

FusionReactor Webinar

Troubleshooting with FR, part 4: Post-crash troubleshooting

INTERGRAL
information solutions

 fusion
reactor™

Introductions



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(Focused on server troubleshooting)

Agenda (nearly all demos)

- Foreword
- FR logs
- FR archived metrics
- FR alerts
- FR Cloud alerts and profiling
- Recap
- Resources for learning more
- Questions & answers

Foreword

- Final session of 4-part series:
 - Troubleshooting with FR, part 1: What has just happened on my server?
 - Troubleshooting with FR, part 2: Why are requests/transactions running slowly?
 - Troubleshooting with FR, part 3: When requests are slow for less obvious reasons
- 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
- Note that FR8 was released in recent weeks. For now, I am still showing FR 7.4

Quick Recap of Parts 1-3

- Focus to now has been on aspects of FR UI to help with current and recent processing
 - Web Metrics, Requests activity/history/slow/longest/error history pages
 - Resource usage tracked via FR's CPU and memory tracking, garbage collection tracking
 - JDBC, httpclient/cfhttp, and other transactions whether within a request, or across all apps via history/slow/longest
 - Stack tracing, profiling, thread cpu sampler, memory profiler
- All those are great when viewing FR while things are happening, or since restart
 - But as many know, all these FR UI elements are wiped at instance restart (CF, Lucee, Java)
- Today's focus will be on FR tools (in UI or otherwise) that help AFTER a crash
 - To know what when on BEFORE the crash

Demos

- FR logs
 - Up to 30 days history, by default
 - Log archives
- FR archived metrics
 - Can see all FR logs, can graph or show spreadsheet (can sort/filter or text), can export
- FR alerts
 - Most important is Req Qty alert, just to email you with incredible details at time of hangup
- FR Cloud alerts and profiling
 - Has far more metrics it can alert on, and notify via more than just email
 - Tracks FR request/thread profiles which can be viewed even after restart

Conclusion

- Today we saw features that help with post-crash troubleshooting
 - FR logs: tracks historically nearly all that FR tracks
 - FR archived metrics: presents UI to view logs, as graphs or spreadsheet
 - FR alerts: can email great detail about requests running at time of crash
 - FR cloud alerts and profiling: can offer more alerting than FR on-prem can
- ...

Again, this was final part of series

- Troubleshooting with FR, part 1: **What has just happened on my server?** (6 weeks ago)
- Troubleshooting with FR, part 2: **Why are requests/transactions running slowly?** (4 wks ago)
- Troubleshooting with FR, part 3: **When requests are slow for less obvious reasons** (2 wks ago)
- Troubleshooting with FR, part 4: **Post-crash troubleshooting** (today)
- You can watch recordings of all past ones : fusion-reactor.com/webinars
- Again, even these 4 parts have not covered ALL available FR features
 - Just key ones to help with typical troubleshooting
 - Be sure to see the 15 webinars created before this series, also available there

Other FR resources

- **FR web site: fusion-reactor.com**
 - Downloads, free 14-day trial
 - 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

A photograph of several people in a dimly lit office or data center. They are sitting at desks with computer monitors, looking intently at the screens. The scene is illuminated by desk lamps, creating a focused and professional atmosphere. The text "Questions & Answers" is overlaid on the bottom half of the image.

Questions & Answers