

Service Endpoint Monitoring

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Service Endpoints for Monitoring Specific Services

In complex, large-scale applications, some application services may span multiple tiers. If you are an owner of an application service, you may need metrics on that specific service as opposed to metrics from across an entire business transaction or entire tier. Service endpoints allow you to obtain a subset of metrics and associated snapshots for your service so that you can focus on the information truly of interest to you. Using service endpoints, you can define a set of entry points into your specific service to create a customized view in the AppDynamics UI that displays the key performance indicators, associated snapshots, and metrics that affect only that service. You can understand the performance of your service and quickly drill down to snapshots that affect your service, instead of sifting through snapshots for the entire tier or business transaction.



Understand Service Endpoints

Service endpoints are similar to business transactions except that they report metrics only at the entry point and do not track metrics for any downstream segments. Service endpoints are not automatically detected like business transactions are detected; you must specify the entry points for service endpoints. Service endpoints support the same entry point types as business transactions and you configure them in a similar way.

Snapshot information for the service endpoint refers back to the originating business transaction snapshot that goes through service endpoint-defined entry points.

All normal metric operations of metrics are observed for metrics collected by the service endpoint; this includes metrics registration and metric rollups for tiers, limits on number of metrics, and other standard operations. Captured metrics for service endpoints are limited to entry point metrics. Custom metrics are not supported on service endpoints.

Diagnostic sessions cannot be started on the service endpoints; however, you can create diagnostic sessions on the originating business transaction.

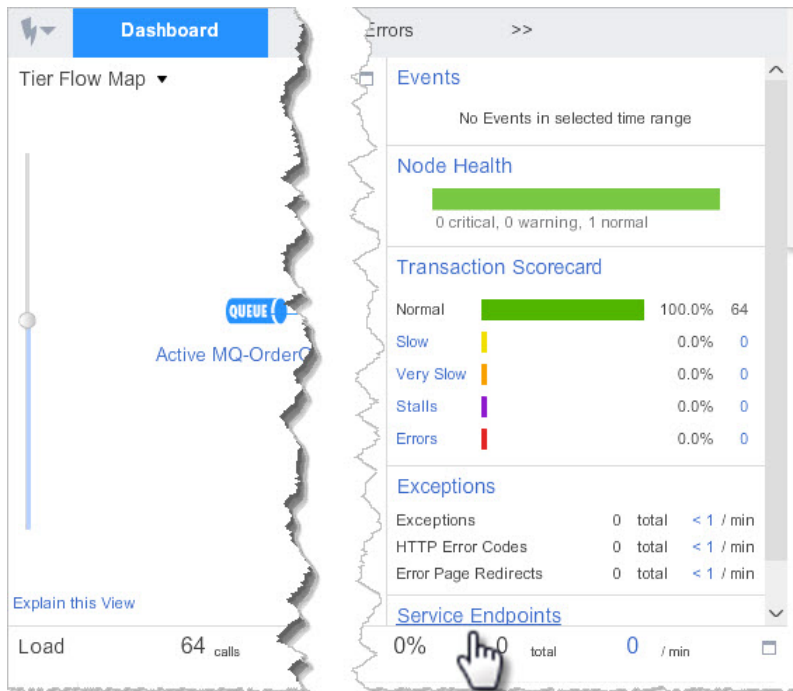
✔ Service endpoints are supported only on the App Agent for Java at this time.

Additional load on the system for service endpoints is negligible. For example, with 1000 agents, additional metric traffic amounts to only 30K. Approximately three metrics are captured per service endpoint and the agent has a default limit of 100 service endpoints.

View Service Endpoint Metrics

Key Performance Indicators and Transaction Scorecard

1. On the left-hand navigation menu, click a **Tier**.
2. On the right-hand side of the Tier Flow Map, click **Service Endpoints**.



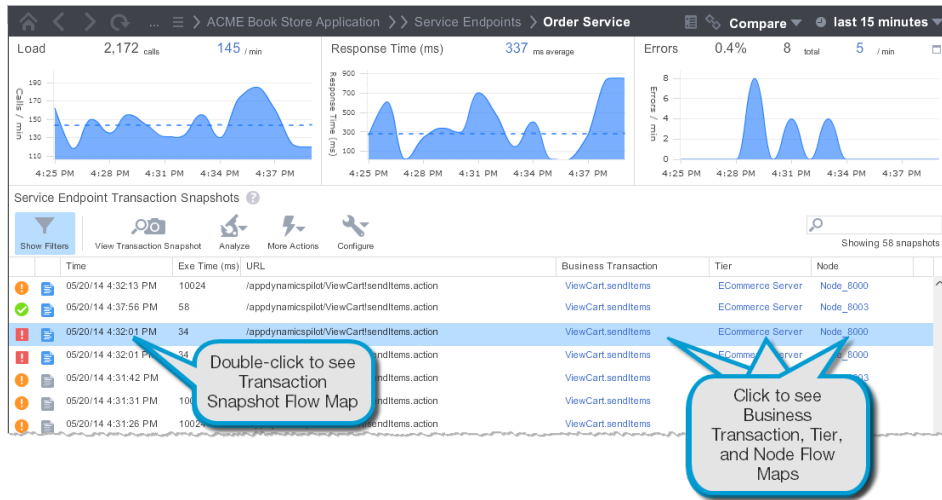
Key performance indicator metrics along with transaction scorecards display.

The screenshot shows a table of service endpoint metrics for 'Order Service'.

Name	Response	Calls	Calls / min	Errors	% Errors	Type
Order Service	206	2294	153	5	3	POJO

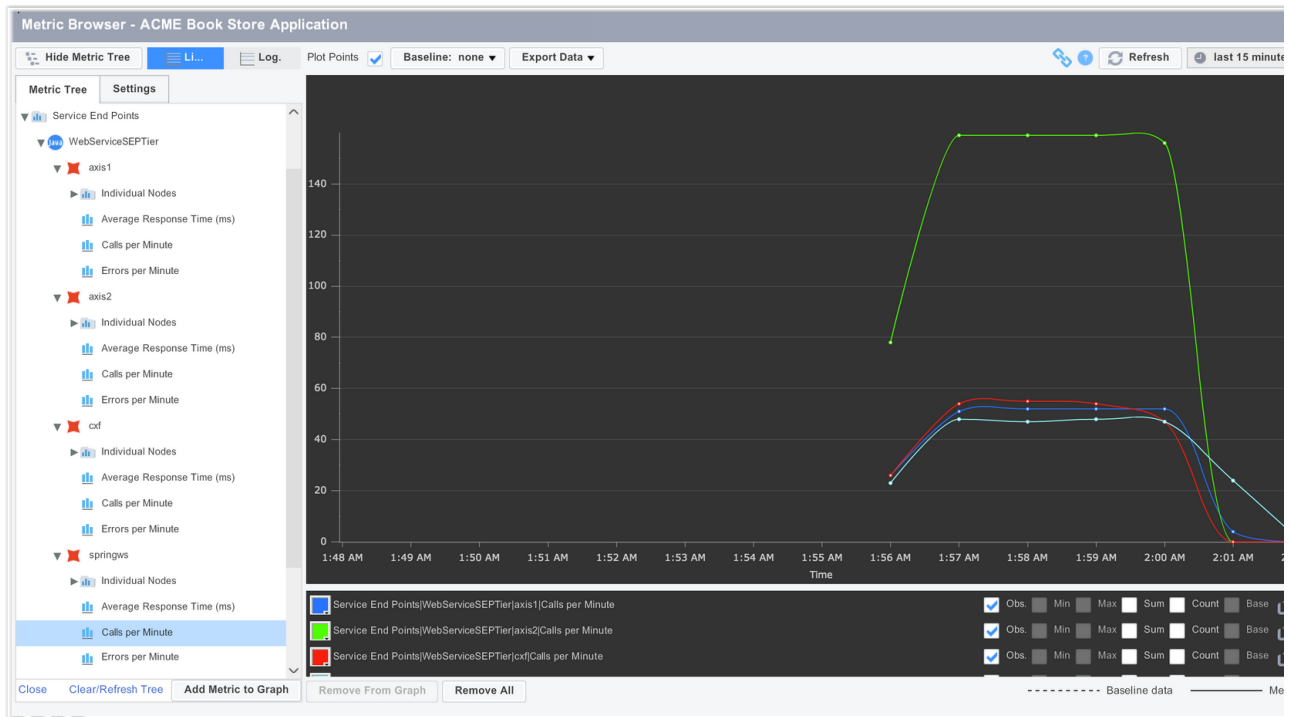
The information displayed relates only to the service endpoints entry points defined for the tier.

3. Double-click a service endpoint name to see the Service Endpoints Transaction Snapshots.
4. Click the snapshot or double-click the Business Transaction, Tier, or Node links for additional details. These details help you to troubleshoot problems with your service.



Service Endpoints in the Metric Browser

At a glance, you can see the performance of your service by looking at the service endpoints in the Metric Browser.



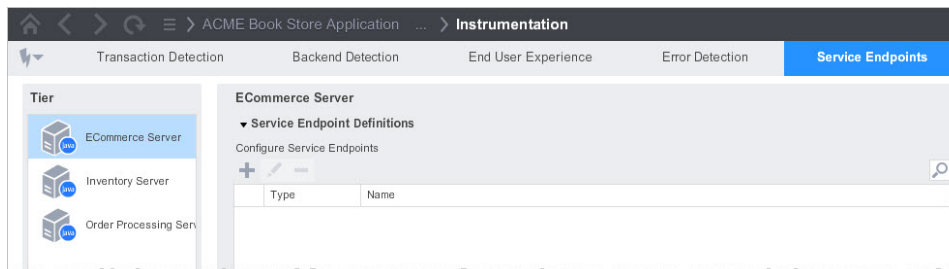
Configure Service Endpoints

Prerequisites for Configuring Service Endpoints

In order to configure Service Endpoints, your user account must have "Configure Service Endpoints" permissions for the application. For information about configuring user permissions for applications, see [To Configure the Default Application Permissions](#).

To configure service endpoints

1. Determine which object you want to instrument.
You can instrument service endpoints just as you would business transactions, on the same objects, using the same matching and exclude rules, etc...
2. From the left-hand navigation menu, click **Configure -> Instrumentation -> <Tier> -> Service Endpoints**, where <Tier> is the tier on which the service runs that interests you.
Or
From the left-hand navigation menu, click the tier on which the service runs that interests you, and then click **Service Endpoints -> Configure**.



3. Select the tier where you want to insert the service endpoint.
4. On the **Service Endpoints Definition** panel, click the **+**, and then in the dialog that appears, select the **Entry Point Type**.
5. Define the service endpoint as you would a business transaction.
For information on defining business transactions, see [Configure Business Transaction Detection](#).

Learn More

- [Configure Business Transaction Detection](#)