AzureServiceMon

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Welcome to the Beta 1 release of AzureServiceMon.Com.

August 13, 2017

Thank you for participating in the AzureServiceMon.Com beta 1 release. We're looking forward to your participation in this first release of our new companion service to Office365Mon.Com. Following is a list of things to be aware of or to look for during this release. If you encounter any problems or issues with anything described below, or anything in general during this beta release, please notify us by email at support@azureservicemon.com.

Feature Expiration Dates

When you first create a new AzureServiceMon subscription, the Azure monitoring features will be turned on for 14 days. You should receive an email with an activation code shortly after creating your subscription. Please follow the instructions contained within it to validate that the code you get will extend your feature expiration to 45 days total.

To show appreciation to you, our first group of beta testers, you can request to have your features extended for a total of 90 days starting when the product first ships. That ensures that you have three full months of monitoring once we have reached a stable release point. There will also be options to extend it further than that if you are willing to write a blog post about your experiences once we're ready to release. If you are interested in doing that, please contact Steve at speschka@office365mon.com to get additional details and have your features further extended. Also please note that this is only available to you if you've registered as a beta participant. If you did not pre-register prior to our beta launch, then you need to contact us at support@azureservicemon.com in order to take advantage of these opportunities.

Outage Checking Methodology

Unlike Office365Mon.Com, the monitoring methodology for Azure does **not** consist of synthetic transactions against each monitored resource. Instead a variety of different Azure service management APIs are being used to determine the status of the resource according to Microsoft. Since this is a new methodology for measuring the availability, we would like your feedback to let us know if you think this is accurately capturing the status of your Azure resources. Our intention is to use this methodology

going forward for Azure resources, and to expand upon it. However, if we get sufficient feedback indicating it is not providing a reasonable view of resource availability, we will re-examine this design choice.

In addition, since we are not issuing synthetic transactions, we are not measuring any performance attributes of resources. We are only looking at their availability and reporting on it.

If you have any feedback on this methodology after you've been monitoring for a while, please feel free to send it to support@azureservicemon.com or speschka@office365mon.com.

Defining an Outage

There is also an important difference from Office365Mon in terms of what is defined as an "outage". There are many cases where the status of a resource is not exactly an "outage". For example, there are statuses like "Initializing", "Provisioning", "Deallocating", and many, many others that don't fit into a well-defined category. What we've done is for each type of resource, we look at the status and try and make a determination as to its availability that's specific for that resource type. Based on that status, we identify a resource as being in a "Good", "Bad" or "Unknown" state. Unfortunately, Microsoft does not document all possible statuses for all Azure resources, so we have been forced to make some categorization choices based on limited information. You can go to your My Info page and we show you the exact state that Microsoft is currently reporting for each resource we are monitoring. Because an "outage" (i.e. "Bad" state) is the basis for sending out notifications, any feedback you have around the categorization of different resource types would be welcome. Note that we also give you the option to have an outage "declared and notifications sent" when a resource is in what we consider an "Unknown" state.

Types of Resources That Can Be Monitored

There are two important restrictions at this time in terms of the types of resources that we are going to be monitoring. The first is a limit to the resource types – we have 15 different types of Azure resources that are going to be monitored during beta 1. If the beta test goes well, then we'll do an initial release with monitoring for those resource types, and continue to expand the types of Azure resources we monitor. If you have other resources that are important to you to have monitoring, please send us a prioritized list of those resources so we can use that for planning purposes. You can send that feedback to support@azureservicemon.com or speschka@office365mon.com.

The other important restriction to be aware of is that we are currently only monitoring resources that use the newer Azure Resource Manager model. Resources that use the older "classic" model are not available to be monitored and at this time it is not on our roadmap to add. If this is a significant issue for you and you believe adding support for the "classic" model is important, then please send us email and let us know.

Reporting

In the beta release there is a limited number of reports that are available. Please try out the Resource Pivot table report though, because our current plan is that this report will be one of the primary choices for users. If you have problems getting it to work, or if you feel the approach in general falls short of your needs then please send us that feedback.

There are some known issues with the labels and tooltips on the Pivot Chart report. This is a 3rd party component and we are working with the vendor to try and get resolution to those issues, but do not have an ETA at this time. If you experience an issue with incorrect data in the label or tooltip you do not need to report it, but please let us know if you encounter any other issues.

We don't have other reporting options during beta 1 like we do on Office365Mon – i.e. downloading raw reporting data, Dashboard Reports, and Power BI content pack – but we anticipate adding those in the future. As our users begin using the service and sending us feedback on their needs, we'll also use that to shape additional reports in the future.

Monitor Throttling

During the beta 1 release there will not be any throttles placed on the number of resources that we will monitor for you. In a future release however, we expect to put a limit on the number of Azure resources we'll monitor per AzureServiceMon subscription.   Any resources in excess of that number will not be monitored and you will need to create a new AzureServiceMon subscription in order to monitor those items.

UI and Process Feedback

There is a very specific process and UI that has been developed to guide you through the process of selecting an Azure subscription for monitoring, creating an inventory of the Azure resources you have in that subscription, and then choosing the types of resources you want us to monitor. If you have any feedback on this process or UI please send that to us via email.

Thank You!

Once again, thank you for taking the time to try out AzureServiceMon. We appreciate your help and look forward to your feedback during beta 1.