6	
Total Incidents	19		8	
Avg CPU Usage	12.00%		12.34%	
Avg Memory Usage	76.33%		77.42%	
Applications with Issues	3		3	
Throttling issue count	0		0	
MSMSQ Issue count	0		1	
Event Log Error\Warning Count	92		54	

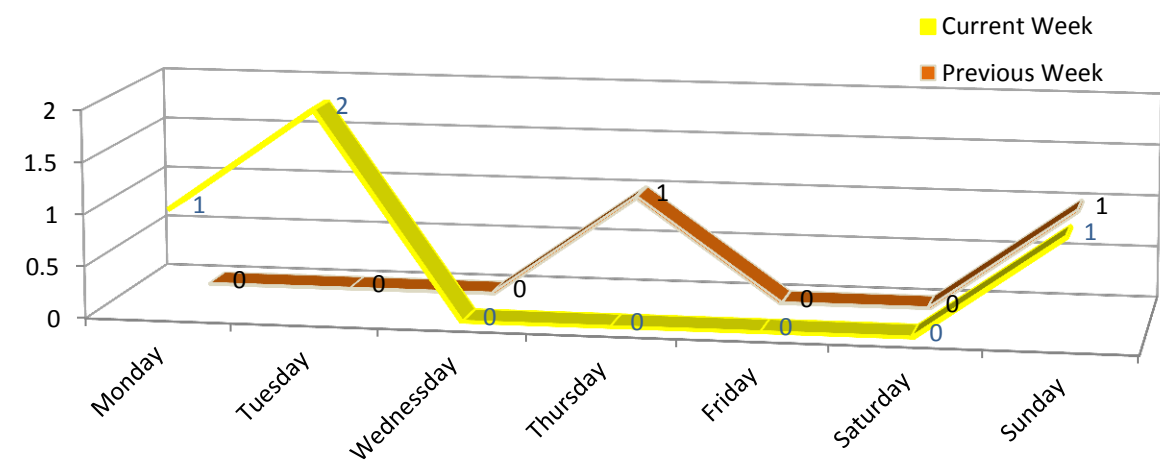
SUMMARY NOTES

- Majority of 'Event Log Errors' in Dublin are due to the Batch Master issue and is resolved when team disabled / enabled the respective receive location as per existing KB. No impact to business
- Increase in the count of event log errors and warning in Kalamazoo is due to Stryker.STSMobile, Stryker.Sonic and trackwise application we were impacted as Sonic services are hosted in Mahwah Datacenter where the planned maintenance e was carried out on Nov 15th 10:00 – 14:00 EST

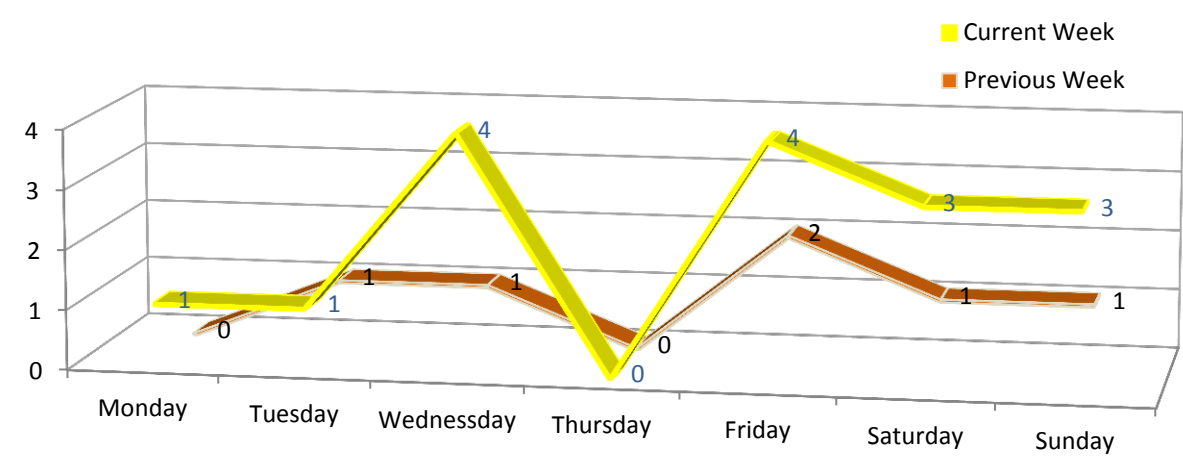
LIST OF CRITICAL ISSUES

ISSUE	INC #	APPLICATION	Environment	STATUS	CAUSE	ACTION
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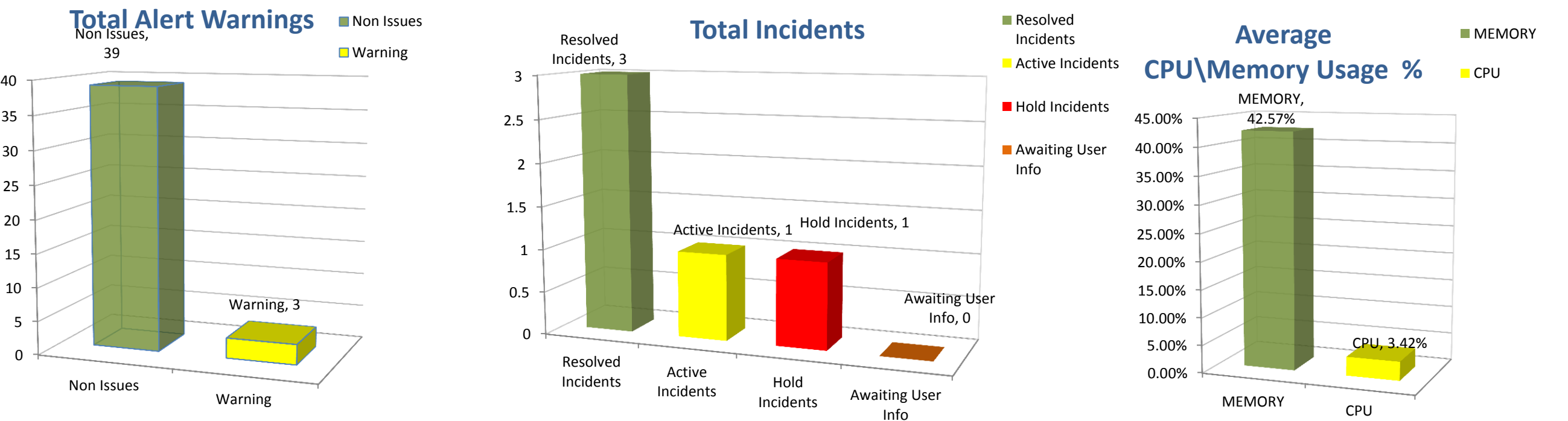
Dublin Total Biztalk Incidents



Kzoo Total Biztalk Incidents



Middleware Operations Detail Summary- BizTalk Dublin



LIST OF ISSUES AND WARNINGS

ISSUE	INC #	APPLICATION	STATUS	CAUSE	ACTION
Low Disk free space in C Drive on DUBBTSQL1 Prod Dublin SQL server	INC2009388	NV MES CORK	Hold		Horst apel comments : Middleware Operations opened an own ticket for the requested reboot: INC2009911 Setting urgency to "Medium" as the log file growing now is stopped.Aravind Comments: We are talking Stryker team to secure a suitable slot and it is taking time to secure one.
Daily Manual file Drop is taking very long time	INC2066148	NV MES CORK	Active		Update: Mahesh Pesani is looking into the issue. Prabhakar's Comment: Seems like Ashish doesn't have necessary privileges to do the analysis ,Ashish can you please shoot an email to Deepak or Karl who the right team member to take up this task.
Order status updates aren't coming to FIMS from Oracle	INC2067441	NV MES CORK	Resolved		Request 11374397 for Stryker: OM FIMS Order Status Update has been scheduled in NVPRD.
The adapter "Schedule" raised an error message. Details "CompucaScheduler: scheduled activation changed	Event Log Warning INC2066962	NV MES CORK			Resolving this INC as per Rory email confirmation,



to 11/11/2014 3:27:00 PM".			Resolved	Hi Mithun, Yes a product builder tried this earlier and it is working now. Thanks very much for the assistance, Rory. Resolving this INC as per Rory email confirmation, Hi Mithun, Yes a product builder tried this earlier and it is working now. Thanks very much for the assistance, Rory.
The adapter "Schedule" raised an error message. Details "PEMACScheduler: scheduled activation changed to 11/11/2014 5:30:00 PM".	Event Log Warning INC2066962	NV MES CORK	Resolved	
Unable to communicate with MessageBox BizTalkMsgBoxDb on SQL Instance BiztalkMsgBoxDb.dub1.stryker.com. Error Code: 0xc0c01b45. Possible reasons include: 1) The MessageBox is unavailable. 2) The network link from this machine to the MessageBox is down. 3) The DTC Configuration on either this local machine or the machine hosting this MessageBox is incorrect.	Event Log Error	NV MES CORK		Acknowledged & BizTalk host instance has initialized successfully.
The Messaging Engine failed to remove the receive location "RcvResubmit-File" with URL "D:\Drops\Nv.Mes.Cork\ResubmitMsg*.xml" from the adapter "FILE". Reason: "The database is not accessible. ".	Event Log Error	NV MES CORK		Acknowledged & BizTalk host instance has initialized successfully.
The Messaging Engine failed to retrieve the configuration from the database. Details:"Connection failure".	Event Log Error	NV MES CORK		Acknowledged & BizTalk host instance has initialized successfully.
The following stored procedure call failed: " { call admsvr_ReceiveLocation_GetAllInApp(?)}". SQL Server returned error string: "[DBNETLIB][ConnectionRead (recv()).]General network error. Check your network documentation.".	Event Log Error	NV MES CORK		Acknowledged & BizTalk host instance has initialized successfully.
Reading error. Exception information: TDDS failed to read from source database. SQLServer: BiztalkMsgBoxDb.dub1.stryker.com, Database: BizTalkMsgBoxDb.A transport-level error has occurred when receiving results from the server. (provider: TCP Provider, error: 0 - The semaphore timeout period has expired.).	Event Log Warning	NV MES CORK		Acknowledged & BizTalk host instance has initialized successfully.
All receive locations are being temporarily disabled because either the MessageBox or Configuration database is not available. When these databases become available, the receive locations will be automatically enabled.	Event Log Warning	NV MES CORK		Acknowledged & BizTalk host instance has initialized successfully.
An error occurred that requires the BizTalk service to terminate. The most common causes are the following: 1) An unexpected out of memory error. OR 2) An inability to connect or a loss of connectivity to one of the BizTalk databases.	Event Log Warning	NV MES CORK		Acknowledged & BizTalk host instance has initialized successfully.



The service will shutdown and auto-restart in 1 minute. If the problematic database remains unavailable, this cycle will repeat.				
Execute batch error. Exception information: Critical error encountered. SQLServer: BamPrimaryImport.dub1.stryker.com, Database: BAMPrimaryImport.A transport-level error has occurred when sending the request to the server. (provider: TCP Provider, error: 0 - An existing connection was forcibly closed by the remote host.).	Event Log Warning	NV MES CORK		Acknowledged & BizTalk host instance has initialized successfully.
The adapter "Schedule" raised an error message. Details "PEMACScheduler: has been disabled".	Event Log Warning INC2066962	NV MES CORK	Resolved	Acknowledged as this occurred as part of the process related to the INC- INC2066962.
The adapter "Schedule" raised an error message. Details "CompucalScheduler: has been disabled".	Event Log Warning INC2066962	NV MES CORK	Resolved	Acknowledged as this occurred as part of the process related to the INC- INC2066962.
Faulting application name: MsiExec.exe, version: 5.0.7601.17514, time stamp: 0x4ce79d93 Faulting module name: MSVCR100.dll, version: 10.0.40219.325, time stamp: 0x4df2bcac Exception code: 0xc0000417 Fault offset: 0x00000000000070468 Faulting process id: 0x4f14 Faulting application start time: 0x01cfff6039749335 Faulting application path: C:\Windows\system32\MsiExec.exe Faulting module path: C:\Windows\system32\MSVCR100.dll Report Id: 78484a0c-6b53-11e4-939e-005056850d31	Event log error	NV MES CORK		Acknowledge the issue and as per Deepak This was executed from USER-SYSTEM. This is all I want to confirm
Product: Microsoft Monitoring Agent -- Error 1923.Service '@C:\Windows\system32\AdtAgent.exe,-500' (AdtAgent) could not be installed. Verify that you have sufficient privileges to install system services.	Event log error	NV MES CORK		Acknowledge the issue and as per Deepak This was executed from USER-SYSTEM. This is all I want to confirm
An attempt to connect to "BizTalkMgmtDb" SQL Server database on server "BiztalkMgmtDb.dub1.stryker.com" failed.Error: "Login failed. The login is from an untrusted domain and cannot be used with Windows authentication."	Error	NV MES CORK	This is due to network glitch	Acknowledged the issue and ignored as we received information messages saying all host instances got started successfully.
An error occurred that requires the BizTalk service to terminate. The most common causes are the following: 1) An unexpected out of memory error.OR 2) An inability to connect or a loss of connectivity to one of the BizTalk databases. The service will shutdown and auto-restart in 1 minute. If the problematic database remains unavailable, this cycle will repeat. Error message: Login failed. The login is from an untrusted domain and cannot be used with Windows authentication.Error source: BizTalk host name: NvMesCorkSendWcfHttpHost Windows service name: BTSSvc\$NvMesCorkSendWcfHttpHost	warning	NV MES CORK	This is due to network glitch	Acknowledged the issue and ignored as we received information messages saying all host instances got started successfully.
Unable to communicate with MessageBox BizTalkMsgBoxDb on SQL Instance BiztalkMsgBoxDb.dub1.stryker.com. Error Code:	Error	NV MES CORK	This is due to network glitch	Acknowledged the issue and ignored as we received information messages saying all host instances got started successfully.



0xc0c01b45. Possible reasons include: 1) The MessageBox is unavailable. 2) The network link from this machine to the MessageBox is down. 3) The DTC Configuration on either this local machine or the machine hosting this MessageBox is incorrect.			
The adapter "Schedule" raised an error message. Details "CompucalScheduler: has been disabled".	Warning	NV MES CORK	Acknowledged the issue and ignored as we received information messages saying all host instances got started successfully
The adapter "Schedule" raised an error message. Details "PEMACScheduler: has been disabled".	Warning	NV MES CORK	Acknowledged the issue and ignored as we received information messages saying all host instances got started successfully
All receive locations are being temporarily disabled because either the MessageBox or Configuration database is not available. When these databases become available, the receive locations will be automatically enabled.	Warning	NV MES CORK	Acknowledged the issue and ignored as we received information messages saying all host instances got started successfully
The receive location "RcvERP-SI-272-WCFOracle" with URL "oracledb://NVPRD1?PollingId=SI-272" is shutting down.etails:"Microsoft.ServiceModel.Channels.Common.ConnectionException: Connection request timed out ---> Oracle.DataAccess.Client.OracleException: Connection request timed out atacle.DataAccess.Client.OracleException.HandleErrorHelper(Int32 errCode,	Error	NV MES CORK	Acknowledged the issue and ignored as we received information messages saying all host instances got started successfully
The adapter "WCF-Custom" raised an error message. Details "The WCF service host at address "oracledb://NVPRD1?PollingId=SI-272" has faulted and as a result no more messages can be received on the corresponding receive location. To fix the issue, BizTalk Server will automatically attempt to restart the service host."	Warning	NV MES CORK	Acknowledged the issue and ignored as we received information messages saying all host instances got started successfully
The adapter "WCF-Custom" raised an error message. Details "Microsoft.ServiceModel.Channels.Common.ConnectionException: Connection request timed out ---> Oracle.DataAccess.Client.OracleException: Connection request timed out at Oracle.DataAccess.Client.OracleException.HandleErrorHelper(Int32 errCode,	Warning	NV MES CORK	
The adapter "WCF-Custom" raised an error message. Details "The WCF service host at address "oracledb://NVPRD1?PollingId=SI-285" has faulted and as a result no more messages can be received on the corresponding receive location. To fix the issue, BizTalk Server will automatically attempt to restart the service host."	Warning	NV MES CORK	
The adapter "WCF-Custom" raised an error message. Details "The WCF service host at address	Warning	NV MES CORK	Created an incident INC2075510 and Ashish restarted receive locations



"oracledb://NVPRD1?PollingId=SI-283" has faulted and as a result no more messages can be received on the corresponding receive location. To fix the issue, BizTalk Server will automatically attempt to restart the service host."			
The adapter "WCF-Custom" raised an error message. Details "The faulted WCF service host at address "oracledb://NVPRD1?PollingId=SI-272" could not be restarted, and as a result no messages can be received on the corresponding receive location. BizTalk Server will continue trying to start the service host until it succeeds or the receive location is disabled.	Warning	NV MES CORK	Created an incident INC2075510 and Ashish restarted receive locations
The adapter "WCF-Custom" raised an error message. Details "The WCF service host at address "oracledb://NVPRD1?PollingId=SI-271" has faulted and as a result no more messages can be received on the corresponding receive location. To fix the issue, BizTalk Server will automatically attempt to restart the service host."	Warning	NV MES CORK	Created an incident INC2075510 and Ashish restarted receive locations
The adapter "WCF-Custom" raised an error message. Details "The WCF service host at address "oracledb://NVPRD1?PollingId=SI-284" has faulted and as a result no more messages can be received on the corresponding receive location. To fix the issue, BizTalk Server will automatically attempt to restart the service host."	Warning	NV MES CORK	Created an incident INC2075510 and Ashish restarted receive locations
The adapter "WCF-Custom" raised an error message. DetailsMicrosoft.ServiceModel.Channels.Common.TargetSystemException: ORA-01089: immediate shutdown in progress - no operations are permitted	Warning	NV MES CORK	Created an incident INC2075510 and Ashish restarted receive locations
The adapter "WCF-Custom" raised an error message. DetailsSystem.ServiceModel.CommunicationObjectFaultedException: The communication object, Microsoft.ServiceModel.Channels.Common.Channels.AdapterInputChannel, cannot be used for communication because it is in the Faulted state. atsystem.ServiceModel.Channels.CommunicationObject.Close(TimeSpan timeout) atsystem.ServiceModel.Dispatcher.ErrorHandlingReceiver.Close()"	Warning	NV MES CORK	Created an incident INC2075510 and Ashish restarted receive locations
The adapter "WCF-Custom" raised an error message. Details "The faulted WCF service host at address "oracledb://NVPRD1?PollingId=SI-271" could not be restarted, and as a result no messages can be received on the corresponding receive location. BizTalk Server will continue trying to start the service host until it succeeds or the receive location is disabled.	Warning	NV MES CORK	Created an incident INC2075510 and Ashish restarted receive locations
following stored procedure call failed: " { call admsvr_ReceiveLocation_GetAllInApp(?)}". SQL Server returned error string: "[DBNETLIB][ConnectionWrite	Error	NV MES CORK	Acknowledged the issue and we got information saying that host instance got restarted.



(send()).]General network error. Check your network documentation."

The Messaging Engine failed to retrieve the configuration from the database. Details:"The database cannot be accessed because the system is recovering from an earlier database failure. "	Error	NV MES CORK	Acknowledged the issue and we got information saying that host instance got restarted.
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The following stored procedure call failed: " { call admsvr_GetSendPortTransformAssemblyName(?, ?, ?)}". SQL Server returned error string: "[DBNETLIB][ConnectionWrite (send()).]General network error. Check your network documentation."	Error	NV MES CORK	Acknowledged the issue and we got information saying that host instance got restarted.
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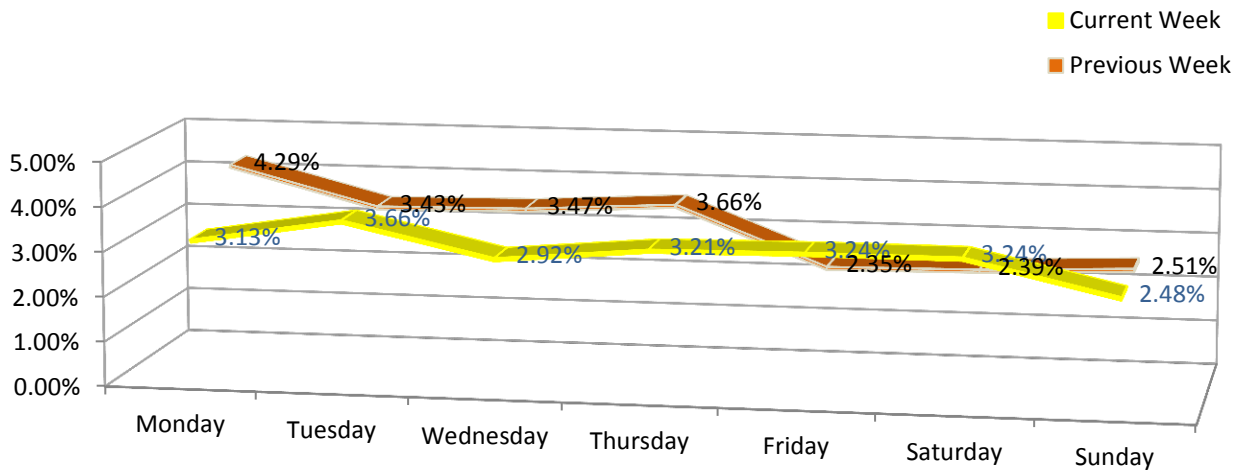
Reading error. Exception information: TDDS failed to read from source database. SQLServer: BiztalkMsgBoxDb.dub1.stryker.com, Database: BizTalkMsgBoxDb.A transport-level error has occurred when receiving results from the server. (provider: TCP Provider, error: 0 - The specified network name is no longer available.).	Error	NV MES CORK	Acknowledged the issue and we got information saying that host instance got restarted
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An error occurred while attempting to access the SSO database.Function: GetGlobalInfo File: infocache.cpp:1366Connection Timeout Expired. The timeout period elapsed while attempting to consume the pre-login handshake acknowledgement. This could be because the pre-login handshake failed or the server was unable to respond back in time. The duration spent while attempting to connect to this server was - [Pre-Login] initialization=29300; handshake=132; .	Warning	NV MES CORK	Acknowledged the issue and we got information saying that host instance got restarted
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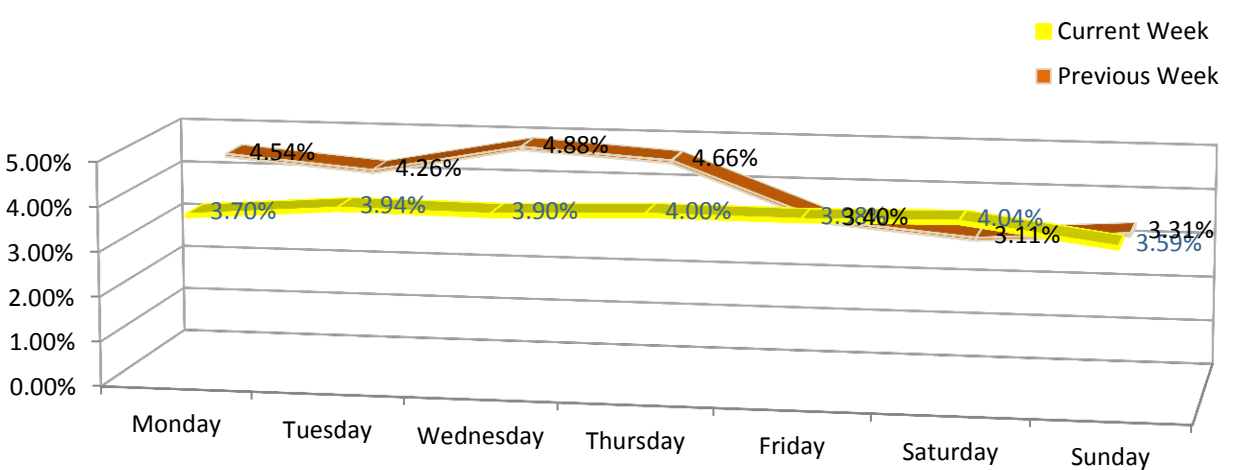
SessionManager recovering from error A transport-level error has occurred when sending the request to the server. (provider: TCP Provider, error: 0 - An existing connection was forcibly closed by the remote host.) SQLServer: BiztalkMgmtDb.dub1.stryker.com, Database: BizTalkMgmtDb.	Warning	NV MES CORK	Acknowledged the issue and we got information saying that host instance got restarted
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Middleware Operations Detail Summary- BizTalk Dublin

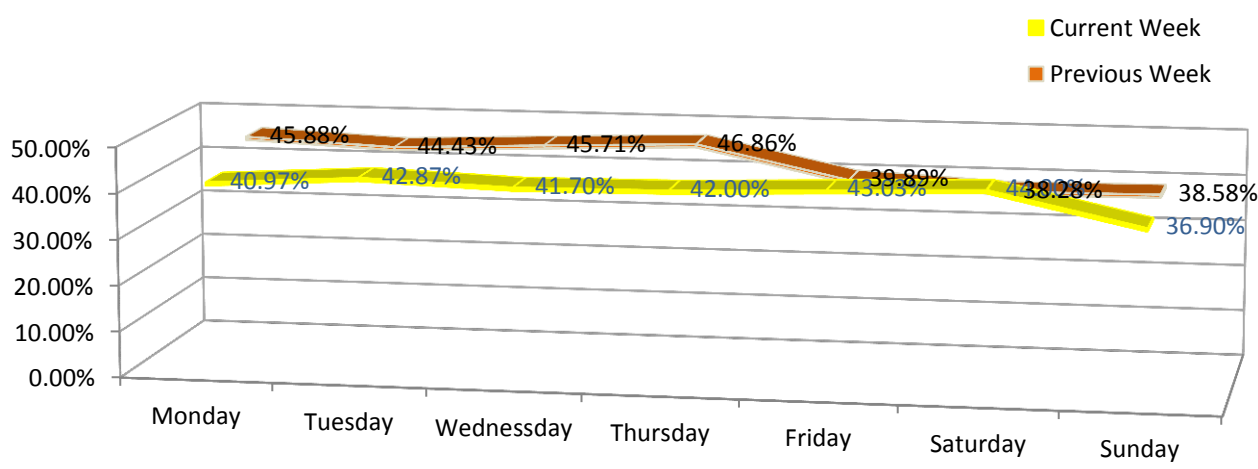
% CPU Usage Comparative Trend - DUBBTAPP1



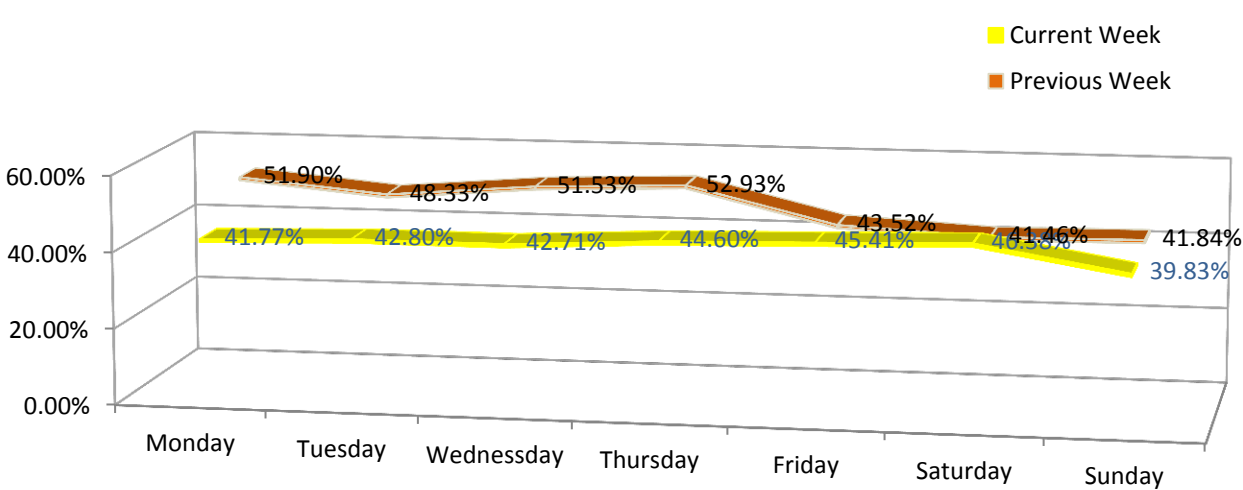
% CPU Usage Comparative Trend - DUBBTAPP2



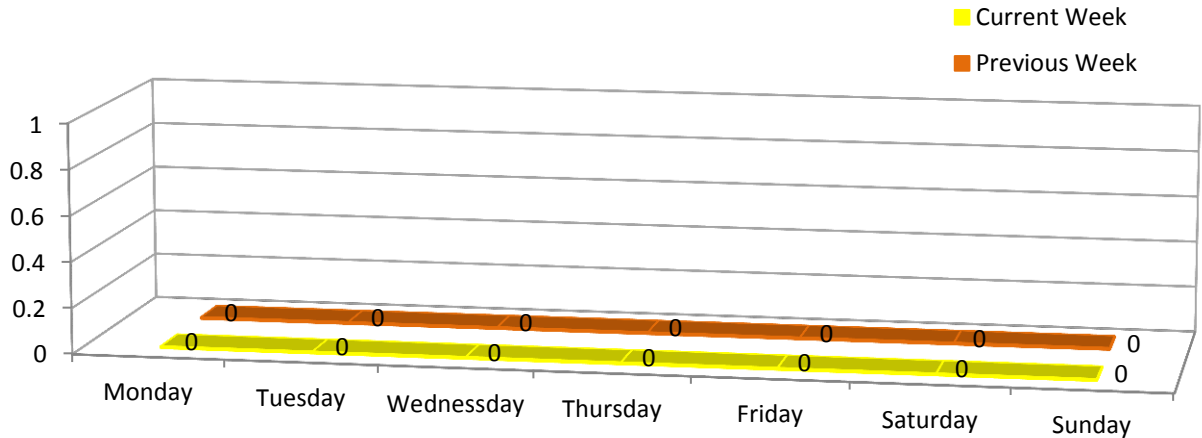
% Memory Comparative Trend- DUBBTAPP1



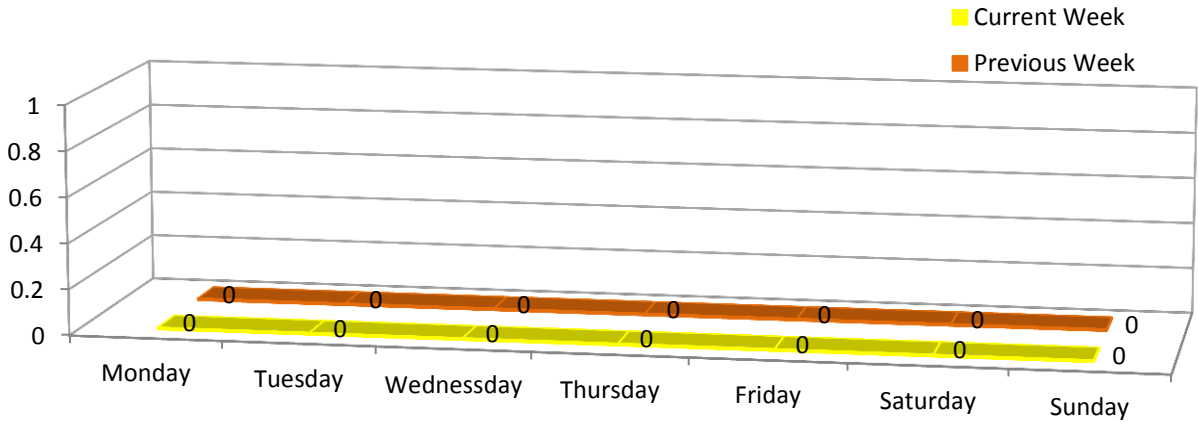
%Memory ComparativeTrend-DUBBTAPP2



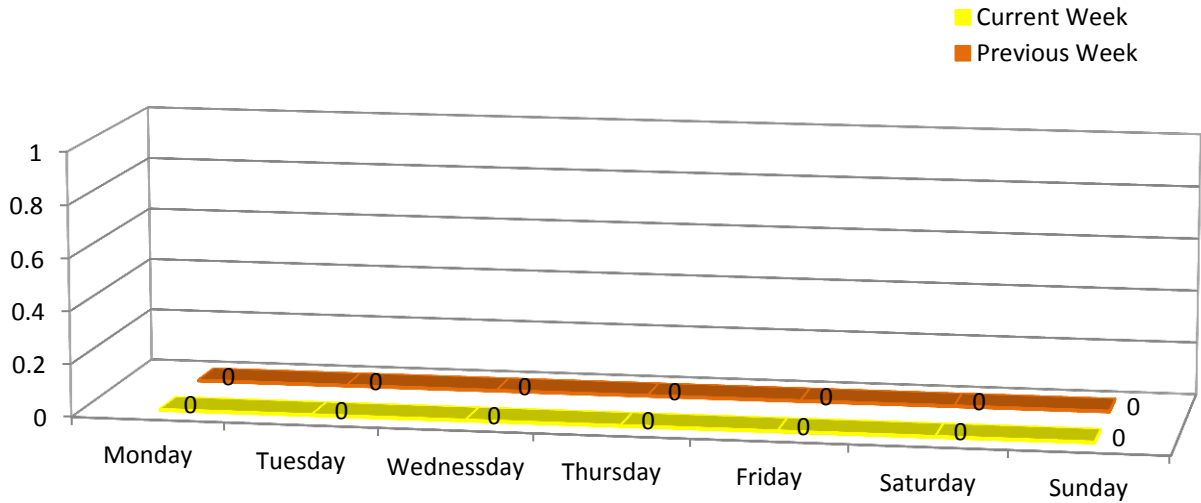
Application Issue Count Dublin Environment



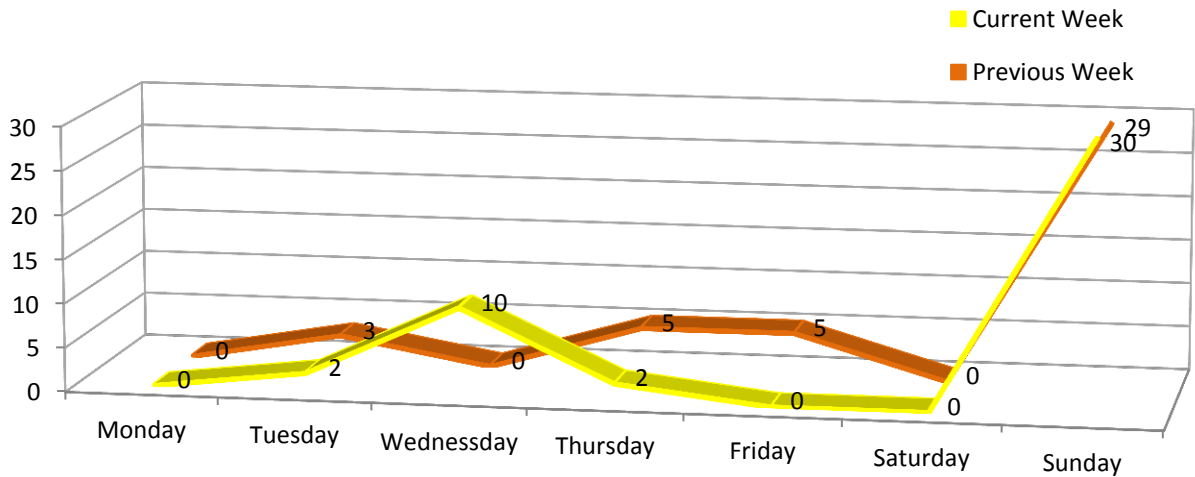
Throttling Issue Count Dublin Environment



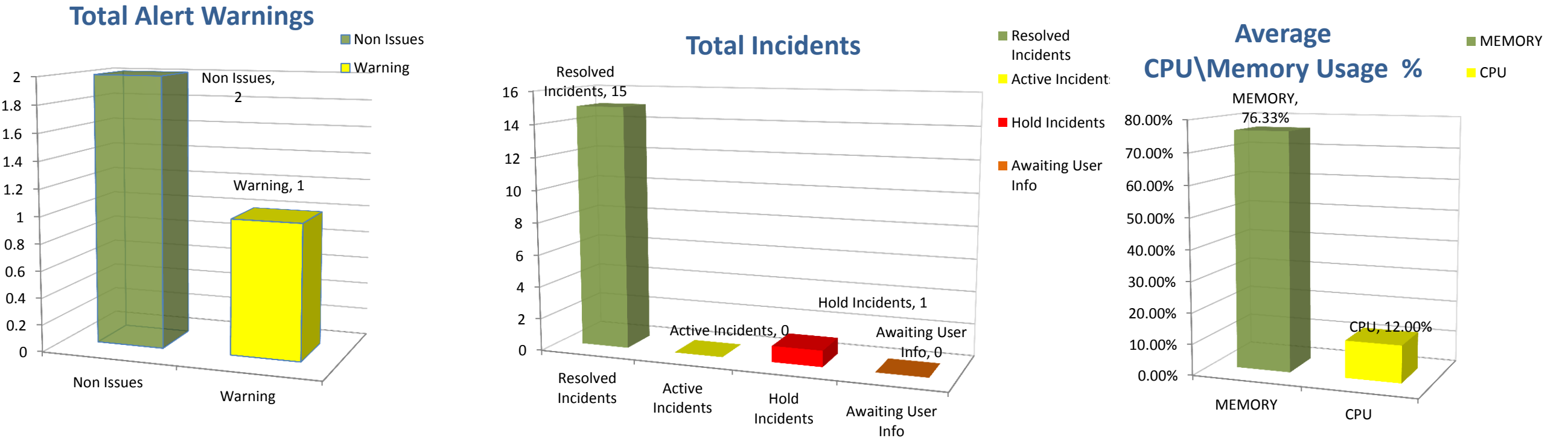
MSMQ Issue Count Dublin Environment



Event Log Error\Warning Count Dublin Environment



Middleware Operations Detail Summary- BizTalk Kalamazoo



LIST OF ISSUES AND WARNINGS

ISSUE	INC #	APPLICATION	STATUS	CAUSE	ACTION
The adapter failed to transmit message going to send port "Send.Kaplan.UserUpdate - BTSAPP1	INC2069778	Kaplan.LMS	Resolved		We have cleared the suspended instances in BizTalk as well after confirming with Prabhakar/Pablo under incident-INC2073518
Event Log Errors - A response message sent to adapter "HTTP" on Receive Location: "Send.Kaplan.TrainingUpdate" is suspended BTSAPP1 Production Kalamazoo	INC2075052	Kaplan.LMS	Hold		Please find Mithun's mail to Pablo and Deepak: "We see 1 suspended in Kaplan.Lms app with below error, Looks like this is due to data issue. PFB. I just had a look at ESB,PFA for payload. We don't see any email recipient in it. Please Confirm if we can clear the instance." Waiting for Pablo and Deepak's reply.
There was an error during processing of the managed application service auto-start for application pool: 'SpineService' - BTSAPP1 Production - Kalamazoo	INC2075060	Spine.PDM	Resolved		Resolving the incident and we observed one dehydrated instance and found no errors/warnings/suspended instances for Spine.PDM application We are closely monitoring the server and will let the team know if we see any further errors/warnings. Changing Incident State to Hold till



Time Period:
11-10-2014 7 AM IST to 11-16-2014 7 AM IST
Created On: 11-17-2014 09:00 AM IST

				then.
loggingerror queue in private queues contains 151 stuck messages Btsapp1 Kalamazoo production	INC2060057	Global.Logging	Resolved	These messages have been purged. The Global logging backup transport puts these on the loggingError queue when the primary transport isn't available. There currently is no mechanism to pick up these messages and process them.
Suspended instances and continuous warnings in Global.Logging - BTSAPP1 & BTSAPP2 Production-Kalamazoo	INC2009264	Global.Logging	Resolved	We have sent repeated reminders and termination has not happened. Hence closing the incident as open items for Global Logging.
Suspended Resumable Instance of Kaplan.Lms The adapter failed to transmit message going to send port "Send.WCF-SQL-GetLMSOrganizations	INC2055045	Kaplan.Lms	Resolved	Mithun Gondi sent a follow-up mail : Could you please confirm on the reprocessing of the 3 suspended messages which were reported. Pablo Cecere request you to reprocess the message, kindly take the owner ship of this INC as we have assigned to your queue.
The Messaging engine failed to process a message submitted by adapter:WCF-SQL	INC2070019		Resolved	Deepak cleared “routing failure instances”.
FDA approval messages AWOL	INC2069603		Resolved	Prabhakar’s Comment: I believe last time the messages middleware sent to the SndAQWriteRequests send port is 11/10 3.02 PM post which we don’t see records been sent beck. Does this mean that messages were not handed over to MW for Processing. Assigned incident to Mahesh Pesani. Update From Mahesh Pesani: The issue has been identified and resolved.
There was an error during processing of the managed application service auto-start for application pool: 'SpineService' - BTSAPP1	INC2069528	Spine.PDM	Resolved	Prabhakar has successfully restarted the Spine app pool and we are not receiving this warning any more.
verify the status for webop case id# 1416160	INC2072417	Stryker.WebOps	Resolved	Resolving the Incident as we didn't hear back from Jeff or Mobby
Suspended resumable Trackwise instance Btsapp1 Production- Kalamazoo	INC2074440	TrackWise	Resolved	confirmed with Mahesh Pesani and terminate the instance as the instance got suspended with “The server rejected one or more recipient addresses. The server response was: 501 5.5.4 Invalid Address” .
REGULAR alert. BizTalk360 Monitoring - PROD 2010(Stryker.CRMOD)	INC2074201		Resolved	This is an automated alert for testing hence closing the same.
Suspended (Non-Resumable) instance in Kaplan.Lms	INC2073518	Kaplan.LMS	Resolved	Pablo Cecere: attached screenshot from LMS with update and from MW with audit trail.
The adapter failed to transmit message going to send port "Stryker.Emsar.Send" with URL "\\btsapp1\E\$\Drops\Emsar\Snd\%MessageID%.xml". ,	INC2073126		Resolved	Deepak have asked us to ignore as this is due to deployment in emsar.
Monitor BizTalk Server (BizTalkMgmtDb) Job Failure	INC2075355		Resolved	Biztalk database needs clean up related to orphaned message, hence this job fails every Sunday" and closing the incident.
Event Log Warning- AA message sent to adapter "SMTP" on send port is suspended Btsapp1 Production Kalamazoo??	INC2075462		Resolved	Ashish jha terminated Two suspend instances from Stryker.STSMobile Application. Resolving Incident as suspend instance cleared from Stryker.STSMobile Application.



SQL Server Job System: 'Styker.STSMobile.PostMsgToASB' completed on \\SQLIS1	INC2075483	Resolved		As per deepak This was a data issue which got resolved by fixing the data.
Observed 2 Suspended NON-Resumable inn TrackWise with below Error :xlang/s engine event log entry: An unrecoverable exception	INC2065427	Resolved		Mithun's Email: We have observed the re-occurrence of the 2 suspended non-resumable instances that have occurred on OCT 16th (FYI--INC2020074) here is event log warning with the following message, and also an entry in the ESB exception db. Please fin
The adapter failed to transmit message going to send port "Global.Logging.Send.AuditLogging.WCF-SQL" with URL "mssql://sqlrdb2.strykercorp.com//middleware_logging?". It will be retransmitted after the retry interval specified for this Send Port. Details:"System.Data.SqlClient.SqlException (0x80131904): Timeout expired. The timeout period elapsed prior to completion of the operation or the server is not responding. ---> System.ComponentModel.Win32Exception (0x80004005): The wait operation timed out	Event Log Warning INC2064783	Global.Logging	The timeout period elapsed prior to completion of the operation Or the server was not responding.	Acknowledged and created incident INC2064783.
The adapter failed to transmit message going to send port "Global.Logging.Send.AuditLogging.WCFSQL"with URLmssql://sqlrdb2.strykercorp.com//middleware_logging?". It will be retransmitted after the retry interval specified for this Send Port. Details:"System.Data.SqlClient.SqlException (0x80131904): Timeout expired.	Event Log Warning INC2064783	Global.Logging	The timeout period elapsed prior to completion of the operation Or the server was not responding.	Acknowledged and created incident INC2064783.
The adapter "WCF-Custom" raised an error message. Details "Microsoft.ServiceModel.Channels.Common.ConnectionExceptio n: The timeout "00:10:00" expired while executing the function "WaitForMessage". ---> System.TimeoutException: The timeout "00:10:00" expired while executing the function "WaitForMessage". at Microsoft.Adapters.OracleCommon.OracleCommonUtils.SetCom mandTimeout	Event Log Warning		The timeout period elapsed prior to completion of the operation Or the server was not responding.	Ignored as it’s a warning. Also did not notice any suspended instances.
The adapter "WCF-Custom" raised an error message. Details "The WCF service host at address oracledb://pubprd/ has faulted and as a result no more messages can be received on the corresponding receive location. To fix the issue, BizTalk Server will automatically attempt to restart the service host."	Event Log Warning		The service host was unavailable.	Ignored, as got information for The WCF service host at address oracledb://pubprd/ was successfully restarted
The adapter "WCF-Custom" raised an error message. Details "System.TimeoutException: The timeout "00:10:00" expired while executing the function "WaitForMessage". aticrosoft.Adapters.OracleCommon.OracleCommonUtils.SetCo mmandTimeout(OracleCommand command, TimeoutHelper timeoutHelper) aticrosoft.Adapters.OracleCommon.OracleCom monUtils.ExecuteScalar(OracleCommand command, OracleCommonExecutionHelper executionHelper)	Event Log Warning		The timeout period elapsed prior to completion of the operation Or the server was not responding.	Ignored as it was a warning
The adapter failed to transmit message going to send port "Send.WebOpsOrderToOSS" with URL "http://integrationb2bprod.stryker.com/soa-	Event Log	Stryker.WebOps		Acknowledged the issue. Did not create incident as the dehydrated instance cleared immediately



infra/services/WebOpsIntegration/WebOpsOrderMessageTactical Consumer/recieveWebOpsPurchaseOrders?wsdl". It will be retransmitted after the retry interval specified for this Send Port.	Warning				
xlang/s engine event log entry: Uncaught exception (see the 'inner exception' below) has suspended an instance of service 'Global.Logging.AuditLoggingProcess(46181ec9-1800-0b36-4903-15852cc85d2d)'. The service instance will remain suspended until administratively resumed or terminated. If resumed the instance will continue from its last persisted state and may re-throw the same unexpected exception.	Event Log Error INC2064783	Global.Logging		Acknowledged and created incident INC2064783.	
There was a failure executing the response(receive) pipeline: "Microsoft.BizTalk.DefaultPipelines.XMLReceive, Microsoft.BizTalk.DefaultPipelines, Version=3.0.1.0, Culture=neutral, PublicKeyToken=31bf3856ad364e35" Source: "XML disassembler" Send Port: "Global.Logging.Send.AuditLogging.WCF-SQL" URI: "FORMATNAME:DIRECT=OS:BTSAPP1\PRIVATE\$\LOGGINGERROR" Reason:	Event Log Error INC2064783	Global.Logging	Finding the document specification by message type "MSMQMsgId" failed. Verify the schema deployed properly.	Acknowledged and created incident INC2064783.	
xlang/s engine event log entry: An unrecoverable exception (see the 'inner exception' below) has occurred. Service Name: TrackWise.Processes.CreateMobileComplaint Service Id: 3b1b3aaa-ac37-ffdc-850c-1d09b950575f Instance Id: 2ab81ae2-303b-431a-91fb-c4ec4f960e63	Event Log Error INC2065427	Trackwise	Exception occurred when persisting state to the database.	Acknowledged and created incident INC2065427.	
The adapter "WCF-SQL" raised an error message. Details "System.Data.SqlClient.SqlException (0x80131904): Timeout expired. The timeout period elapsed prior to completion of the operation or the server is not responding. ---> System.ComponentModel.Win32Exception (0x80004005): The wait operation timed out at System.Data.SqlClient.SqlConnection.OnError(SqlException exception, Boolean breakConnection, Action`1 wrapCloseInAction)	Event Log Warning		The timeout period elapsed prior to completion of the operation Or the server was not responding.		
The Messaging Engine received an error from transport adapter "MSMQ" when notifying the adapter with the BatchComplete event.	Event Log Error INC2064783		Object reference not set to an instance of an object.	Acknowledged and created incident INC2064783.	
The adapter "WCF-Custom" raised an error message. Details "System.ServiceModel.EndpointNotFoundException: Error during communication with service bus. Check the connection information, then retry.	Event Log Warning			Ignored as it's a warning. Also did not notice any suspended instances.	
A message sent to adapter "WCF-SQL" on send port "Send.WCF-SQL-GetLMSOrganizations" with URI mssql://btssql1.strykercorp.com//BizTalkApplications?" is suspended. Error details: Exception of type 'Microsoft.BizTalk.Message.Interop.BTSException' was thrown. MessageId: {4CAEBF20-980B-4151-8699-7A1FCD488EFA} InstanceId: {25C5D152-6240-4095-B3E2-1F0E3E8CCD15}	Event Log Error INC2069778	Kaplan.LMS		Acknowledged the issue Created the incident	Active



<p>The adapter failed to transmit message going to send port "Send.WCF-SQL-GetLMSOrganizations" with URL "mssql://btssql1.strykercorp.com//BizTalkApplications?". It will be retransmitted after the retry interval specified for this Send Port. Details:"Exception of type 'Microsoft.BizTalk.Message.Interop.BTSEException' was thrown."</p>	Event Log Error INC2069778	Kaplan.LMS	Active	Acknowledged the issue Created the incident
<p>The Messaging engine failed to process a message submitted by adapter:WCF-SQL Source URL:mssql://btssql1.strykercorp.com//BizTalkApplications?. Details:The published message could not be routed because no subscribers were found. This error occurs if the subscribing orchestration or send port has not been enlisted, or if some of the message properties necessary for subscription evaluation have not been promoted. Please use the Biztalk Administration console to troubleshoot this failure.</p>	Event Log Warning INC2069778	Kaplan.LMS	Active	Acknowledged the issue Created the incident
<p>There was an error during processing of the managed application service auto-start for application pool: 'Services'. The configured .Net Framework for this application pool doesn't support managed application services. As a result, no managed application service auto-start has been completed. To resolve this issue, please change the .Net Framework version configured for this application pool to one that supports managed application service. The data field contains the error code.</p>	Event Log Warning INC2069528	Spine.PDM	Resolved	Prabhakar has restarted the SpineService. Tracking on INC# INC2069528
<p>There was an error during processing of the managed application service auto-start for application pool: 'SpineService'. The loading of application service provider objects is not supported if the pipeline mode is set to 'Classic' mode. As a result, no managed application service auto-start has been completed. To resolve this issue, please change the pipeline mode for this application pool to 'Integrated' mode. The data field contains the error code.</p>	Event Log Warning INC2069528	Spine.PDM	Resolved	Prabhakar has restarted the SpineService. Tracking on INC# INC2069528
<p>A message sent to adapter "HTTP" on send port "Send.Kaplan.UserUpdate" with URI "/Net/Error/ServerError.aspx?aspxerrorpath=/secure/ws/posts/StrykerInstUserPost.aspx" is suspended. Error details: Invalid URI: The format of the URI could not be determined. MessageId: {840B7915-C98F-458F-A1C0-81B21BB93BBE} InstanceId: {B032B10D-3D25-49AE-8F02-46FBA8ECEFF4}</p>	Event Log Error INC2069778	Kaplan.LMS	Active	Acknowledged. Tracking on INC# INC2069778
<p>The adapter failed to transmit message going to send port "Send.Kaplan.UserUpdate" with URL "/Net/Error/ServerError.aspx?aspxerrorpath=/secure/ws/posts/StrykerInstUserPost.aspx". It will be retransmitted after the retry interval specified for this Send Port. Details:"Invalid URI: The format of the URI could not be determined."</p>	Event Log Warning INC2069778	Kaplan.LMS	Active	Acknowledged. Tracking on INC# INC2069778
<p>The adapter failed to transmit message going to send port "Send.Kaplan.UserUpdate" with URL "https://www.compliancewire.com/secure/ws/posts/StrykerInst</p>	Event Log Warning			Acknowledged. Did not notice any suspended instances.



UserPost.aspx". It will be retransmitted after the retry interval specified for this Send Port. Details:"Unable to connect to the remote server".		Kaplan.LMS		
The adapter failed to transmit message going to send port "Send.Kaplan.UserUpdate" with URL "https://www.compliancewire.com/secure/ws/posts/StrykerInstUserPost.aspx". It will be retransmitted after the retry interval specified for this Send Port. Details:"The HTTP send adapter cannot complete the transmission within the specified time. Destination: https://www.compliancewire.com/secure/ws/posts/StrykerInstUserPost.aspx ".	Event Log Warning INC2069778	Kaplan.LMS	Active	Acknowledged. Tracking on INC# INC2069778
The adapter failed to transmit message going to send port "Send.Kaplan.TrainingUpdate" with URL "https://www.compliancewire.com/secure/ws/posts/StrykerInstEDMSPost.aspx". It will be retransmitted after the retry interval specified for this Send Port. Details:"The underlying connection was closed: An unexpected error occurred on a receive.".	Event Log Warning INC2069778	Kaplan.LMS	Active	Acknowledged. Tracking on INC# INC2069778
The adapter failed to transmit message going to send port "Send.Kaplan.UserUpdate" with URL "https://www.compliancewire.com/secure/ws/posts/StrykerInstUserPost.aspx". It will be retransmitted after the retry interval specified for this Send Port. Details:"HTTP Redirect".	Event Log Warning INC2069778	Kaplan.LMS	Active	Acknowledged. Tracking on INC# INC2069778
The adapter "MSMQ" raised an error message. Details "Remote computer is not available.".	Event Log Warning			Disabled and enabled the receive location of Receive.WebOpsOrder.MSMQ and we have monitored for some time we could not see any warnings in Event log.
The adapter "MSMQ" raised an error message. Details "The MSMQ adapter is unable to process messages from receive location FORMATNAME:DIRECT=TCP:172.16.203.39\PRIVATE\$\STRYKERC ORP-ORDERQUEUE. Correct the error in the event log and restart this receive location. ".	Event Log Warning			Disabled and enabled the receive location of Receive.WebOpsOrder.MSMQ and we have monitored for some time we could not see any warnings in Event log.
Product: Microsoft Monitoring Agent -- Error 1923.Service '@C:\Windows\system32\AdtAgent.exe,-500' (AdtAgent) could not be installed. Verify that you have sufficient privileges to install system services.				Acknowledge the issue and as per Deepak This was executed from USER-SYSTEM. This is all I want to confirm
Faulting application name: MsiExec.exe, version: 5.0.7601.17514, time stamp: 0x4ce79d93 Faulting module name: MSVCR100.dll, version: 10.0.40219.325, time stamp: 0x4df2bcac Exception code: 0xc0000417 Fault offset: 0x00000000000070468 Faulting process id: 0x4f14 Faulting application start time: 0x01cfff6039749335 Faulting application path: C:\Windows\system32\MsiExec.exe Faulting module path: C:\Windows\system32\MSVCR100.dll Report Id: 78484a0c-6b53-11e4-939e-005056850d31				Acknowledge the issue and as per Deepak This was executed from USER-SYSTEM. This is all I want to confirm



Time Period:
11-10-2014 7 AM IST to 11-16-2014 7 AM IST
Created On: 11-17-2014 09:00 AM IST

The adapter "WCF-Custom" raised an error message. Details "Microsoft.ServiceModel.Channels.Common.ConnectionException: ORA-01013: user requested cancel of current operation --->	Event Log Warning		Ignored as it's a warning.
The adapter failed to transmit message going to send port "Send.WebOpsOrderToOSS" with URL "http://integrationb2bprod.stryker.com/soa-infra/services/WebOpsIntegration/WebOpsOrderMessageTacticalConsumer/recieveWebOpsPurchaseOrders?wsdl". It will be retransmitted after the retry interval specified for this Send Port. Details:"System.ServiceModel.CommunicationException: The underlying connection was closed: A connection that was expected to be kept alive was closed by the server.	Event Log Warning		Ignored as warning and there is no suspended instances in BizTalk 360
A message sent to adapter "SMTP" on send port "TrackWise.Processes_1.0.0.0_TrackWise.Processes.CreateWebComplaint_ComplaintConfirmationPort_2ec2413d8bfa672b" with URI "gary.rim@stryker.com/June.Rivera@stryker.com" is suspended. Error details: The server rejected one or more recipient addresses. The server response was: 501 5.5.4 Invalid Address Could not access the SSO database. If this condition persists, the SSO service will go offline.	Event Log Error		Acknowledge the issue and created INC2074440 to track the issue.
Transaction (Process ID 158) was deadlocked on lock resources with another process and has been chosen as the deadlock victim. Rerun the transaction..	Event Log Warning		Acknowledged and Ignored as it might have occurred due to network glitch.
The adapter "Schedule" raised an error message. Details "CaseScheduler: has been disabled".	Event Log Warning		Acknowledged and Ignored as it was a warning and there were no suspended instance.
The adapter failed to transmit message going to send port "Stryker.Emsar.Send" with URL "\\btsapp1\E\$\Drops\Emsar\Snd\%MessageID%.xml". It will be retransmitted after the retry interval specified for this Send Port. Details:"The FILE send adapter cannot open file \\btsapp1\E\$\Drops\Emsar\Snd\{91698CC0-E25C-4D23-AE73-29B50946BE9E}.xml for writing. Details: Access is denied.	Event Log Warning	This occurred due to deployment in emsar (INC2073126)	Acknowledge the issue and created INC2073126 to track the issue.
The adapter "Schedule" raised an error message. Details "CaseScheduler: scheduled activation changed to 11/14/2014 12:50:00 AM".	Event Log Warning		Acknowledged and Ignored as it was a warning and there were no suspended instance.
There was a failure executing the response(receive) pipeline: "Stryker.Esb.Common.Pipelines.XMLEmptyNamespaceReceivePipeline, Stryker.Esb.Common.Pipelines, Version=1.0.0.0, Culture=neutral, PublicKeyToken=2ec2413d8bfa672b" Source: "ESB Add Namespace" Send Port: "Send.Kaplan.TrainingUpdate" URI: "https://www.compliancewire.com/secure/ws/posts/StrykerInstEDMSPost.aspx" Reason: '>' is an unexpected token. The expected token is '"' or '''. Line 1, position 62.	Event Log Error INC2075052	Hold	Acknowledged and created incident INC2075052
'>' is an unexpected token. The expected token is '"' or '''. Line 1, position 62. Source:	Event Log Error INC2075052	Hold	Acknowledged and created incident INC2075052



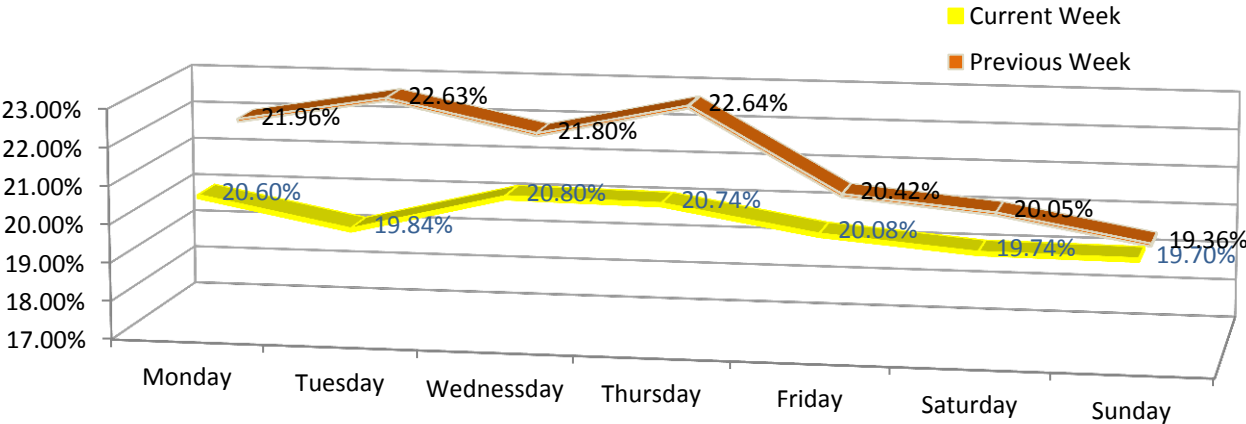
<p>Microsoft.Practices.ESB.Namespace.PipelineComponents.AddNamespace</p> <p>Method: Microsoft.BizTalk.Message.Interop.IBaseMessageExecute(Microsoft.BizTalk.Component.Interop.IPipelineContext, Microsoft.BizTalk.Message.Interop.IBaseMessage)</p> <p>Error Source: System.Xml</p> <p>Error TargetSite: Void Throw(System.Exception)</p> <p>The adapter failed to transmit message going to send port "Stryker.STSMobile.UpserthHCP" with URL "mssql://sqlrdb2.strykercorp.com//middleware_mobile?". It will be retransmitted after the retry interval specified for this Send Port. Details:"System.Data.SqlClient.SqlException (0x80131904): Timeout expired. The timeout period elapsed prior to completion of the operation or the server is not responding. ---> System.ComponentModel.Win32Exception (0x80004005): The wait operation timed out</p>				
<p>There was an error during processing of the managed application service auto-start for application pool: 'SpineService'. The loading of application service provider objects is not supported if the pipeline mode is set to 'Classic' mode. As a result, no managed application service auto-start has been completed. To resolve this issue, please change the pipeline mode for this application pool to 'Integrated' mode. The data field contains the error code. A response message sent to adapter "HTTP" on Receive Location: "Send.Kaplan.TrainingUpdate" with URI:"https://www.compliancewire.com/secure/ws/posts/StrykerInstEDMSPost.aspx" is suspended.</p> <p>Error details: There was a failure executing the response(receive) pipeline:</p> <p>"Stryker.Esb.Common.Pipelines.XMLEmptyNamespaceReceivePipeline, Stryker.Esb.Common.Pipelines, Version=1.0.0.0, Culture=neutral, PublicKeyToken=2ec2413d8bfa672b" Source: "ESB Add Namespace" Send Port: "Send.Kaplan.TrainingUpdate" URI: "https://www.compliancewire.com/secure/ws/posts/StrykerInstEDMSPost.aspx" Reason: '>' is an unexpected token. The expected token is '"' or '''. Line 1, position 62.</p> <p>MessageId: {47B2B143-B6A7-4A22-9F7F-0F9AD693043B}</p> <p>InstanceId: {67A9AD61-1DF3-4E76-BFBA-EA564C585795}</p> <p>adapter "WCF-Custom" raised an error message. Details "System.UnauthorizedAccessException: The token provider was unable to provide a security token while accessing 'https://sts-mobile-stryker-sb.accesscontrol.windows.net/WRAPv0.9/'. Token provider returned message: 'Unable to connect to the remote server'. ---> System.IdentityModel.Tokens.SecurityTokenException: The token provider was unable to provide a security token while accessing 'https://sts-mobile-stryker-sb.accesscontrol.windows.net/WRAPv0.9/'. Token provider returned message: 'Unable to connect to the remote server'. ---></p>	<p>Event Log Warning</p>	<p>Stryker.STSMobile</p>		<p>Acknowledged the issue. Did not create an incident as there were no suspended instances.</p>
	<p>Event Log Warning</p>			<p>Acknowledged the issue. Did not create an incident as there were no suspended instances.</p>
	<p>Event Log Error INC2075052</p>	<p>Kaplan.LMS</p>	<p>Hold</p>	<p>Acknowledged and created incident INC2075052</p>
	<p>Event Log Warning</p>			<p>Ignored.</p>



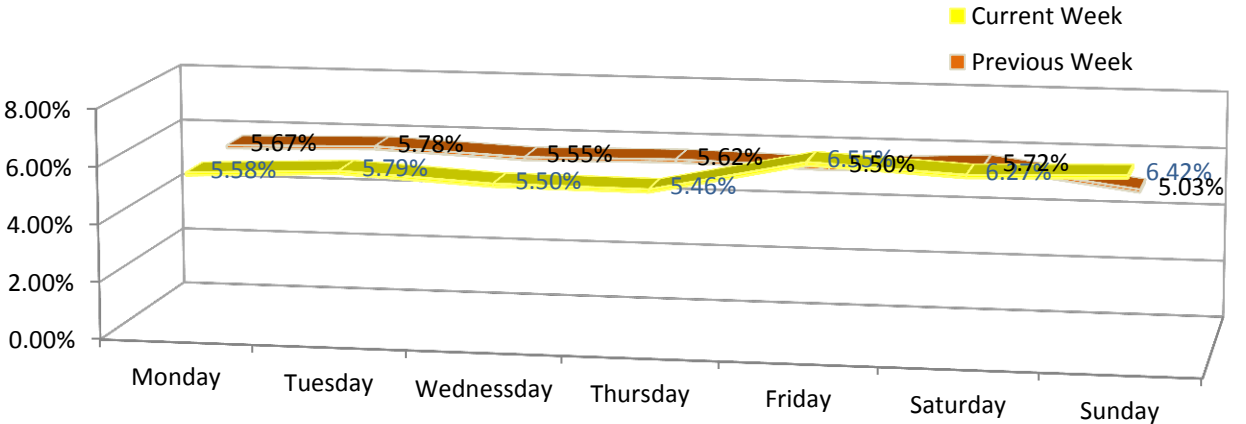
System.Net.WebException: Unable to connect to the remote server ---> System.Net.Sockets.SocketException: A connection attempt failed because the connected party did not properly respond after a period of time, or established connection failed because connected host has failed to respond 65.52.3.58:443 The adapter "WCF-Custom" raised an error message. Details "The WCF service host at address sb://sts-mobile-stryker.servicebus.windows.net/mobile_expense_reports has faulted and as a result no more messages can be received on the corresponding receive location. To fix the issue, BizTalk Server will automatically attempt to restart the service host."					Event Log Warning				Acknowledged warning.
A request-response for the "HTTP" adapter at receive location "/SpineService/BTSHTTPReceive.dll" has timed out before a response could be delivered.					Event Log Error INC2075060	Spine.PDM	Hold		Acknowledged and created incident INC2075060
The adapter "MSMQ" raised an error message. Details "The MSMQ adapter is unable to process messages from receive location FORMATNAME:DIRECT=OS:SJC-FIMSROD.STRYKERCORP.COM\PRIVATE\$\FIMSOUTBOUND. Correct the error in the event log and restart this receive location."					Warning				Acknowledged the issue
The adapter "MSMQ" raised an error message. Details "The MSMQ adapter is unable to process messages from receive location FORMATNAME:DIRECT=OS:SJC-CWIPROD.STRYKERCORP.COM\PRIVATE\$\PRODUCTEXPERIENCE. Correct the error in the event log and restart this receive location."					Warning				Acknowledged the issue
A message sent to adapter "SMTP" on send port "STS.ExpenseReport.Processes_1.0.0.0_Stryker.STSMobile.ExpenseReportEmailAck.SendExpenseReportAckEmail_SendExpenseReportAckEmailPort_b8c2dc07afd6668d" with URI "mailto:john.hageman@stryker.com" is suspended. Error details: The transport failed to connect to the server.					Error				Created an incident INC2075462 and Ashish terminated incident
The adapter "MSMQ" raised an error message. Details "0".					Warning				Acknowledged the issue



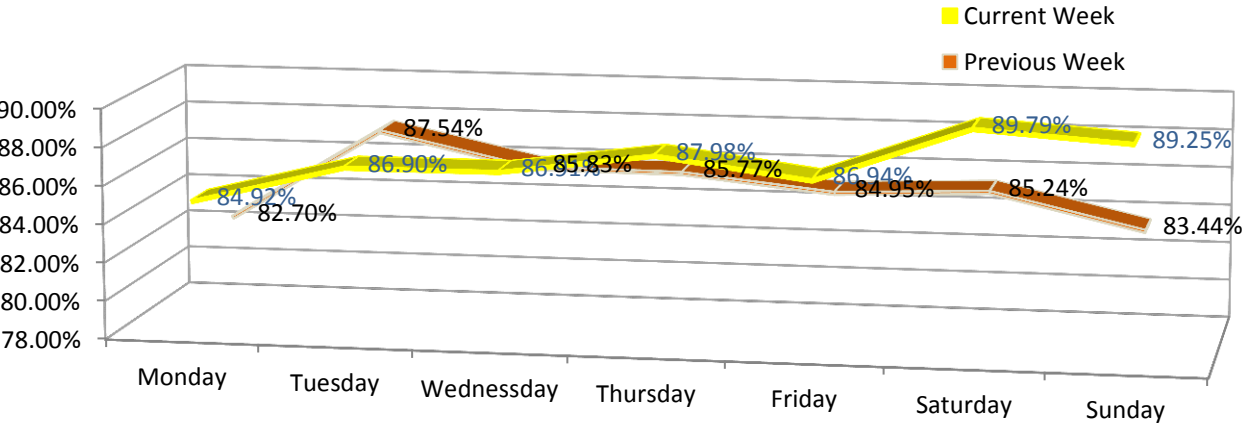
% CPU Usage Comparative Trend - BTSAPP1



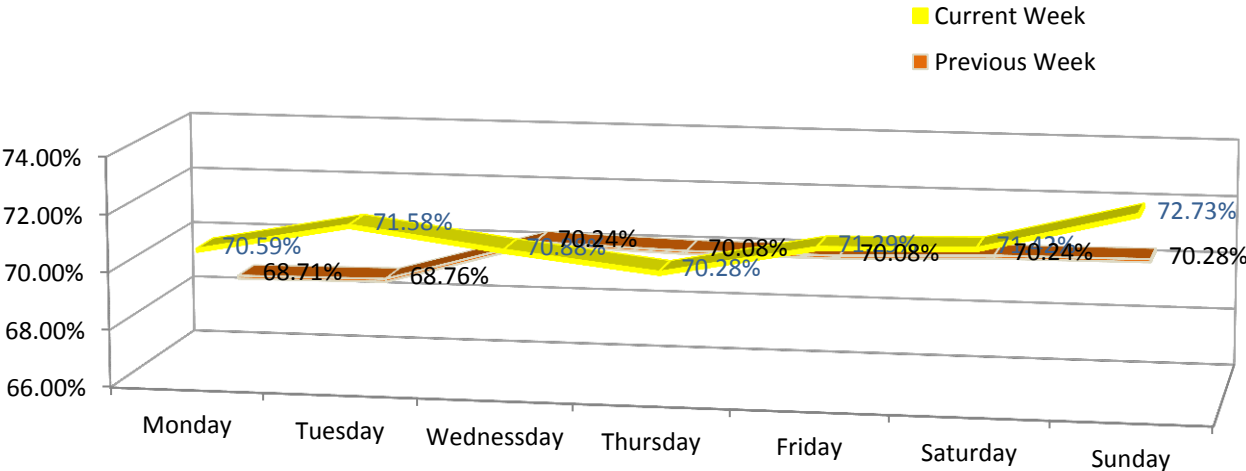
% CPU Usage Comparative Trend - BTSAPP2



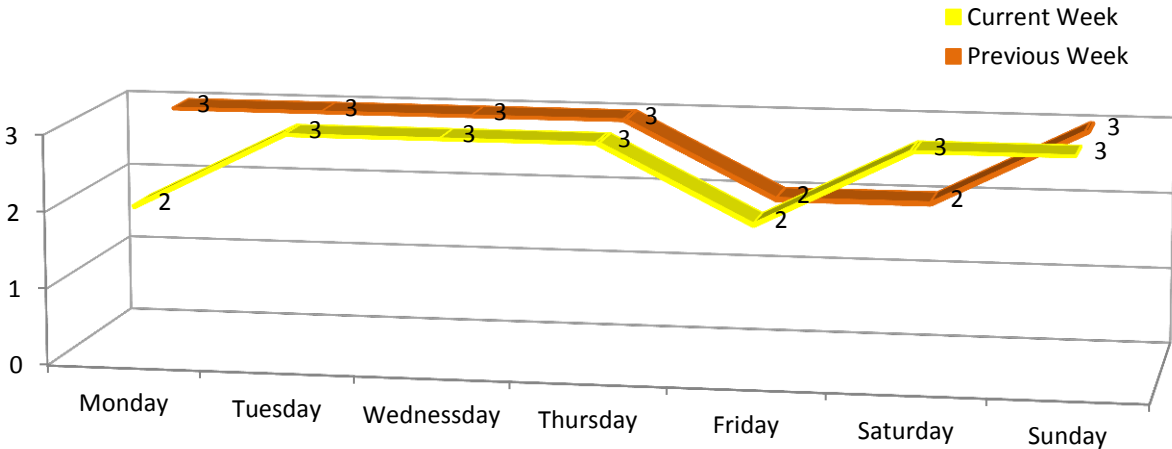
% Memory Comparative Trend- BTSAPP1



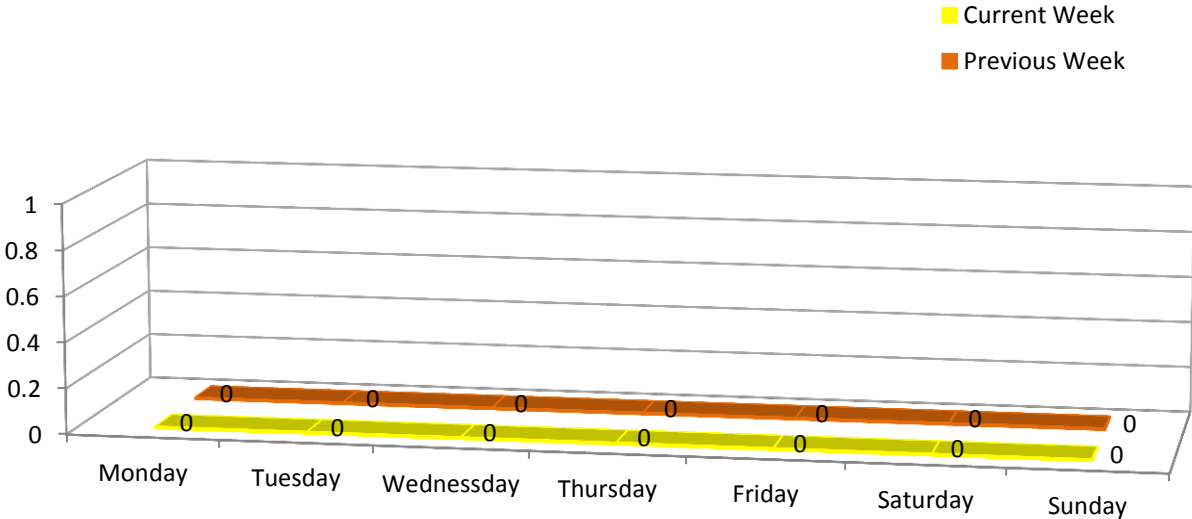
% Memory Comparative Trend- BTSAPP2



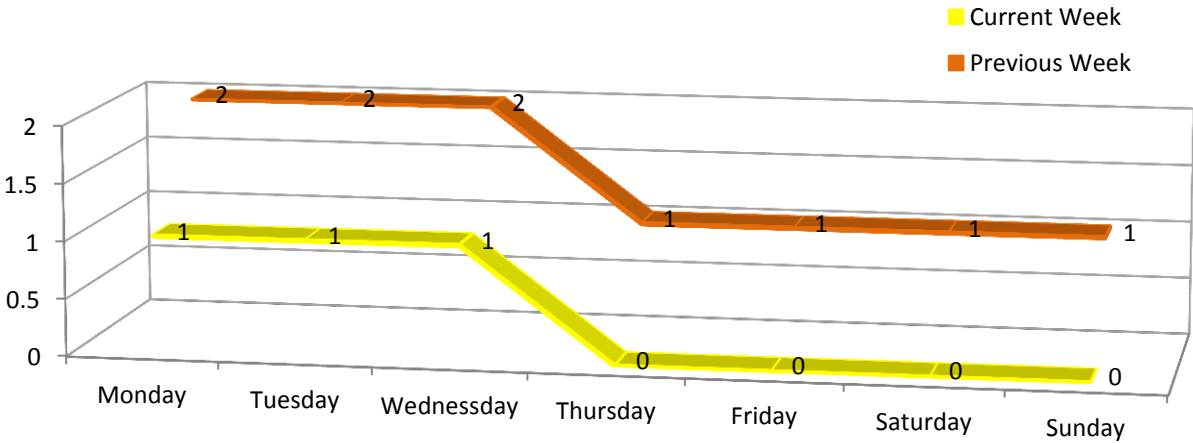
Application Issue Count Kzoo Environment



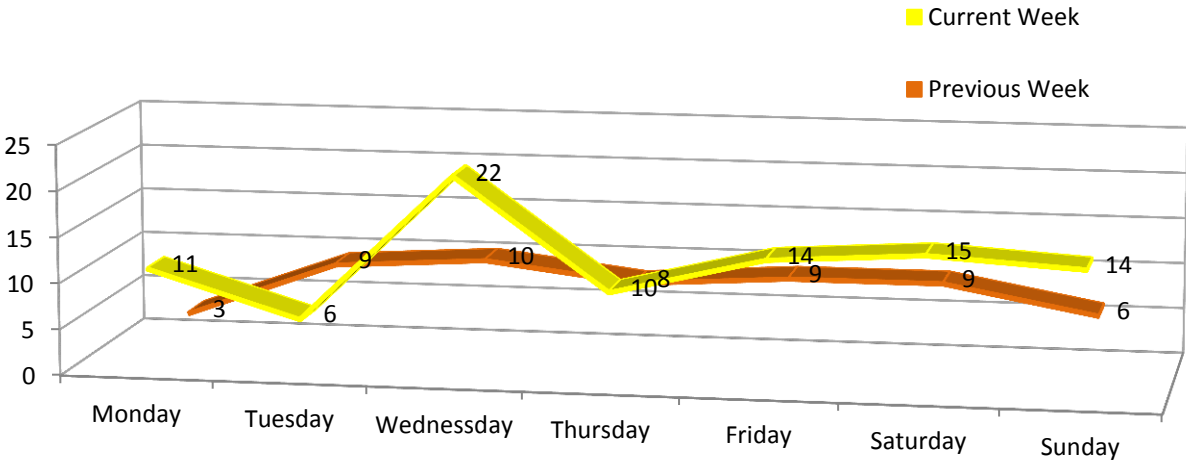
Throttling Issue Count Kzoo Environment



MSMQ Issue Count Kzoo Environment



Event Log Error\Warning Count Kzoo Environment



Dashboard Glossary

Metrics Column	Included Metrics	Calculation of Metrics Data	Monitoring Time Duration
Critical Issue	Incidents of P1,P2	Count of P1 and P2 Incidents, with are reported during the Monitoring time frame	11-10-2014 to 11-16-2014
Non Critical Issue	Incidents of P3,P4,P5	Count of P3, P4,P5 Incidents , with are reported during the Monitoring time frame	11-10-2014 to 11-16-2014
Total Alert Warnings	BizTalk 360 Alert warning of particular environment	Count of BizTalk 360 alerts that can be added as INC's to either Critical or Non Critical Issues, it is not exclusive	11-10-2014 to 11-16-2014
New Incidents	New Incidents P1,P2,P3,P4,P5 which have been created Yesterday	Count of P1,P2, P3, P4,P5 Incidents with are reported during the Monitoring time frame	11-10-2014 to 11-16-2014
Total Incidents	Total Non-Resolved\Incidents as on Date	Count of Incidents which are in the state of Resolved\closed	11-10-2014 to 11-16-2014
Avg CPU Usage	Avg CPU usage for environment	Average of the CPU usage of the servers in an environment, where data is collected for every 1 hour and averaged with the total number of servers present in that environment.	11-10-2014 to 11-16-2014
Avg Memory Usage	Avg CPU usage for environment	Average of the MEMORY (RAM) usage of the servers in an environment, where data is collected for every 1 hour and averaged with the total number of servers present in that environment.	11-10-2014 to 11-16-2014
Applications with Issues	BizTalk Applications with Issues	Count of BizTalk Applications having READY TO RUN,SUSPENDED RESUMABLE,SUSPENDED NON RESUMABLE,DEHYDRATED instances	11-10-2014 to 11-16-2014
Throttling issue count	No of BizTalk services Throttled	Monitoring of BizTalk Services for Throttling	11-10-2014 to 11-16-2014
MSMQ Issue count	No of Message Queue's having pending	Count of number of MSMQ having messages to be processed	11-10-2014 to 11-16-2014
Event Log Error\Warning Count	No Event Log errors count	Count of unique Event Log errors which have been identified in the environment	11-10-2014 to 11-16-2014