**Middleware Operations Weekly Executive Summary- BizTalk**

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| |  |  |  |  |  | | --- | --- | --- | --- | --- | | DUBLIN OVERALL ENVIRONMENT HEALTH | | | | Warning | | TYPE | **AMOUNT** | **VS** | **LAST WEEK** | **STATE** | | Critical Issues | 1 | C:\Users\prabhakar.G\Desktop\Pic2.png | 0 | C:\Users\prabhakar.G\Desktop\Picture1.png | | Non Critical Issues | 1 | C:\Users\prabhakar.G\Desktop\Pic2.png | 2 | C:\Users\prabhakar.G\Desktop\Picture1.png | | Total Alert Warnings | 0 | C:\Users\prabhakar.G\Desktop\Pic2.png | 2 | C:\Users\prabhakar.G\Desktop\Picture1.png | | New Incidents | 2 | C:\Users\prabhakar.G\Desktop\Pic2.png | 2 | C:\Users\prabhakar.G\Desktop\Picture1.png | | Total Incidents | 2 | C:\Users\prabhakar.G\Desktop\Pic2.png | 2 | C:\Users\prabhakar.G\Desktop\Picture1.png | | Avg CPU Usage | 2.72% | C:\Users\prabhakar.G\Desktop\Pic2.png | 2.98% | C:\Users\prabhakar.G\Desktop\Picture1.png | | Avg Memory Usage | 42.81% | C:\Users\prabhakar.G\Desktop\Pic2.png | 43.09% | C:\Users\prabhakar.G\Desktop\Picture1.png | | Applications with Issues | 0 | C:\Users\prabhakar.G\Desktop\Pic2.png | 0 | C:\Users\prabhakar.G\Desktop\Picture1.png | | Throttling issue count | 0 | C:\Users\prabhakar.G\Desktop\Pic2.png | 0 | C:\Users\prabhakar.G\Desktop\Picture1.png | | MSMSQ Issue count | 0 | C:\Users\prabhakar.G\Desktop\Pic2.png | 0 | C:\Users\prabhakar.G\Desktop\Picture1.png | | Event Log Error\Warning Count | 29 | C:\Users\prabhakar.G\Desktop\Pic2.png | 26 | C:\Users\prabhakar.G\Desktop\Picture1.png | | |  |  |  |  |  | | --- | --- | --- | --- | --- | | KALAMAZOO OVERALL ENVIRONMENT HEALTH | | | | Warning | | TYPE | **AMOUNT** | **VS** | **LAST WEEK** | **STATE** | | Critical Issues | 0 | C:\Users\prabhakar.G\Desktop\Pic2.png | 1 | C:\Users\prabhakar.G\Desktop\Picture1.png | | Non Critical Issues | 4 | C:\Users\prabhakar.G\Desktop\Pic2.png | 11 | C:\Users\prabhakar.G\Desktop\Picture1.png | | Total Alert Warnings | 1 | C:\Users\prabhakar.G\Desktop\Pic2.png | 3 | C:\Users\prabhakar.G\Desktop\Picture1.png | | New Incidents | 4 | C:\Users\prabhakar.G\Desktop\Pic2.png | 12 | C:\Users\prabhakar.G\Desktop\Picture1.png | | Total Incidents | 6 | C:\Users\prabhakar.G\Desktop\Pic2.png` | 14 | C:\Users\prabhakar.G\Desktop\Picture1.png | | Avg CPU Usage | 11.20% | C:\Users\prabhakar.G\Desktop\Pic2.png | 15.07% | C:\Users\prabhakar.G\Desktop\Picture1.png | | Avg Memory Usage | 55.20% | C:\Users\prabhakar.G\Desktop\Pic2.png | 55.90% | C:\Users\prabhakar.G\Desktop\Picture1.png | | Applications with Issues | 3 | C:\Users\prabhakar.G\Desktop\Pic2.png | 5 | C:\Users\prabhakar.G\Desktop\Picture1.png | | Throttling issue count | 0 | C:\Users\prabhakar.G\Desktop\Pic2.png | 0 | C:\Users\prabhakar.G\Desktop\Picture1.png | | MSMSQ Issue count | 0 | C:\Users\prabhakar.G\Desktop\Pic2.png | 2 | C:\Users\prabhakar.G\Desktop\Picture1.png | | Event Log Error\Warning Count | 63 | C:\Users\prabhakar.G\Desktop\Pic2.png | 82 | C:\Users\prabhakar.G\Desktop\Picture1.png | |

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| SUMMARY NOTES |  |  |  |  |  |  |
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* Most of the Issues in Kalamazoo were related to Kaplan.LMS and Neudesic team is following up with stake holder to re process the Training update messages.
* Increase in Event log warning in Dublin environment was due to network glitch. Dublin environment also had a couple of instances of Batch master issue that got resolved once the receive location and host instance are restarted.

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| LIST OF CRITICAL ISSUES |  |  |  |  | |  |  | |
| ISSUE | **INC #** | **APPLICATION** | **Environment** | **STATUS** | | **CAUSE** | **ACTION** | |
| The receive location "RcvERP-SI-272-WCFOracle" with URL "oracledb://NVPRD1?PollingId=SI-272" is shutting down. | INC2115639 | Nv.Mes.Cork | Dublin | Resolved |  | | | Krishna tried restarting the receive location but no luck, Hence restarted the Host instance and enabled receive location and it is up and running now. |

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**Middleware Operations Detail Summary- BizTalk Dublin**

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| LIST OF ISSUES AND WARNINGS | |  | |  | | | |
| ISSUE | INC # | | APPLICATION | | STATUS | CAUSE | ACTION |
| Event Log Error- A stored procedure call failed: " { call [dbo].[bts\_UpdateMsgbox\_NvMesCorkSendWcfHost] || Production - Dublin | INC2117964 | | Nv.Mes.Cork | | Hold |  | We are working on finding the root cause of this issue. we are seeing the error only with Host:  NvMesCorkSendWcfHost. Probably this host might be most used one.The send port : SndRcvMesWCF is running on this Host and it is processing more than 50000 messages(Screenshot 1), whereas the others are processing 44k&9700. |
| The receive location "RcvERP-SI-272-WCFOracle" with URL "oracledb://NVPRD1?PollingId=SI-272" is shutting down. | INC2115639 | | Nv.Mes.Cork | | Resolved |  | Krishna tried restarting the receive location but no luck, Hence restarted the Host instance and enabled receive location and it is up and running now. |
| 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: [DBNETLIB][ConnectionWrite (send()).]General network error. Check your network documentation.  Error source:  BizTalk host name: NvMesCorkRecvMsmqHost  Windows service name: BTSSvc$NvMesCorkRecvMsmqHost | Warning | | Nv.Mes.Cork | |  |  | Acknowledged the issue and ignored as we received information for all the host instances saying they have initialized successfully. |
| All receive locations are being temporarily disabled because either the MessageBox or Configuration database is not available. When these databases become available, the receive locations will be automatically enabled. | Warning | | Nv.Mes.Cork | |  |  | Acknowledged the issue and ignored as we received information for all the host instances saying they have initialized successfully. |
| The adapter "Schedule" raised an error message. Details " CompucalScheduler:   has been disabled". | Warning | | Nv.Mes.Cork | |  |  | Acknowledged the issue and ignored as we received information for all the host instances saying they have initialized successfully. |
| The adapter "Schedule" raised an error message. Details " PEMACScheduler:   has been disabled". | Warning | | Nv.Mes.Cork | |  |  | Acknowledged the issue and ignored as we received information for all the host instances saying they have initialized successfully. |
| An error occurred that requires the BizTalk service to terminate. The most common causes are the following:  1) An unexpected out of memory error.  OR  2) An inability to connect or a loss of connectivity to one of the BizTalk databases.   The service will shutdown and auto-restart in 1 minute. If the problematic database remains unavailable, this cycle will repeat.   Error message: A transport-level error has occurred when receiving results from the server. (provider: TCP Provider, error: 0 - The specified network name is no longer available.)  Error source: .Net SqlClient Data Provider   BizTalk host name: NvMesCorkRecvWcfHostItemMaster  Windows service name: BTSSvc$NvMesCorkRecvWcfHostItemMaster | Warning | | Nv.Mes.Cork | |  |  | Acknowledged the issue and ignored as we received information for all the host instances saying they have initialized successfully. |
| Execute batch error.  Exception information:  TDDS failed to batch execution of streams.  SQLServer: BamPrimaryImport.dub1.stryker.com, Database: BAMPrimaryImport.Timeout expired.  The timeout period elapsed prior to completion of the operation or the server is not responding.. | Warning | | Nv.Mes.Cork | |  |  | Ignored it as per previous mail chain, that it might be due to network glitch. |
| 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. | Error | | Nv.Mes.Cork | |  |  | Acknowledged the issue and ignored as we received information for all the host instances saying they have initialized successfully. |
| The Messaging Engine failed to retrieve the configuration from the database. Details:"Connection failure". | Error | | Nv.Mes.Cork | |  |  | Acknowledged the issue and ignored as we received information for all the host instances saying they have initialized successfully. |
| The following stored procedure call failed: " { call admsvr\_ReceiveLocation\_GetAllInApp( ?)}". SQL Server returned error string: "[DBNETLIB][ConnectionWrite (send()).]General network error. Check your network documentation.". | Error | | Nv.Mes.Cork | |  |  | Acknowledged the issue and ignored as we received information for all the host instances saying they have initialized successfully. |
| Reading error.  Exception information:  TDDS failed to read from source database.  SQLServer: BiztalkMsgBoxDb.dub1.stryker.com, Database: BizTalkMsgBoxDb.Timeout expired.  The timeout period elapsed prior to completion of the operation or the server is not responding.. | Warning | |  | |  |  | Acknowledged the issue and it is been tracked under INC2117964. |
| The following stored procedure call failed: " { call [dbo].[bts\_UpdateMsgbox\_NvMesCorkSendWcfHost]( ?, ?, ?, ?, ?, ?, ?, ?, ?, ?, ?, ?, ?, ?, ?, ?, ?, ?, ?, ?, ?)}". SQL Server returned error string: "Warning: The join order has been enforced because a local join hint is used.;Warning: The join order has been enforced because a local join hint is used.;Duplicate key was ignored.". | Error | |  | |  |  | Acknowledged the issue and it is been tracked under INC2117964. |
| SSO AUDIT   Function: GetConfigInfo ({E4F3C211-5250-48FB-ACE4-B523E9C09CAD})   Tracking ID: 7546835c-85cd-4a8c-b8af-f5d6ee3c65db   Client Computer: dubbtapp2.strykercorp.com (BTSNTSvc64.exe:11396)   Client User: STRYKERCORP\dub1HostInstSvcPRD | Warning | |  | |  | An error occurred while attempting to access the SSO database. | Ignored as the next connection made with SSO Data base was successfully and we did not receive any more warnings or errors. |
| An error occurred while attempting to access the SSO database.   Function: GetDeletedMappings   File: credentialcache.cpp:974   Connection 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 | Error | |  | |  | An error occurred while attempting to access the SSO database. | Ignored as the next connection made with SSO Data base was successfully and we did not receive any more warnings or errors. |
| An error occurred while attempting to access the SSO database.   Function: LookupXp   File: lookupserver.cpp:296   Connection 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 | Error | |  | |  | An error occurred while attempting to access the SSO database. | Ignored as the next connection made with SSO Data base was successfully and we did not receive any more warnings or errors. |
| 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  INC2115639 | | Nv.Mes.Cork | | Resolved |  | Acknowledged and tracking the issue with INC2115639 |
| The receive location "RcvERP-SI-272-WCFOracle" with URL "oracledb://NVPRD1?PollingId=SI-272" is shutting down. Details:"Microsoft.ServiceModel.Channels.Common.ConnectionException: Connection request timed out ---> Oracle.DataAccess.Client.OracleException: Connection request timed out | Error  INC2115639 | | Nv.Mes.Cork | | Resolved |  | Acknowledged and tracking the issue with INC2115639 |
| 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.  To fix the problem, you may choose to:  1. Use the error information given to fix the problem.  2. Restart the receive location.  3. Keep waiting for BizTalk to recycle the service host. Another event will notify if the service host is successfully started. | Warning  INC2115639 | | Nv.Mes.Cork | | Resolved |  | Acknowledged and tracking the issue with INC2115639 |
| The Messaging Engine failed to add a receive location "RcvERP-SI-272-WCFOracle" with URL "oracledb://NVPRD1?PollingId=SI-272" to the adapter "WCF-Custom". Reason: "Microsoft.ServiceModel.Channels.Common.ConnectionException: Connection request timed out ---> Oracle.DataAccess.Client.OracleException: Connection request timed out | Error  INC2115639 | | Nv.Mes.Cork | | Resolved |  | Acknowledged and tracking the issue with INC2115639 |
| The receive location "RcvERP-SI-272-WCFOracle" with URL "oracledb://NVPRD1?PollingId=SI-272" is shutting down. Details:"The Messaging Engine failed while notifying an adapter of its configuration. ". | Error  INC2115639 | | Nv.Mes.Cork | | Resolved |  | Acknowledged and tracking the issue with INC2115639 |
| The adapter "MSMQ" raised an error message. Details "Remote computer is not available.". | Warning | |  | |  |  | Acknowledged and notified L2 |
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**Middleware Operations Detail Summary- BizTalk Dublin**

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**Middleware Operations Detail Summary- BizTalk Kalamazoo**

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| LIST OF ISSUES AND WARNINGS |  | |  | | | | |
| ISSUE | | **INC #** | | **APPLICATION** | **STATUS** | **CAUSE** | **ACTION** |
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| Production issue with HRMS POST URL "/Net/Error/ServerError.aspx?aspxerrorpath=/secure/ws/posts/StrykerInstUserPost.aspx | | INC2090752 | | Kaplan.Lms | Active |  | Aravind’s comment:   Compliancewire team - Any updates on this ticket please? |
| Observed an error :: A message sent to adapter "HTTP" on send port "Send.Kaplan.TrainingUpdate" with URI "/Net/Error/ServerError.aspx? | | INC2092037 | | Kaplan.Lms | Hold | Invalid URI: The format of the URI could not be determined | As per the current status, we have 4 training update suspend resumable messages laying in Kaplan.Lms application between (12/4/2014 5:45:22 AM EST 12/5/2014 12:30:28 AM EST). We have taken backup for the messages and have attached in mail. Can we go ahead and terminate these 4 training update messages from productions server as we have backup, Could you please confirm. |
| Suspended non resumable instance for Trackwise | | INC2113038 | | TrackWise | Resolved |  | We have 3 suspend non- resumable instances laying in Trackwise application between (12/9/2014 2:14:25 PM EST to 12/9/2014 7:07:18 PM EST). we don't see any message in those suspended instances and have checked in ESB as well with suspend time frame but we haven't found any payload for the message. As we don't see any messages in routing failure suspend instances, we are going ahead and terminating the same  Also terminating the suspend Resumable instance in Kaplan.Lms application which was suspended with error: At least one recipient is required, but none were found as per the KB and resolving the incident |
| Hrms Job Failure | | INC2113874 | | Stryker.HRMS | Resolved |  | Resolved the Issue as the next run completed successfully.  Aravind’s comments:   * This issue started @ 3:00 am EST was due to connectivity issue. SQL had a momentary connectivity issue to Oracle server. * As the Oracle server was pingable, I reran the HRMS job manually and it completed successfully at 3:30 am EST as shown in the below screen shot. * No need to engage SQL DBA for this kind of issue. For this error, we should check the connectivity to Oracle server and if it is not pingable then we have to engage Oracle HRMS team. |
| HRMS job failure | | INC2108462 | | Stryker.HRMS | Resolved |  | Resolving this incident as the job completed successfully for next runs. We have checked the job history and observed the job failed 4 times on 12/07/2014 starting from 7:00 AM till 10:00 AM EST, after that job did not fail till now 12/08/2014 3:00 AM EST. |
| Monitor BizTalk Server (BizTalkMgmtDb) Job Failure | | INC2120015 | |  | Resolved |  | "Biztalk database needs clean up related to orphaned message, hence this job fails every Sunday" and closing the incident. |
| The adapter "MSMQ" raised an error message. Details "0". | | Warning | |  |  |  | Acknowledged and notified L2 team. |
| The adapter "MSMQ" raised an error message. Details "Remote computer is not available.". | | Warning | |  |  |  | Acknowledged and notified L2 team. |
| The adapter failed to transmit message going to send port "Stryker.Esb.Common.GenericOneWayOSS" with URL "<http://integration.stryker.com:80/soa-infra/services/default/OSSBTIntegration/GenericMessageGateway>". 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. ---> System.Net.WebException: The underlying connection was closed: A connection that was expected to be kept alive was closed by the server. ---> System.IO.IOException: Unable to read data from the transport connection: 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. | | Warning | | Stryker.ESB.Common |  |  | Acknowledged the issue. Did not create an incident as there were no 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.". | | Warning | |  |  |  | Ignored as we received the information that the host instance initialised successfully |
| The adapter "WCF-Custom" raised an error message. Details "The WCF service host at address Oracledb://EBSPRD 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 | |  |  |  | Acknowledged the issue and ignored as we have received information saying: The WCF service host at address Oracledb://EBSPRD was successfully restarted, therefore the associated receive location can now receive messages. |
| The adapter "WCF-Custom" raised an error message. Details "The faulted WCF service host at address Oracledb://EBSPRD 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.  To fix the problem, you may choose to:  1. Use the error information given to fix the problem.  2. Restart the receive location.  3. Keep waiting for BizTalk to recycle the service host. Another event will notify if the service host is successfully started. | | Warning | |  |  |  | Acknowledged the issue and ignored as we have received information saying: The WCF service host at address Oracledb://EBSPRD was successfully restarted, therefore the associated receive location can now receive messages. |
| 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 atOracle.DataAccess.Client.OracleException.HandleErrorHelper(Int32 errCode, OracleConnection conn, IntPtr opsErrCtx, OpoSqlValCtx\* pOpoSqlValCtx, Object src, String procedure, Boolean bCheck) | | Warning | |  |  |  | Ignored warning as there were no suspended instances |
| xlang/s engine event log entry: An unrecoverable exception (see the 'inner exception' below) has occurred.  Service Name: TrackWise.Processes.CreateMobileComplaint | | Error  INC2113038 | | TrackWise |  |  | Acknowledged the issue and tracking with INC2113038 |
| 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.EndpointNotFoundException: There was no endpoint listening at <http://integrationb2bprod.stryker.com/soa-infra/services/WebOpsIntegration/WebOpsOrderMessageTacticalConsumer/recieveWebOpsPurchaseOrders?wsdl> that could accept the message. This is often caused by an incorrect address or SOAP action. See InnerException, if present, for more details. ---> System.Net.WebException: Unable to connect to the remote server ---> System.Net.Sockets.SocketException: | | Warning | | Stryker.WebOps |  | 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 10.83.2.37:80 | Acknowledged the issue |
| The adapter "WCF-Custom" raised an error message. Details "System.TimeoutException: The timeout "00:10:00" expired while executing the function "WaitForMessage".atMicrosoft.Adapters.OracleCommon.OracleCommonUtils.SetCommandTimeout(OracleCommand command, TimeoutHelper timeoutHelper) | | Event log Warning | |  |  | Timeout expired.  The timeout period elapsed prior to completion of the operation or the server is not responding | Ignored as it’s a warning. |
| 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: 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 | | Error  INC2092037 | | Kaplan.LMS |  | Timeout expired.  The timeout period elapsed prior to completion of the operation or the server is not responding | Acknowledged and tracking the issue with INC2092037 |
| The adapter "WCF-Custom" raised an error message. Details "System.ServiceModel.EndpointNotFoundException: Error during communication with service bus. Check the connection information, then retry. ---> | | Warning | |  |  | Timeout expired.  The timeout period elapsed prior to completion of the operation or the server is not responding | Ignored as it’s a warning. |
| The adapter "WCF-Custom" 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 | | Warning | |  |  | Timeout expired.  The timeout period elapsed prior to completion of the operation or the server is not responding | Ignored as it’s a warning. |
| 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. | | Warning | | Spine.PDM |  |  | Acknowledged the issue |
| 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 | | Global.Logging |  | Timeout expired.  The timeout period elapsed prior to completion of the operation or the server is not responding | Ignored as there were no suspended instances observed. |
| 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.The Microsoft Distributed Transaction Coordinator (MS DTC) has cancelled the distributed transaction. | | Event log Warning | | Global.Logging |  | Timeout expired.  The timeout period elapsed prior to completion of the operation or the server is not responding | Ignored as there were no suspended instances observed. |
| 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:"System.Data.SqlClient.SqlException (0x80131904): Timeout expired.  The timeout period elapsed prior to completion of the operation or the server is not responding. | | Warning  INC2092037 | | Kaplan.LMS |  | Timeout expired.  The timeout period elapsed prior to completion of the operation or the server is not responding | Acknowledged and tracking the issue with INC2092037 |
| 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 | | Event log Warning | |  |  | Timeout expired.  The timeout period elapsed prior to completion of the operation or the server is not responding | Ignored as it’s a warning. |
| The adapter failed to transmit message going to send port "Stryker.Emsar.Send.PushEmsarData" with URL "<https://remote.servicevue.com/remotedata.asmx>". It will be retransmitted after the retry interval specified for this Send Port. Details:"System.ServiceModel.CommunicationException: An error (The request was aborted: The request was canceled.) occurred while transmitting data over the HTTP channel. ---> System.Net.WebException: The request was aborted: The request was canceled.     at System.Net.HttpWebRequest.EndGetRequestStream(IAsyncResult asyncResult, TransportContext& context)     at System.ServiceModel.Channels.HttpOutput.WebRequestHttpOutput.GetOutputStreamAsyncResult.CompleteGetRequestStream(IAsyncResult result) | | Warning | | Stryker.CRMOD & Stryker.Emsar |  | Due to Network glitch. | Acknowledged the issue and found that the below warning was due to network glitch in timeframe 12/12/2014 1:17:05 PM to 12/12/2014 1:17: PM. Now we are not seeing the warnings for the same. |
| The adapter failed to transmit message going to send port "Stryker.Emsar.Send.PushEmsarData" with URL "<https://remote.servicevue.com/remotedata.asmx>". It will be retransmitted after the retry interval specified for this Send Port. Details:"System.TimeoutException: The HTTP request to 'https://remote.servicevue.com/remotedata.asmx' has exceeded the allotted timeout of 00:01:00. The time allotted to this operation may have been a portion of a longer timeout. ---> System.Net.WebException: The request was aborted: The request was canceled. | | Warning | | Stryker.CRMOD & Stryker.Emsar |  | Due to Network glitch. | Acknowledged the issue and found that the below warning was due to network glitch in timeframe 12/12/2014 1:17:05 PM to 12/12/2014 1:17: PM. Now we are not seeing the warnings for the same. |
| 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". | | Warning  INC2092037 | | Kaplan.LMS |  |  | Tracking with incident INC2092037 |
| 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.". | | Warning | | Kaplan.LMS |  |  | Tracking with incident INC2092037 |
| 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 | | Kaplan.LMS |  |  | Tracking with incident INC2092037 |
| The adapter "WCF-Custom" raised an error message. Details "System.Data.SqlClient.SqlException (0x80131904): Transaction (Process ID 89) was deadlocked on lock resources with another process and has been chosen as the deadlock victim. Rerun the transaction. | | Warning | |  |  |  | Ignored as this is a warning. |
| The adapter "WCF-Custom" raised an error message. Details "System.TimeoutException: The timeout "00:10:00" expired while executing the function "WaitForMessage".     at Microsoft.Adapters.OracleCommon.OracleCommonUtils.SetCommandTimeout(OracleCommand command, TimeoutHelper timeoutHelper) | | Warning | |  |  | Timeout expired.  The timeout period elapsed prior to completion of the operation or the server is not responding | Ignored as this is a warning |
| xlang/s engine event log entry: Exceptions.Types.InterceptorException  The result set for the XPath expression '/\*[local-name()='root' and namespace-uri()='http://schemas.kaplan.com/curriculum/error']/\*[local-name()='record' and namespace-uri()='']/\*[local-name()='errors' and namespace-uri()='']/\*[local-name()='error' and namespace-uri()='']/@\*[local-name()='datetime' and namespace-uri()='']' contains more than a single node. | | Error  INC2092037 | | Kaplan.LMS |  |  | Acknowledged and tracking the issue with INC2092037 |
| A message sent to adapter "SMTP" on send port "TrackWise.Processes\_1.0.0.0\_TrackWise.Processes.CreateWebComplaint\_ComplaintConfirmationPort\_2ec2413d8bfa672b" with URI "N/A" is suspended.   Error details: At least one recipient is required, but none were found. | | Error | | TrackWise |  |  | Acknowledged the issue |
| The adapter "WCF-SQL" raised an error message. Details "System.Xml.XmlException: '', hexadecimal value 0xFFFF, is an invalid character. Line 1, position 1.     at System.Xml.XmlTextReaderImpl.Throw(String res, String[] args)     at System.Xml.XmlTextReaderImpl.ParseText(Int32& startPos, Int32& endPos, Int32& outOrChars) | | Warning | |  |  |  | Acknowledged the issue |
| xlang/s engine event log entry: Uncaught exception (see the 'inner exception' below) has suspended an instance of service 'Kaplan.Lms.CurriculumUpdateProcess(cf8a3d4b-1254-6b61-a577-5a2ba889adde)'.  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.  InstanceId: c9d3db99-694e-4f45-98a9-d2bfc86371f2 | | Error  INC2092037 | | Kaplan.LMS |  |  | Acknowledged and tracking the issue with INC2092037 |
| The adapter "WCF-Custom" raised an error message. Details "System.Data.SqlClient.SqlException (0x80131904): Transaction (Process ID 89) was deadlocked on lock resources with another process and has been chosen as the deadlock victim. Rerun the transaction. | | Warning | |  |  |  | Ignored as this is a warning. |
| The adapter failed to transmit message going to send port "TrackWise.Send.RequestResponse" with URL "<http://Mahtwprdweb01.howost.strykercorp.com:8080/CHSWS/services/TWInterface>". It will be retransmitted after the retry interval specified for this Send Port. Details:"System.ServiceModel.EndpointNotFoundException: There was no endpoint listening at <http://mahtwprdweb01.howost.strykercorp.com:8080/CHSWS/services/TWInterface> that could accept the message. This is often caused by an incorrect address or SOAP action. See InnerException, if present, for more details. ---> 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 10.41.8.101:8080 | | Warning  INC2113038 | | TrackWise |  |  | Acknowledged and tracking the issue with INC2113038 |
| The adapter "WCF-Custom" raised an error message. Details "System.TimeoutException: The operation did not complete within the allotted timeout of 00:01:00. The time allotted to this operation may have been a portion of a longer timeout. ---> System.ServiceModel.FaultException`1[System.ServiceModel.ExceptionDetail]: The operation did not complete within the allotted timeout of 00:01:00. The time allotted to this operation may have been a portion of a longer timeout. | | Warning | |  |  | Timeout expired.  The timeout period elapsed prior to completion of the operation or the server is not responding | Ignored as this is a warning. |

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**Dashboard Glossary**

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| 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 | 12-08-2014 to 12-14-2014 |
| Non Critical Issue | Incidents of P3,P4,P5 | Count of P3, P4,P5 Incidents , with are reported during the Monitoring time frame | 12-08-2014 to 12-14-2014 |
| 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 | 12-08-2014 to 12-14-2014 |
| 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 | 12-08-2014 to 12-14-2014 |
| Total Incidents | Total Non-Resolved\Incidents as on Date | Count of Incidents which are in the state of Resolved\closed | 12-08-2014 to 12-14-2014 |
| 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. | 12-08-2014 to 12-14-2014 |
| 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. | 12-08-2014 to 12-14-2014 |
| Applications with Issues | BizTalk Applications with Issues | Count of BizTalk Applications having READY TO RUN,SUSPENDED RESUMABLE,SUSPENDED NON RESUMABLE,DEHYDRATED instances | 12-08-2014 to 12-14-2014 |
| Throttling issue count | No of BizTalk services Throttled | Monitoring of BizTalk Services for Throttling | 12-08-2014 to 12-14-2014 |
| MSMQ Issue count | No of Message Queue’s having pending | Count of number of MSMQ having messages to be processed | 12-08-2014 to 12-14-2014 |
| Event Log Error\Warning Count | No Event Log errors count | Count of unique Event Log errors which have been identified in the environment | 12-08-2014 to 12-14-2014 |