

Monitoring the "doc age" of a mail in a mail.box

Introduction

Monitoring the amount of pending-, dead-, hold emails is of course important. However sometimes it is also important to monitor emails which are stuck in the mail.box for ages.

To check for instance the document age of the oldest "pending e-mail" can give you insight information if your router has issues especially when only very less e-mails are pending. In that particular case an alert is not triggered because the amount of pending mails is far below the threshold. If you use the docage for alerting purpose too you get notified in advance.

Below is just a simple example of that:

Configuration

- Create a Domino DB Access Sensor
- On the Settings Tab switch to "All mail.box databases on server"

Name

Enabled ☒ [Show Sched](#)

Settings Targets Actions Schedule

Access Type

All mail.box databases on server ▼

Single database (detailed inspection)

List of databases (superficial check)

All mail.box databases on server

Database with mail.box design

This settings take care of all mail.box the domino server has.

- Assign a Server to this Sensor and save/close it

Output:

The Sensor result is something like this:

Measurement Details		Statistics	
List View ▼		Favorites Only <input type="checkbox"/>	Filter Statistics ...
★	Key	Value	Description
★	greenlight.dbaccess.database.document.count	0	Number of documents in database
★	greenlight.dbaccess.databases.percent_used.max	85,3 %	Percent used of disk space
★	greenlight.dbaccess.databases.percent_used.min	85,3 %	Percent used of disk space
★	greenlight.dbaccess.databases.size.max	49.807.360 Bytes	Largest database scanned
★	greenlight.dbaccess.databases.size.min	49.807.360 Bytes	Smallest database scanned
★	greenlight.dbaccess.databases.size_quota_exceeded	0	Number of databases where size quota is
★	greenlight.dbaccess.databases.size_warning_exceeded	0	Number of databases where size warning
★	greenlight.dbaccess.mailbox.databases.access_failed		List of databases that could not be checke
★	greenlight.dbaccess.mailbox.databases.access_failed_count	0	Number of databases that could not be ch
★	greenlight.dbaccess.mailbox.databases.access_failed_pct	0 %	Percent of databases that could not be ch
★	greenlight.dbaccess.mailbox.databases.access_successful	mail.box	List of databases that were checked succo
★	greenlight.dbaccess.mailbox.databases.access_successful_count	1	Numbert of databases that were checked
★	greenlight.dbaccess.mailbox.databases.access_successful_pct	100 %	Percentage of databases that were check
★	greenlight.dbaccess.mailbox.databases.total	1	Number of databases in scope
★	greenlight.dbaccess.mailbox.dead	0	Mails flagged as dead
★	greenlight.dbaccess.mailbox.docage.oldest.dead	0 Minutes	Oldest document flagged as dead
★	greenlight.dbaccess.mailbox.docage.oldest.hold	0 Minutes	Oldest document flagged as on hold
★	greenlight.dbaccess.mailbox.docage.oldest.overall	0 Minutes	Oldest document regardless of status
★	greenlight.dbaccess.mailbox.docage.oldest.wait	0 Minutes	Oldest document waiting for delivery (pen
★	greenlight.dbaccess.mailbox.hold	0	Mails on hold
★	greenlight.dbaccess.mailbox.wait	0	Mails waiting for delivery
★	greenlight.dbaccess.status	0	Sensor Status (0 = OK)
★	greenlight.dbaccess.targets.available	1	Number of sensor targets that could be re
★	greenlight.dbaccess.targets.pctavailable	100 %	Percentage of sensor targets that could b
★	greenlight.dbaccess.targets.total	1	Total number of sensor targets

You have noticed that there are 4 key/value pairs for docage. (you can find them easier if you enter docage in the right top corner for filtering statistics)

Use this Information in an action:

- open the Sensor again and add an action
- on the Conditions Tab add the follwing string

e.g send alert if oldest pending email is more than 60min old

```
$(result.details['greenlight.dbaccess.mailbox.docage.oldest.wait']>60)
```

Conditions

Advanced Options

Timeframe Options

☐ Run this action when ...

Status

Availability: 100

!=


0

☒ Run this action when ...

```

    ${result.details['greenlight.dbaccess.mailbox.docage.oldest.wait']>60}
    
```

Note: Advanced conditions have to start with \${ and to end with }

Expr. Templates
 

IMPORTANT:

- for calculating the docage GL uses the second column from the Mail view (second column shows the information of the "PostedDate" field)
- Please make sure that the GL notes id has at least READER access to the mail.box's

Conclusion

Using all different kind of information GL provides helps you in identifying issues on the router and/or mail.box level