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OpenText™ Axcelerate 5

System Monitoring Notifications

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1   About this Document

This document describes system monitoring notifications in CORE Administration, added to the product after release. This new feature is included in these software versions:

- CORE_5.17_904 for Axcelerate 5.11
- CORE_5.18_823 for Axcelerate 5.12

To check your software version, log in to CORE Administration and hover over the CORE Administration logo.

2   System Monitoring Notifications

CORE Administration system monitoring notifications can help you proactively address potential issues and keep your system in good working order. This, in turn, reduces the chance that your system will encounter issues during a software update or upgrade.

2.1   When Should You Turn on System Monitoring Notifications?

An Administrator can turn on system monitoring notifications at any time, with the assistance of Recommind Support.

It is highly recommended that your Administrator turn on the notifications before your next system update or upgrade. This will allow you to identify potential issues and proactively address those issues before the update or upgrade takes place. Thereafter, it is recommended that you keep the setting on and address notifications as they appear.

2.2   Where do System Monitoring Notifications Display?

System monitoring notifications are off by default. Once they are turned on by an Administrator, a notification icon will appear next to any CORE Administration workspace that contains projects, i.e., applications or engines, which require action.

When you see a notification icon, hover your mouse on it to display the related message and the project(s) to which the message pertains.

Notification Icon Example
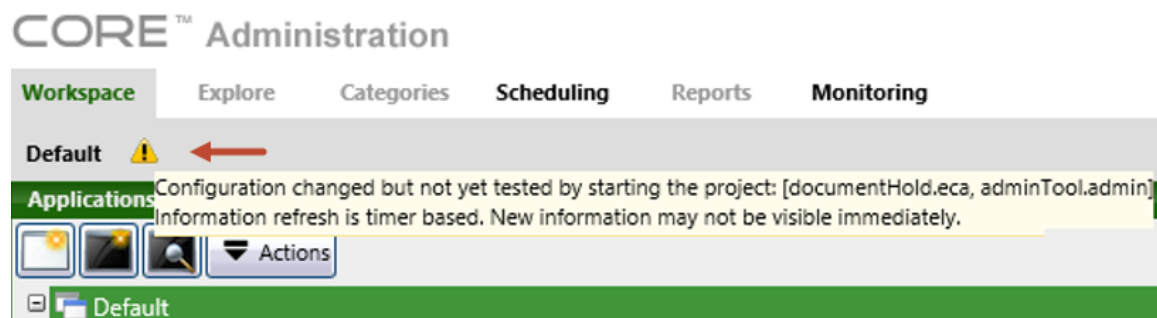
If more than one issue is found, you will see multiple notification messages, displayed in separate lines. A project may be listed multiple times, if more than one message relates to that project.

You can remove the messages one by one or ignore them after taking the recommended action. The notification display does update periodically, based on the refresh rate set by your Administrator.

After some initial clean-up, you should not see as many messages in parallel.

2.3 Types of System Monitoring Notification Messages

Note: The system monitoring feature flags projects that might cause issues after a system update or upgrade. As an example, a project with a start-up problem is not running before the upgrade, but is set to *autostart*. In this situation, the Administrator may think the start-up issue is related to the system update/upgrade, but the problem is actually related to an error that happened long before the update/upgrade took place.

The types of system monitoring notification messages that display depend on the action needed.

The notification messages you may see are:

Notification	Cause	Action
Configuration changed but not yet tested by starting the project: *[list of ids]*	A new template was applied or application or engine settings were manually changed.	Not all configuration changes will be dangerous, but it is wise to check. To do so, start the engine and application to confirm the configuration changes will not impact a restart, then stop the application and its engine(s).

Notification	Cause	Action
Autostart enabled but project not running: *[list of ids]*	A project has autostart enabled, but is currently not running. This inconsistency could lead to memory issues when the project starts automatically after the update. What would cause a project with autostart enabled to not be running? A user may have stopped the application/engines.	Start the project to confirm it runs correctly. ⓘ **Note:** It is recommended that you disable autostart for any projects that are no longer being used.
Autostart enabled but not all components running: *[list of ids]* ⓘ **Note:** It can be on purpose to not run all engines of a project. You will only see a warning if an engine was not properly stopped, i.e., in a killed or failed state.	Only some components of an autostart project are running, e.g., an application may be running but not all engines are running, or one engine is running but the application is not running. These issues may cause a project to behave unreliably.	Check all entities of the project and either stop the running ones or start the stopped ones.
Autostart enabled but not all components have been stopped properly: *[list of IDs]* ⓘ **Note:** Axcelerate applications in status "killed" will not trigger this warning.	Some components (not Axcelerate applications) of autostart projects are in state "killed" or "failed."	Review the entities that are in state "killed" or "failed" to determine the reason for the state. Leaving the entities in these states could cause issues when starting.

Notification	Cause	Action
Projects configured to suspend automatically have autostart enabled: *[list of ids]*	Applications that are configured to suspend automatically (aka sleeping projects) are intended to be started manually by a user when the application is needed. Projects should not be configured to both suspend automatically and autostart because all projects will be started at the same time when the system boots up, creating a severe load on the system.	Disable autostart for applications that are configured to suspend automatically.

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