
# Monitoring HA Proxy Server

eG Innovations Product Documentation

www.eginnovations.com

Total Performance Visibility

# Table of Contents

# Table of Figures

# Chapter 1: Introduction

HAProxy is an open source solution for load balancing and reverse proxying both TCP and HTTP requests - and, in keeping with the abbreviation in its name, it is high availability. HAProxy can continue to operate in the presence of failed backend servers, handling crossover in a reliable and seamless manner. It also has built-in health checks that will remove a backend server if it fails several health checks in a row. With dynamic routing you can transfer incoming traffic to a variety of backend servers, fully configurable with Access Control Lists (ACLs).

Like other load balancers or proxies, HAProxy is very flexible and largely protocol-agnostic—it can handle anything sent over TCP.

To assure users of safe and secure access to the Internet, and to shield the network from malicious attacks, the availability and internal health of the HA Proxy server should be constantly monitored. The eG Enterprise Suite helps you in this regard!

This document describes the monitoring model that eG Enterprise prescribes for the HA Proxy server, and the performance metrics each model collects.

# Chapter 2: How to Monitor HAProxy Server Using eG Enterprise?

eG Enterprise monitors the HAProxy Server in an agentless manner. All that is required for this is a single eG agent on any remote Windows host in the environment. To start monitoring the HAProxy Server, first manage the HAProxy Server component using the eG administrative interface. The procedure to achieve this is explained in the following section.

## 2.1 Managing the HAProxy Server

The eG Enterprise cannot automatically discover the HAProxy Server. This implies that you need to manually add the component for monitoring. Remember that the eG Enterprise automatically manages the components that are added manually. To add the HAProxy Server, do the following:

1. Log into the eG administrative interface.
2. Follow the Components -> Add/Modify menu sequence in the **Infrastructure** tile of the **Admin** menu.
3. In the **COMPONENT** page that appears next, select *HAProxy Server* as the **Component type**. Then, click the **Add** button. This will invoke Figure 2.1.

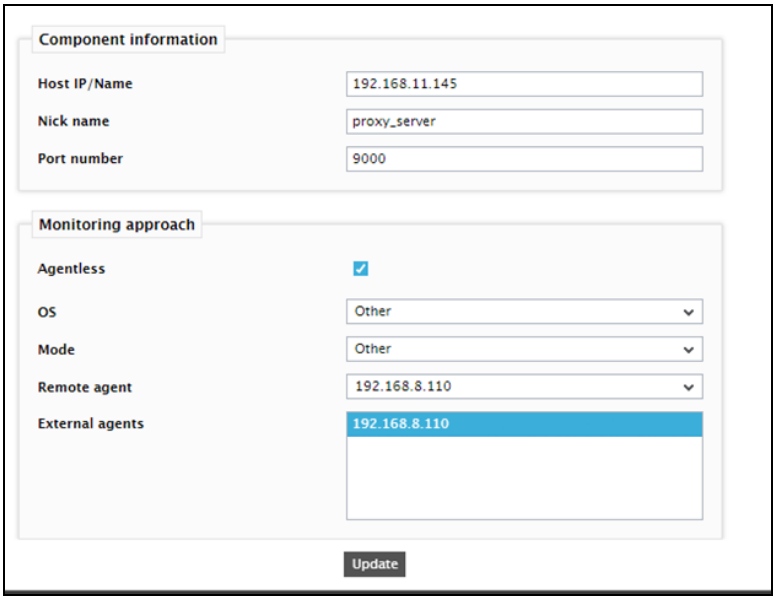


Figure 2.1: Adding the HAProxy Server

4. By default, the HAProxy Server is monitored in **Agentless** manner only. To monitor the server, specify the **OS** as **Other** and **Mode** as **Other**.
5. Then, click on the **Add** button to add the component.
6. When you attempt to sign out, a list of unconfigured tests appears as shown in Figure 2.2.

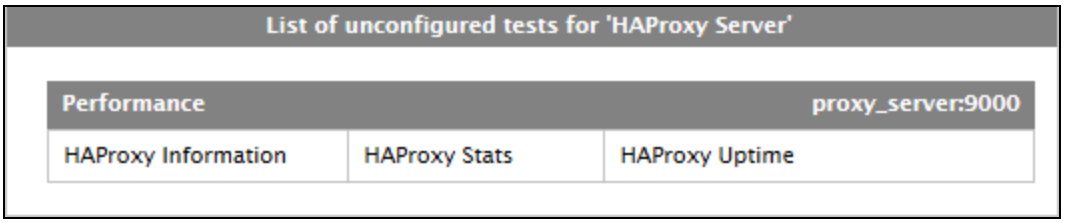


Figure 2.2: The list of unconfigured tests for the HAProxy Server

7. Click on the HAProxy Information test to configure it. To know how to configure this test, refer to Section **3.1.2**.
8. Finally, signout of the eG administrative interface.

# Chapter 3: Monitoring HA Proxy Server

eG Enterprise provides a specialized HA Proxy Server monitoring model (see Figure 3.1), which periodically pulls out a wealth of information about the health of the proxy server, and the key metrics related to the status of the proxy server, sessions created by each proxy service and data transmitted to/from each proxy service.

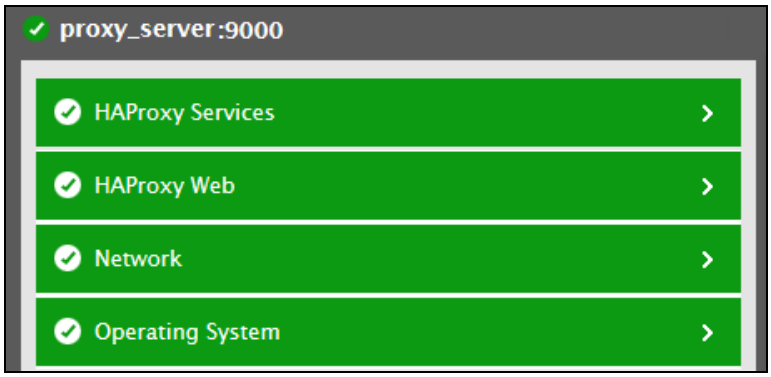


Figure 3.1: Layer model of a HA Proxy server

Using the metrics reported, administrators can find quick and accurate answers for the following performance questions:

- What is the availability and responsiveness of the proxy server?
- How well the connections were established on the proxy server per second?
- What is the maximum memory utilized per process on the proxy server?
- How many sockets, pipes and connections are available per process on the proxy server?
- What is the current status of each proxy service?
- How many sessions were established through each proxy service?
- How many connections were established through each proxy service?
- How many HTTP responses were received with response code from the proxy server for the HTTP requests through each proxy service?
- What is the amount of data received/transmitted through each proxy service?
- How many connections were denied by the proxy server through each proxy service?
- How many error prone requests were received through each proxy service on the proxy server?

- What is the total downtime on each proxy service?
- What is the status of the last health check performed on each proxy service?
- How many time connections were retried to the proxy server through each proxy service?

Since the tests pertaining to the **Network** and **HAProxy Web** layers have already been discussed in the *Monitoring Unix and Windows Servers* document, the sections to come will discuss the tests associated with the remaining layers only.

## 3.1 The Operating System Layer

Using the tests associated with this layer, administrators can figure out the load in the HA Proxy server, the memory utilized per process on the proxy server, the availability and responsiveness of the target proxy server.


Figure 3.2: The tests mapped to the Operating System layer

Each test associated with this layer is discussed in detail in the following sections.

### 3.1.1 HAProxy Uptime Test

In most production environments, it is essential to monitor the uptime of critical servers in the infrastructure. By tracking the uptime of each of the servers, administrators can determine what percentage of time a server has been up. Comparing this value with service level targets, administrators can determine the most trouble-prone areas of the infrastructure.

In some environments, administrators may schedule periodic reboots of their servers. By knowing that a specific server has been up for an unusually long time, an administrator may come to know that the scheduled reboot task is not working on a server.

This test included in the eG agent monitors the uptime of the target HA Proxy server.

**Target of the test :** A HA Proxy Server

**Agent deploying the test :** An internal agent

**Outputs of the test :** One set of results for the target proxy server being monitored

### Configurable parameters for the test

| Parameters | Description |
|---|---|
| Test period | This indicates how often should the test be executed. |
| Host | The host for which the test is to be configured. |
| Port | Refers to the port used by the HA Proxy server. By default, this is 9000. |
| HA Proxy Username | The user name of the proxy server |
| HA Proxy Password | The password of the proxy server |
| HA Proxy Port | Refers to the port used by the HA Proxy server. |
| SSL | By default, the HA Proxy server is SSL-enabled. Accordingly, the SSL flag is set to Yes by default. This indicates that the eG agent will communicate with the HA Proxy server via HTTPS by default. |
| HA Proxy Timeout | Specify the time duration (in seconds) beyond which this test should time out in the HA Proxy Timeout text box. The default is 240 seconds. |
| ReportManagerTime | By default, this flag is set to Yes, indicating that, by default, the detailed diagnosis of this test, if enabled, will report the shutdown and reboot times of the server in the manager's time zone. If this flag is set to No, then the shutdown and reboot times are shown in the time zone of the system where the agent is running (i.e., the system on which the remote agent is running - for agentless monitoring). |
| System Properties | By default, eG Enterprise is capable of monitoring the proxy servers that are SSL-enabled. For this, you need to configure the test with separate credentials for accessing the target proxy server. This can be achieved by clicking the  icon available against this parameter. The System Properties Configuration pop up window then appears. To know how to configure the System Properties for monitoring the SSL-enabled proxy server, refer to Section **3.1.1.1**. |
| DD Frequency | Refers to the frequency with which detailed diagnosis measures are to be generated for this test. The default is 1:1. This indicates that, by default, detailed measures will be generated every time this test runs, and also every time the |

| Parameters | Description |
|---|---|
| | test detects a problem. You can modify this frequency, if you so desire. Also, if you intend to disable the detailed diagnosis capability for this test, you can do so by specifying none against DD Frequency. |
| Detailed Diagnosis | To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the **On** option. To disable the capability, click on the **Off** option.<br><br>The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:<br><br>• The eG manager license should allow the detailed diagnosis capability<br><br>• Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0. |

### Measurements made by the test

| Measurement | Description | Measurement Unit | Interpretation |
|---|---|---|---|
| Has the system been rebooted? | Indicates whether the server has been rebooted during the last measurement period or not. | | If this measure shows 1, it means that the server was rebooted during the last measurement period. By checking the time periods when this metric changes from 0 to 1, an administrator can determine the times when this server was rebooted. |
| Uptime during the last measure period | Indicates the time period that the server has been up since the last time this test ran. | Seconds | If the server has not been rebooted during the last measurement period and the agent has been running continuously, this value will be equal to the measurement period. If the |

| Measurement | Description | Measurement Unit | Interpretation |
|---|---|---|---|
| | | | server was rebooted during the last measurement period, this value will be less than the measurement period of the test. For example, if the measurement period is 300 secs, and if the server was rebooted 120 secs back, this metric will report a value of 120 seconds. The accuracy of this metric is dependent on the measurement period - the smaller the measurement period, greater the accuracy. |
| Total uptime of the HA Proxy | Indicates the total time that the server has been up since its last reboot. | | This measure displays the number of years, months, days, hours, minutes and seconds since the last reboot. Administrators may wish to be alerted if a server has been running without a reboot for a very long period. Setting a threshold for this metric allows administrators to determine such conditions. |

#### 3.1.1.1 Configuring System Properties for Monitoring

By default, eG Enterprise is capable of monitoring the proxy servers that are SSL-enabled. For this, you need to configure the test with separate credentials for accessing the target proxy server. This can be achieved by clicking the icon available against the **System Properties** parameter. Figure 1 then appears.

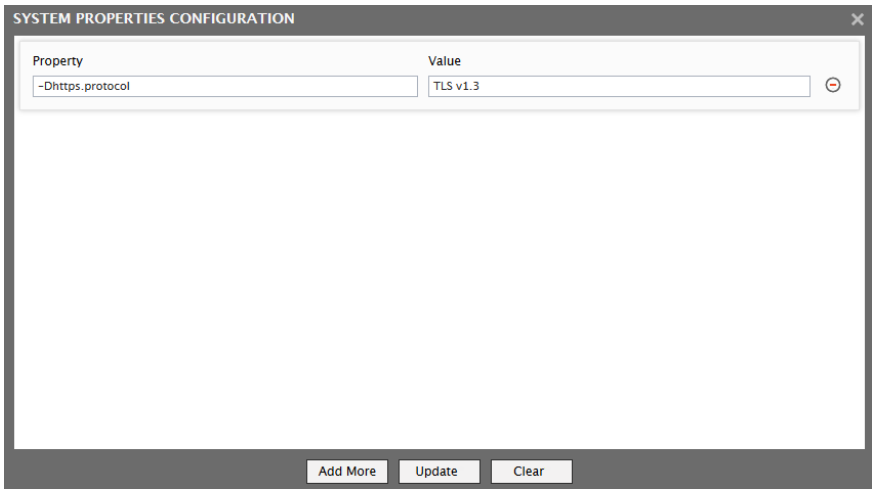


Figure 3.3: Specify the System Properties

In Figure 3.3 that appears, you need to specify the following:

- **Property**: Here, specify the protocol that should be used when the target proxy server is SSL-enabled. By default, this value is set to *none*. For example, if the target proxy server is using *-Dhttps.protocol* then, specify *-Dhttps.protocol* against this text box.
- **Value**: Specify the SSL version of the web page(s) that need to be accessed by the target proxy server. By default, this value is set to *none*. For example, if the web pages accessed by the target proxy server is using TLS v1.3, then, specify *TLS v1.3* against this text box.

Once you have specified the *Property* and *Values*, click the **Update** button to register your changes. To add another set of System properties, click the **Add more** button. To delete a set of System properties, click the encircled "-" button available against each set of system properties. To clear the text boxes, click the **Clear** button.

## 3.1.2 HAProxy Information Test

This test reports the performance of the HA Proxy server. Using this test, administrators can determine the load on the Proxy server and the memory utilized per process on the Proxy server.

**Target of the test :** A HA Proxy Server

**Agent deploying the test :** An internal agent

**Outputs of the test :** One set of results for the target HA Proxy server being monitored

### Configurable parameters for the test

| Parameters | Description |
|---|---|
| Test period | This indicates how often should the test be executed. |
| Host | The host for which the test is to be configured. |
| Port | Refers to the port used by the HA Proxy server. By default, this is 9000. |
| HA Proxy Username | The user name of the proxy server |
| HA Proxy Password | The password of the proxy server |
| Confirm password | Confirm the password by retyping it here. |
| HA Proxy Port | Refers to the port used by the HA Proxy server. |
| SSL | By default, the HA Proxy server is SSL-enabled. Accordingly, the SSL flag is set to Yes by default. This indicates that the eG agent will communicate with the HA Proxy server via HTTPS by default. |
| HA Proxy Timeout | Specify the time duration (in seconds) beyond which this test should time out in the HA Proxy Timeout text box. The default is 240 seconds. |
| System Properties | By default, eG Enterprise is capable of monitoring the proxy servers that are SSL-enabled. For this, you need to configure the test with separate credentials for accessing the target proxy server. This can be achieved by clicking the icon available against this parameter. The System Properties Configuration pop up window then appears. To know how to configure the System Properties for monitoring the SSL-enabled proxy server, refer to Section **3.1.2**. |

### Measurements made by the test

| Measurement | Description | Measurement Unit | Interpretation |
|---|---|---|---|
| Maximum memory | Indicates the maximum memory that was utilized per process on the proxy server. | MB | |
| Maximum sockets | Indicates the maximum number of sockets per process in the proxy server. | Number | |
| Maximum | Indicates the maximum | Number | |

| Measurement | Description | Measurement Unit | Interpretation |
|---|---|---|---|
| connections | number of connections per process in the proxy server. | | |
| Maximum pipes | Indicates the maximum number of pipes per process in the proxy server. | Number | |
| Current connections | Indicates the number of current connections in the proxy server. | Number | This measure is a good indicator on the load of the proxy server. |
| Current pipes | Indicates the number of pipes in the proxy server. | Number | |
| Current connection rate | Indicates the rate at which connections were established on the proxy server. | Connections/sec | |
| Total tasks | Indicates the total number of tasks on the proxy server. | Number | |
| Running tasks | Indicates the number of tasks that are currently running on the proxy server. | Number | |
| Connection usage | Indicates the percentage of connections used on the proxy server. | Percentage | |
| System idle time | Indicates the percentage of time the proxy server was idle. | Percentage | A high value for this measure indicates that the load on the proxy server is minimum. |

## 3.2 The HAProxy Services Layer

Using the test mapped to this layer, administrators can figure out the status, session utilization, session related statistics such as current sessions, maximum sessions, errors that were detected etc. By closely monitoring each proxy service, the proxy service that is responding slow to the requests can be identified and rectified at the earliest.

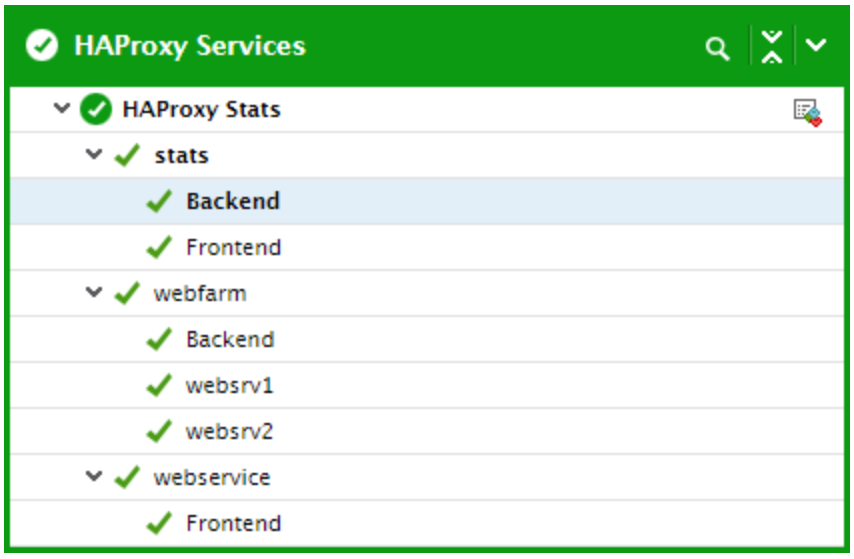


Figure 3.4: The tests mapped to the HAProxy Services layer

The test associated with this layer is discussed in detail in the following section.

## 3.2.1 HAProxy Stats Test

This test monitors each proxy service associated with the target Proxy server and for each proxy service, reports the status, session utilization, session related statistics such as current sessions, maximum sessions, errors that were detected etc. Using this test, administrators can easily figure out processing bottlenecks and rectify the same before the users complain of slow responsiveness of the proxy server.

**Target of the test :** A HA Proxy server

**Agent deploying the test :** An internal agent

**Outputs of the test :** One set of results for every proxy service of the target HA Proxy server being monitored

**Configurable parameters for the test**

| Parameters | Description |
|---|---|
| Test period | This indicates how often should the test be executed. |
| Host | The host for which the test is to be configured. |
| Port | Refers to the port used by the HA Proxy server. By default, this is 9000. |

| Parameters | Description |
|---|---|
| HA Proxy Username | The user name of the proxy server |
| HA Proxy Password | The password of the proxy server |
| Confirm password | Confirm the password by retyping it here. |
| HA Proxy Port | Refers to the port used by the HA Proxy server. |
| SSL | By default, the HA Proxy server is SSL-enabled. Accordingly, the SSL flag is set to Yes by default. This indicates that the eG agent will communicate with the HA Proxy server via HTTPS by default. |
| HA Proxy Timeout | Specify the time duration (in seconds) beyond which this test should time out in the HA Proxy Timeout text box. The default is 240 seconds. |

### Measurements made by the test

| Measurement | Description | Measurement Unit | Interpretation |
|---|---|---|---|
| Current queued requests | Indicates the number of current connections for which a backend server was not assigned by this proxy service. | Number | This measure is applicable only for the *Backend* descriptor. |
| Maximum queued requests | Indicates the maximum number of requests that were queued on the proxy server for this proxy service. | Number | This measure is applicable only for the *Backend* descriptor. |
| Current connection rate | Indicates the rate at which connections were established for this proxy service during the last measurement period. | Connections/sec | This measure is applicable only for the *Frontend* descriptor.<br>If the backend server is bombarded with connections that exceed the global maximum connection limit, the HA Proxy server will seamlessly queue new connections in the system kernel's socket queue until another backend server is available.<br>If the connections are constantly queued, then ensure to increase the |

| Measurement | Description | Measurement Unit | Interpretation |
|---|---|---|---|
| | | | maximum connection limit on individual backend servers or increase the global maximum connection limit. |
| Current request rate | Indicates the number of HTTP requests sent/received per second through this proxy service during the last measurement period. | Requests/sec | This measure is applicable only for the *Frontend* descriptor. |
| Current session rate | Indicates the number of HTTP requests sent/received per second for the current sessions through this proxy service during the last measurement period. | Requests/sec | |
| Maximum connection rate | Indicates the maximum number of connections established per second through this proxy service during the last measurement period. | Connections/sec | This measure is applicable only for the *Frontend* descriptor. |
| Maximum request rate | Indicates the maximum number of requests received per second by the proxy server through this proxy service. | Requests/sec | This measure is applicable only for the *Frontend* descriptor. |
| Maximum session rate | Indicates the rate at which new sessions were established through this proxy service. | Sessions/sec | |
| Current sessions | Indicates the number of sessions currently established through the proxy server. | Number | This measure is applicable only for the *Frontend* descriptor. |
| Maximum sessions | Indicates the maximum number of sessions | Number | This measure is applicable only for the *Frontend* descriptor. |

| Measurement | Description | Measurement Unit | Interpretation |
|---|---|---|---|
| | established through this proxy service. | | |
| Session limit | Indicates the number of sessions that could be definitely established to the proxy server through this proxy service. | Number | |
| Session utilization | Indicates the utilization percentage of sessions that were established by this proxy service. | Percentage | |
| Total connections | Indicates the total number of connections established on the proxy server through this proxy service. | Number | This measure is applicable only for the *Frontend* descriptor. |
| Total HTTP requests | Indicates the total number of HTTP requests to the proxy server through this proxy service. | Number | A high value can indicate an increase in the load on one or more applications, or a change in the characteristics of one or more applications. |
| Total sessions | Indicates the total number of sessions established on the proxy server through this proxy service. | Number | A high value can indicate an increase in the load on one or more applications, or a change in the characteristics of one or more applications on the server. |
| HTTP 1xx responses | Indicates the number of HTTP responses received with 1xx code from the proxy server for the HTTP requests through this proxy service. | Number | |
| HTTP 2xx responses | Indicates the number of HTTP responses | Number | The 200 response is the standard response for successful HTTP |

| Measurement | Description | Measurement Unit | Interpretation |
|---|---|---|---|
| | received with 2xx code from the proxy server for the HTTP requests through this proxy service. | | requests. |
| HTTP 3xx responses | Indicates the number of HTTP responses received with 3xx code from the proxy server for the HTTP requests through this proxy service. | Number | |
| HTTP 4xx responses | Indicates the number of HTTP responses received with 4xx code from the proxy server for the HTTP requests through this proxy service. | Number | |
| HTTP 5xx responses | Indicates the number of HTTP responses received with 5xx code from the proxy server for the HTTP requests through this proxy service. | Number | Response status codes beginning with the digit "5" indicate cases in which the server is aware that it has encountered an error or is otherwise incapable of performing the request.<br>Normally, the value of the measure should be 0. A non zero value indicates there are some errors in the proxy server. |
| Other responses | Indicates the number of HTTP responses received with other codes for e.g., protocol errors from the proxy server for the HTTP requests through this proxy service. | Number | |

| Measurement | Description | Measurement Unit | Interpretation |
|---|---|---|---|
| Intercepted requests | Indicates the number of intercepted requests to the proxy server through this proxy service. | Number | This measure is applicable only for the *Frontend* descriptor. |
| Compressed HTTP responses | Indicates the number of HTTP responses that were compressed on the proxy server through this proxy service. | Number | |
| HTTP response data fed to the compressor | Indicates the amount of HTTP response bytes fed to the compressor of the proxy server through this proxy service. | Number | |
| HTTP response data emitted from the compressor | Indicates the amount of HTTP response bytes emitted by the compressor on the proxy server through this proxy service. | MB | |
| HTTP response data bypassed by the compressor | Indicates the amount of HTTP response bytes bypassed by the HTTP compressor on the proxy server through this proxy service. | MB | |
| Average queue time | Indicates the average time spent in queue for the last 1024 requests sent through this proxy service. | Seconds | This measure is applicable only for the *Backend* descriptor. |
| Average connect time | Indicates the average connection time taken for the last 1024 requests sent through this proxy service. | Seconds | This measure is applicable only for the *Backend* descriptor. |

| Measurement | Description | Measurement Unit | Interpretation |
|---|---|---|---|
| Average response time | Indicates the average response time taken for the last 1024 requests sent through this proxy service. | Seconds | This measure is applicable only for the *Backend* descriptor. |
| Average total session time | Indicates the average total session time taken for the last 1024 requests sent through this proxy service. | Seconds | This measure is applicable only for the *Backend* descriptor. |
| Total number of times a server was selected | Indicates the total number of times a backend server was chosen for new session or for re-despatching the requests through this proxy service. | Seconds | This measure is applicable only for the *Backend* descriptor. |
| Last session assigned time | Indicates the time elapsed since a session was assigned to the backend server through this proxy service. | Minutes | This measure is applicable only for the *Backend* descriptor. |
| Data received | Indicates the amount of data received by the proxy server through this proxy service. | MB | |
| Data transmitted | Indicates the amount of data transmitted to the proxy server through this proxy service. | MB | |
| Response data | Indicates the amount of data sent as response to the proxy server through this proxy service. | MB | |
| Compression bytes outcoming percent | Indicates the compression bytes outcoming percentage for | MB | |

| Measurement | Description | Measurement Unit | Interpretation |
|---|---|---|---|
| | this proxy service. | | |
| Total data saved | Indicates the total amount of data saved on the proxy server when data is transmitted through this proxy service. | MB | |
| Total data saved percent | Indicates the percentage of data saved on the proxy server when data is transmitted through this proxy service. | Percentage | |
| Denied requests | Indicates the number of requests that were denied by the proxy server when received through this proxy service. | Number | |
| Denied responses | Indicates the number of responses denied by the proxy server when received through this proxy service. | Number | |
| Denied connections | Indicates the number of connections denied by the proxy server when received through this proxy service. | Number | This measure is applicable only for the *Frontend* descriptor. |
| Denied sessions | Indicates the number of sessions denied by the proxy server when established through this proxy service. | Number | This measure is applicable only for the *Frontend* descriptor. |
| Request errors | Indicates the number of error prone requests received through this proxy service on the proxy server. | Number | This measure is applicable only for the *Frontend* descriptor.<br>The requests may be error- prone due to the following reasons: |

| Measurement | Description | Measurement Unit | Interpretation |
|---|---|---|---|
| | | | • early termination from the client, before the request has been sent.<br>• read error from the client<br>• client timeout<br>• client closed connection<br>• various bad requests from the client.<br>• request was tarpitted. |
| Request with error connections | Indicates the number of requests that encountered an error while trying to connect to a backend server through this proxy service. | Number | This measure is applicable only for the *Backend* descriptor. |
| Total response errors | Indicates the total number of response errors detected when responses were received through this proxy service. | Number | This measure is applicable only for the *Backend* descriptor.<br>Ideally, the value of this measure should be zero. |
| Data transfers aborted by client | Indicates the number of data transfers aborted by the client when data transfer was made through this proxy service. | Number | This measure is applicable only for the *Backend* descriptor. |
| Data transfers aborted by server | Indicates the number of data transfers aborted by the proxy server when data transfer was made through this proxy service. | Number | This measure is applicable only for the *Backend* descriptor. |
| Retries to connect | Indicates the number of | Number | This measure is applicable only for the |

<table>
<tr><th>Measurement</th><th>Description</th><th>Measurement Unit</th><th>Interpretation</th></tr>
<tr><td>a server</td><td>times a connection to a server was retried through this proxy service.</td><td></td><td>Backend descriptor.</td></tr>
<tr><td>Redispatched requests to another a server</td><td>Indicates the number of times a request was redispatched to another server through this proxy service.</td><td>Number</td><td>This measure is applicable only for the Backend descriptor.</td></tr>
<tr><td>Status</td><td>Indicates the current status of this proxy service.</td><td></td><td>The values reported by this measure and their numeric equivalents are available in the table below:<br><table><tr><th>Measure Value</th><th>Numeric Value</th></tr><tr><td>Down</td><td>0</td></tr><tr><td>Up</td><td>1</td></tr><tr><td>Open</td><td>2</td></tr><tr><td>No Load Balance</td><td>3</td></tr><tr><td>Under Maintenance</td><td>4</td></tr></table>Note:<br>This measure reports the Measure Values listed in the table above to indicate the current status this proxy service. However, in the graph of this measure is indicated using only the Numeric Values listed in the above table.</td></tr>
<tr><td>Status of last health check</td><td>Indicates the status of the last health check for this proxy service.</td><td></td><td>The values reported by this measure and their numeric equivalents are available in the table below:</td></tr>
</table>

<table>
<tr><th>Measurement</th><th>Description</th><th>Measurement Unit</th><th>Interpretation</th></tr>
<tr><td></td><td></td><td></td><td>
<table>
<tr><th>Measure Value</th><th>Numeric Value</th></tr>
<tr><td>Unknown</td><td>0</td></tr>
<tr><td>Initializing</td><td>1</td></tr>
<tr><td>Socket Error</td><td>2</td></tr>
<tr><td>Passed on Layer 4</td><td>3</td></tr>
<tr><td>Layer 1-4 timeout</td><td>4</td></tr>
<tr><td>Layer 1-4 connection problem</td><td>5</td></tr>
<tr><td>Passed on Layer 6</td><td>6</td></tr>
<tr><td>Layer 6 (SSL) timeout</td><td>7</td></tr>
<tr><td>Layer 6 invalid response</td><td>8</td></tr>
<tr><td>Passed on Layer 7</td><td>9</td></tr>
<tr><td>Conditionally passes on Layer 7</td><td>10</td></tr>
<tr><td>Layer 7 (HTTP/SNMP) timeout</td><td>11</td></tr>
<tr><td>Layer 7 invalid response</td><td>12</td></tr>
<tr><td>Layer 7 response error</td><td>13</td></tr>
</table>
Note:<br>This measure reports the Measure Values listed in the table above to indicate the status of the last health check for this proxy service. However, in the graph of this measure is indicated using only the Numeric Values listed in the above table.
</td></tr>
<tr><td>Total weight</td><td>Indicates the total weight of this proxy service.</td><td>Number</td><td>This measure is applicable only for the Backend descriptor.</td></tr>
<tr><td>Active servers</td><td>Indicates the number of servers that were active</td><td>Number</td><td>This measure is applicable only for the Backend descriptor.</td></tr>
</table>

| Measurement | Description | Measurement Unit | Interpretation |
|---|---|---|---|
| | while connecting through this proxy service. | | |
| Backup servers | Indicates the number of backup servers connected to the proxy server through this proxy service. | Number | This measure is applicable only for the *Backend* descriptor. |
| Failed checks | Indicates the number of failed checks to the proxy server through this proxy service. | Number | This measure is applicable only for the *Backend* descriptor. |
| UP/DOWN transitions | Indicates the number of Up to DOWN transitions on the proxy server through this proxy service. | Number | The backend counter counts transitions to the whole backend being down, rather than the sum of the counters for each server. |
| Total downtime | Indicates the total downtime of this proxy service. | Number | This measure is applicable only for the *Backend* descriptor. |

# About eG Innovations

eG Innovations provides intelligent performance management solutions that automate and dramatically accelerate the discovery, diagnosis, and resolution of IT performance issues in on-premises, cloud and hybrid environments. Where traditional monitoring tools often fail to provide insight into the performance drivers of business services and user experience, eG Innovations provides total performance visibility across every layer and every tier of the IT infrastructure that supports the business service chain. From desktops to applications, from servers to network and storage, from virtualization to cloud, eG Innovations helps companies proactively discover, instantly diagnose, and rapidly resolve even the most challenging performance and user experience issues.

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a center for productivity, growth and profit. Many of the world's largest businesses use eG Enterprise to enhance IT service performance, increase operational efficiency, ensure IT effectiveness and deliver on the ROI promise of transformational IT investments across physical, virtual and cloud environments.

To learn more visit www.eginnovations.com.

**Contact Us**

For support queries, email support@eginnovations.com.

To contact eG Innovations sales team, email sales@eginnovations.com.