

Monitoring Blue Prism

This data sheet outlines the methods and techniques that can be used to monitor a Blue Prism implementation. It covers both alerting and reporting of process exceptions as well as the monitoring of the components of the Blue Prism infrastructure such as Interactive Clients, Application Server(s), Runtime Resources and SQL Databases.

Monitoring the Blue Prism Infrastructure

A Blue Prism infrastructure will comprise a number of different components each of which can be monitored and polled to verify that it is available and responsive. When monitoring the Blue Prism components, standard third party tools and techniques can be used to evaluate the following:

- Health of allocated hardware (e.g. disk space, CPU utilisation, network connectivity).
- Availability of specific windows services (e.g. service started, responding on the appropriate port).
- Windows Event Viewer entries.

SQL Server

SQL Server is of paramount importance in the Blue Prism architecture and any performance or availability issues with this component are likely to be the source of a number of other issues that may be experienced across the other Blue Prism components.

As well as the health of the allocated hardware, it is recommended that the SQL Server Instance(s) that host Blue Prism databases should be monitored for functionality and responsiveness.

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| Hardware health | <p>Standard health-checks (e.g. available disk space, CPU utilisation, network connectivity).</p> <p>SQL specific health-checks (e.g. that applied SQL limits are not being reached (database size, log file size)). This should be applied to all Blue Prism databases as well as the default databases for the instance(s) such as tempdb.</p> |
| Availability of specific windows services | <p>There are a number of standard SQL services that should be verified as being started including those responsible for providing backup and maintenance functionality.</p> |
| Windows Event Viewer | <p>The event viewer of the SQL Server should be reviewed for any errors or warnings which may affect the availability or performance of the SQL Server.</p> |

Applicable Blue Prism Editions: Enterprise, NHS

Blue Prism Application Server

Where a Blue Prism Application Server is implemented, the health of the allocated hardware should be monitored as should the Blue Prism specific windows services.

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| Hardware health | Standard health-checks (e.g. disk space, CPU utilisation, network connectivity) |
| Availability of specific windows services | Verify that that Blue Prism Server windows service is started. A worthwhile test is to ensure that the Application Server is able to listen for TCP traffic on the configured port (by default the port is 8199). |
| Windows Event Viewer | Events are written to a custom windows event log called Blue Prism . The event source can be compared to the name that the Blue Prism Server service is given when it is installed (by default it is “Server Service – Default”). Typically any event item that is of type Error is worth further investigation. |

Applicable Blue Prism Editions: Enterprise

Blue Prism Runtime Resources

The runtime resources are responsible for executing the Blue Prism processes and therefore both the health of the allocated hardware as well as their ability to receive and return communications should be monitored.

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| Hardware health | Standard health-checks (e.g. disk space, CPU utilisation, network connectivity) |
| Availability of specific windows services | There are no Blue Prism specific services to monitor in relation to this component, however a worthwhile test is to ensure that the Runtime Resource is able to listen for TCP traffic on the configured port (by default the port is 8181). |
| Windows Event Viewer | For Blue Prism versions v4.1 and later, events are written to a custom windows event log called Blue Prism . Typically any event item that is of type Error is worth further investigation. |

Applicable Blue Prism Editions: Enterprise, NHS

Process Alerts and Monitoring

In addition to the functionality provided within Control Room for controlling and monitoring the runtime resources, additional notifications about Processes and Schedules can be provided through use of Alerts.

Process Alerts

Process alerts can be used to notify specified users when certain actions occur for selected processes within the Blue Prism environment and are configured on a per user basis.

This can help to provide process-level monitoring which may be useful for identifying wider problems which affects the smooth running of Blue Prism.

Users can select which processes they would like to monitor, what actions they are interested in being told about, and also the method by which they would like to be notified.

Additionally, if there is a desire to monitor additional actions, manual alert notifications can be designed into any Blue Prism process.

Business Process

| | |
|----------------------------------|-----------------------------------|
| <input type="checkbox"/> Pending | <input type="checkbox"/> Complete |
| <input type="checkbox"/> Running | <input type="checkbox"/> Stopped |
| <input type="checkbox"/> Stage | <input type="checkbox"/> Failed |

Notification Methods

| | |
|---------------------------------------|-------------------------------------|
| <input type="checkbox"/> Pop Up Alert | <input type="checkbox"/> Play Sound |
| <input type="checkbox"/> Show History | |
| <input type="checkbox"/> Taskbar Icon | |

Schedule Alerts

As with Process Alerts, Schedule Alerts are used to notify specified users when certain actions occur for selected schedules within the Blue Prism environment, and are configured on a per user basis.

Users can select which schedules they would like to monitor and they can select the method by which they would like to be notified. Additionally they can choose whether notifications are required at the schedule, or more detailed schedule-task, level.

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| <p>Schedule</p> <input type="checkbox"/> Started <input type="checkbox"/> Completed <input type="checkbox"/> Terminated | <p>Task</p> <input type="checkbox"/> Started <input type="checkbox"/> Completed <input type="checkbox"/> Terminated |
|--|--|

Notification Methods

| | |
|---------------------------------------|-------------------------------------|
| <input type="checkbox"/> Pop Up Alert | <input type="checkbox"/> Play Sound |
| <input type="checkbox"/> Show History | |
| <input type="checkbox"/> Taskbar Icon | |

Custom Alerts

Where additional or specific alerts are required, it is possible to design custom alert notifications into any process. Such custom alert notifications can be very sophisticated (e.g. waiting for the same error to occur a number of times) and can take a wide number of actions (e.g. sending an email, raising an SNMP trap). These custom alerts can provide a great deal of flexibility and elegance to process level monitoring.

Applicable Blue Prism Editions: Enterprise

