FusionReactor Webinar:

Troubleshooting with FR, part 1:
What has just happened on my server?

INTERGRAL
information solutions

fusion reactor™

Introductions

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(Focused on server troubleshooting)

Agenda (nearly all demos)

- Foreword

- Overview of current and recent processing, via "Web Metrics" feature

- Request processing, now, via Requests Activity page
  - And in past, via Request History, Slow, and Longest pages

- Recent errors, via Requests Error History page

- Resource usage tracked via FR's CPU and memory tracking

- JVM garbage collection tracking

- Resources for learning more

- Questions & answers

Foreword

- First of a planned 4-part series:
    - Troubleshooting with FR, part 2: Why are requests/transactions running slowly?
    - Troubleshooting with FR, part 3: When requests are slow for less obvious reasons
    - Troubleshooting with FR, part 4: Post-crash troubleshooting

- Audience: presumed to already be using FR
    - But may be overwhelmed by richness of FR, where to turn to solve problems

- Concepts apply generally to any Java/CFML server that FR can monitor

- Preso is being recorded, so you will be able to revisit details

Beware when going into such troubleshooting...

- Before we dig into using FR, let's consider some important points to keep in mind

- Don't presume you **know** what the problem is
  - It may be something else **entirely unexpected**

- Don't presume the problem is about **system resources** usage (memory, cpu)
  - There **may be no problem with them** at all

- Don't presume the problem is **within the instance, or with the app server**
  - It may be a victim of its calling out to **some OTHER resource**

- ...

Beware when going into such troubleshooting (cont.)

- Don't presume you **know** your site's traffic levels, whether "light" or "busy"
  - Note that Google Analytics tracking is based on requests executing js-based tracking code
  - And web server log analysis tracks ALL file requests, not just to app svr requests
- FR tracks all (and only) requests that make it into your app server
  - So, for example, only CF pages for ColdFusion, not static files (html, images, js, css)
- The traffic may be far MORE or LESS than you expected based on other monitoring
- Knowing what's going on with the processing of such **app server requests** is key
  - **Many monitoring tools miss this key focus**!

Demos

- Web Metrics

- Requests pages
  - Part 2 and 3 will focus on WHY requests are slow

- Requests Error History page, error line in Web Metrics

- CPU/memory pages

- GC tracking page

- These are just some of the key FR features to help with troubleshooting
  - But these should really help get you started and often resolving problems

Again, this is part one in a series

- The remaining parts will be presented over next several weeks:
    - Troubleshooting with FR, part 1: **What has just happened on my server?** (today)
    - Troubleshooting with FR, part 2: **Why are requests/transactions running slowly?** (Feb 14)
    - Troubleshooting with FR, part 3: **When requests are slow for less obvious reasons** (Feb 28)
    - Troubleshooting with FR, part 4: **Post-crash troubleshooting** (Mar 14)

Conclusion

- So we can see that while FR is quite rich, a few key features really help
  - The Web Metrics page gives a great overview, at minute, hour, or longer levels
  - The Requests pages show great detail on requests running now, recently, or slow
  - The Request Error page shows great detail on pages that are failing
  - Can track also high-level resource usage like CPU, memory (which may/may not be issue)
  - Can track GC usage (which may/may not be a problem)
- And there are also more aspects of using FR to understand slow requests
  - And about looking at or being alerted about what happened in past, such as before crash
  - Will cover these things in the next 3 parts of this series
- Some will want to dive more into SOLVING problems found, or other FR features
  - Those have been covered in far more detail in past webinars...

15 past webinars since 2016, all recorded

www.fusion-reactor.com/webinars

- **Getting Started** with FusionReactor

- **Configuring** FusionReactor for ACTION

- **Post Crash Trouble Shooting** with FusionReactor

- **Hidden Gems** in FusionReactor

- Hidden Gems in **FusionReactor 6**

- **FusionReactor CLOUD**

- Getting the most out of **FusionReactor Ultimate** Identifying the "most elusive" issues

- **Troubleshooting** and Identifying Issues using FusionReactor 6 Part I

- Setting up and Using the FusionReactor **Enterprise Dashboard**

- **Post Crash** Trouble Shooting with FusionReactor

- Making the Most of **FusionReactor's Logs**

- Troubleshooting **JVM memory** problems with FusionReactor

- More on FusionReactor **log analysis via Excel**

- What's new in **FusionReactor 7** and 7.1

- Troubleshooting **Database Performance** Issues with FusionReactor

Other FR resources

- **FR web site: fusion-reactor.com**

  - Downloads

  - Docs, videos, technotes, forums, and much more

- **Email: sales@fusion-reactor.com, support@fusion-reactor.com**

- **Phone: (978) 496-9990 (sales)**

- **Consulting assistance: cfconsultant.com**

- We welcome your feedback on these or the other webinars, or any you would like to see

Questions & Answers