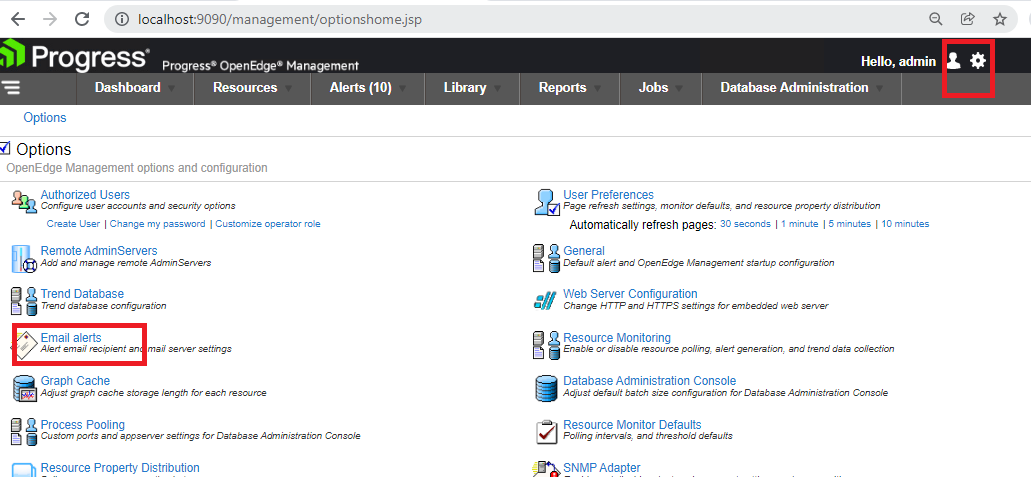
**Setup BI monitoring on OpenEdge Management Explorer.**

1. **Add SMTP configuration on OE Management.**



Smtpserver=“smtp.office365.com”

Port:587

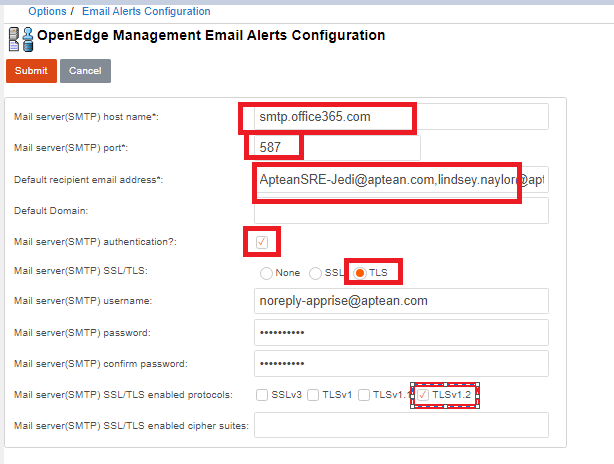
User="noreply-apprise@aptean.com"

Password= "Winter@123"

From Address= [noreply-apprise@aptean.com](mailto:noreply-apprise@aptean.com)

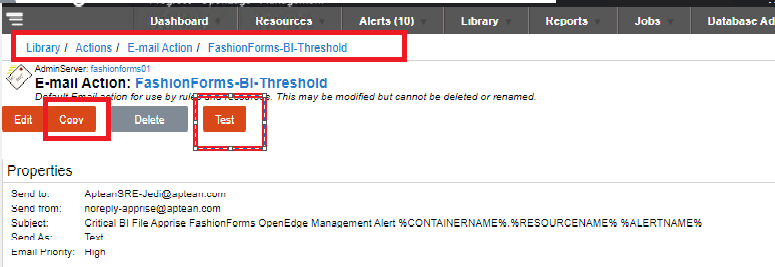
To Address = [ApteanSRE-Jedi@aptean.com,ApteanSRE-Jedi@aptean.opsgenie.net](mailto:ApteanSRE-Jedi@aptean.com,ApteanSRE-Jedi@aptean.opsgenie.net)

Go to -> Click on Settings top right corner 🡪 Email Alerts Configuration -> Update the above information and check the boxes as shown in below Screen Shot.



1. **Create a Mail Action.**

Go to. Library -> Action -> E-Mail Action -> Default\_Mail\_Action 🡪 Click on Copy



1. **Give a Name for Email Action and fill the tabs**

* Name should be respective to Customer Name.
* Send To Address: [ApteanSRE-Jedi@aptean.com](mailto:ApteanSRE-Jedi@aptean.com), ApteanSRE-Jedi@aptean.opsgenie.net
* From Address: [noreply-apprise@aptean.com](mailto:noreply-apprise@aptean.com)
* Subject: “Critical BI File Apprise <Customer\_Name>”……….
* **MESSAGE TO BE ADDED:**

**“””**

BI Threshold is at 90% - please perform the following:

Server: <Customer\_Server\_Name>

a. Check apprise and custom db log files to determine which database has the threshold alert.

b. Temporarily increase the BI Threshold using the proquiet command in Proenv

(https://documentation.progress.com/output/ua/OpenEdge\_latest/index.html#page/dmadm/using-proquiet-to-adjust-the-bi-threshold.html)

proquiet apprise -bithreshold n

You can check the current before image threshold (-bithold) in the Management Console > Database > Default Configuration.

c. Identify the long running transaction. Step C in article (https://knowledgebase.progress.com/articles/Article/P29202)

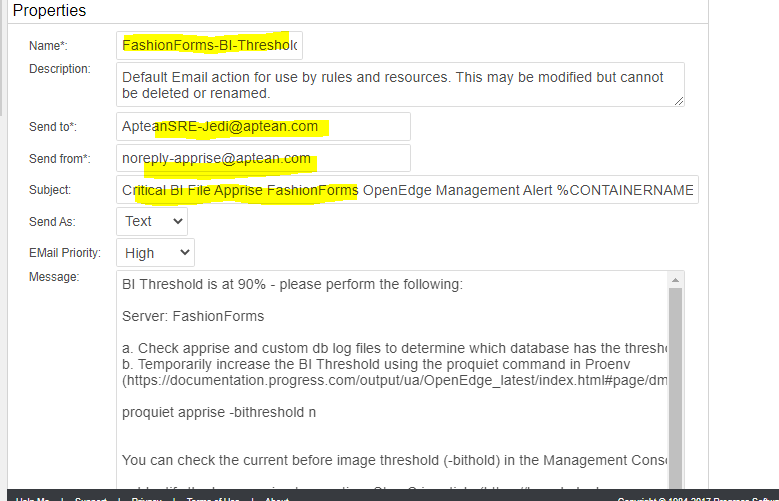
promon dbname > R&D > 1. Status display > 4. Processes/Clients > 3. Active Transactions

Look at the start time. If a transaction is > 10 minutes, it is considered suspicious. Generally, if the BI File grew this much, there will be a transaction several hours long.

d. Disconnect the user via Promon Command (https://knowledgebase.progress.com/articles/Article/000036460)

e. Log a ticket with Support for the team to work with CST to determine the bad program which caused heavy BI Writes. Provide the DB User that you disconnected.

**“””**

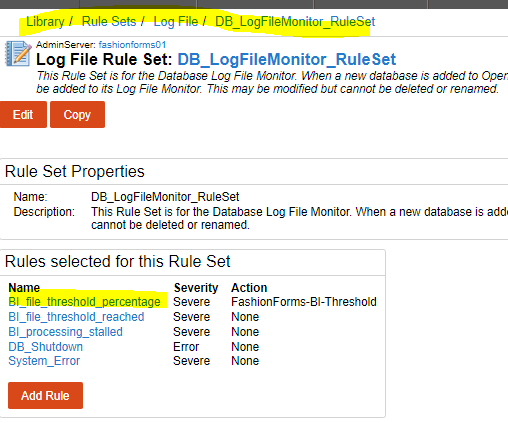


* Test the email are getting sent by clicking the Test ICON

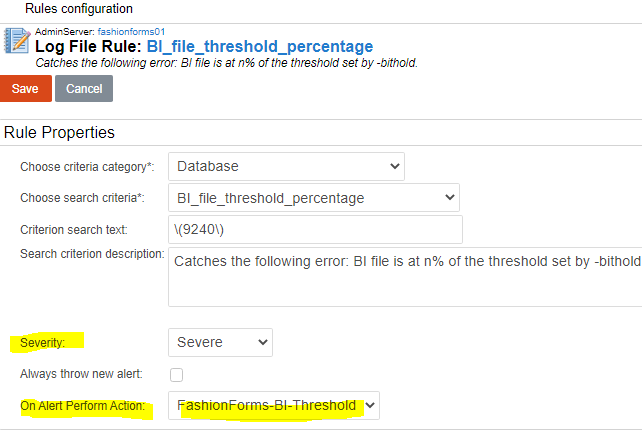
1. **Create a Rule Set.**

Go to: Library -> Rule Sets -> Log File -> DB\_LogFileMonitor\_RuleSet

* Click on BI\_File\_Threshold\_Percentage



* Change the Severity to: **Severe**
* Change on Alert Perform Action: -> select the Mail Action Created.



* **This Completes the BI monitoring Setup on OE Management.**

**BI Monitoring using NAGIOS**

1. Support to raise a Retrofit request to Programming team and deliver to respective environment and raise a ticket to SRE to enable Nagios Monitoring.
2. Please work with SRE cloud team to Setup alert on NAGIOS.