ArcGIS Enterprise: Advanced Topics in ArcGIS Server Administration

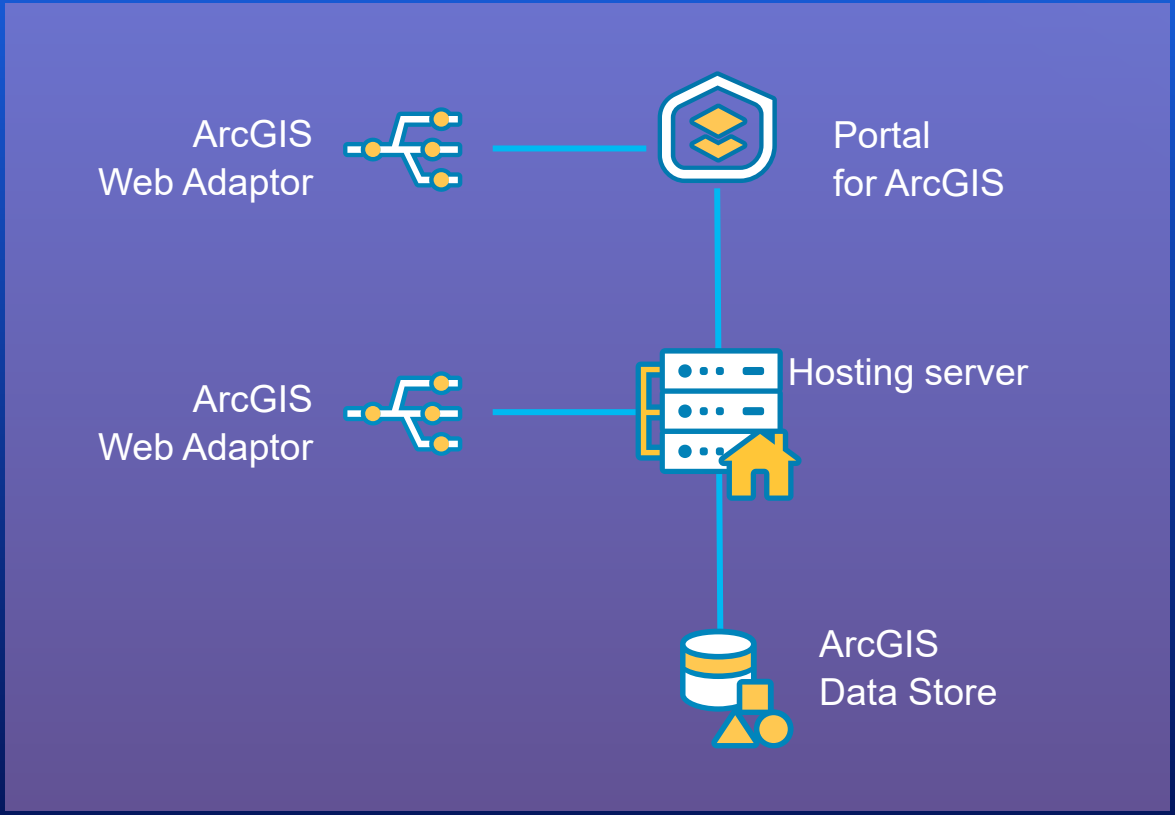
Moginraj Mohandas & Qing Shi

2021 ESRI DEVELOPER SUMMIT

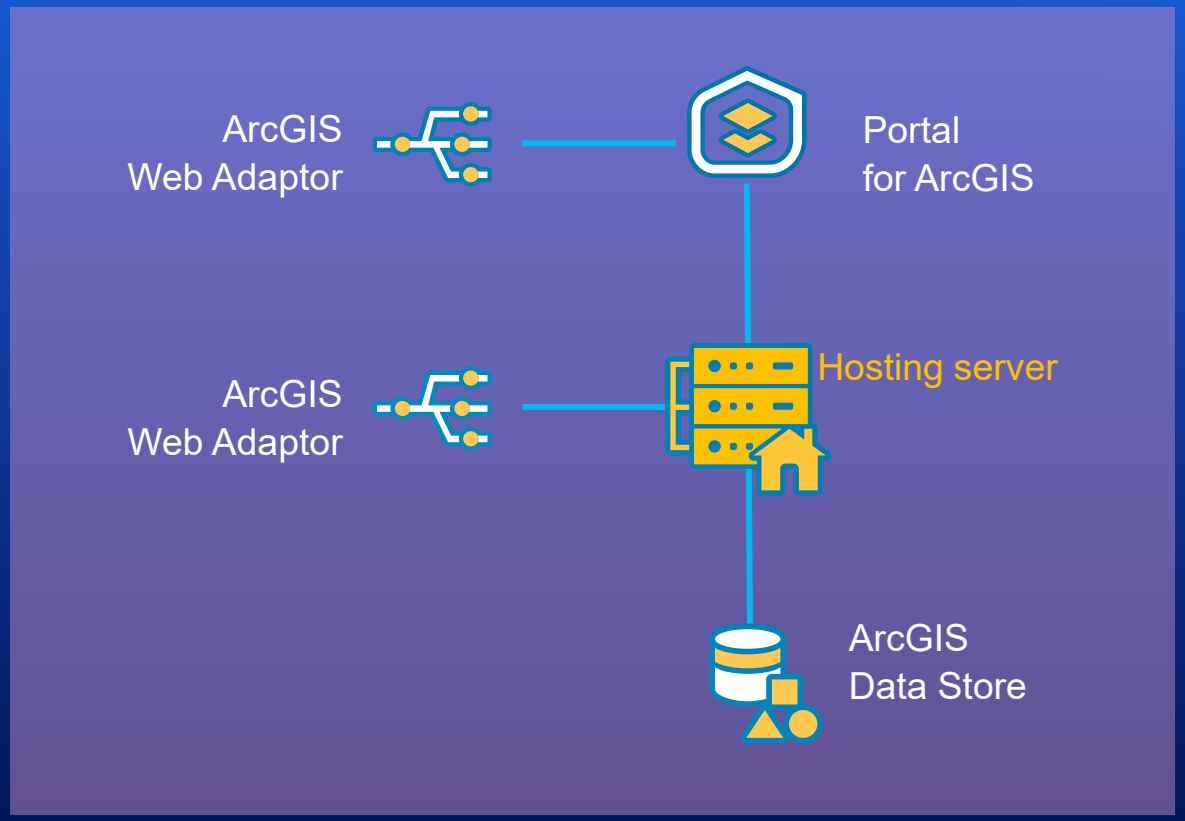
Topics

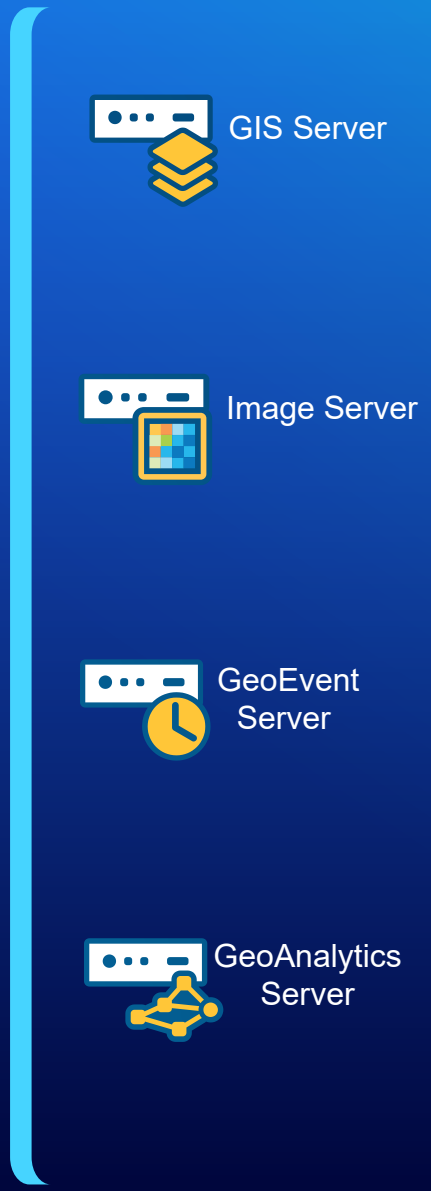
- Quick look at ArcGIS Enterprise and ArcGIS Server
- Applied Monitoring Techniques & Tips
- Tuning and Configuring Services
- Expanding your Site
- Multi-Machine Site Administration
- Other Administrative functionality/Topics

ArcGIS Enterprise



ArcGIS Enterprise

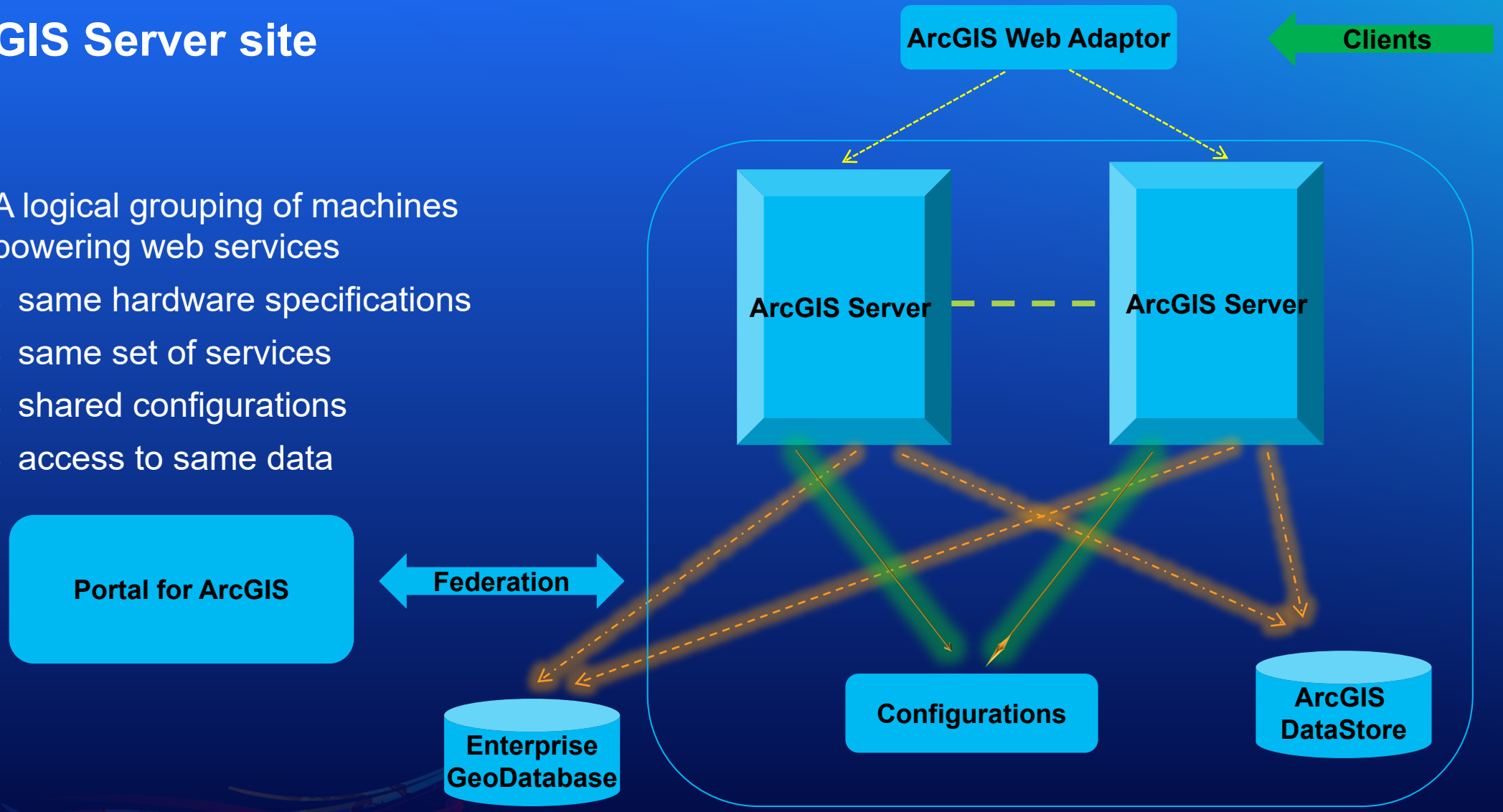




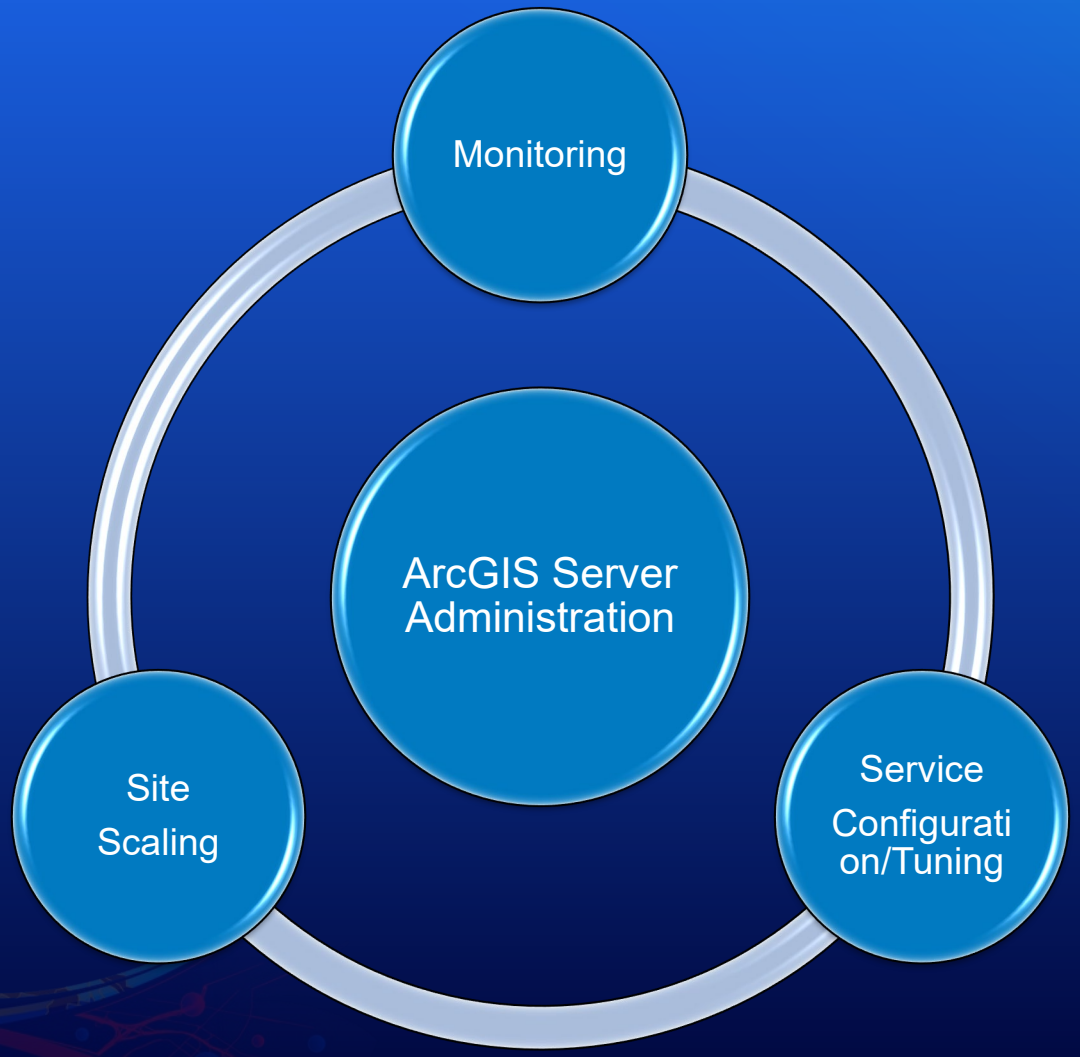
ArcGIS Server site

A logical grouping of machines powering web services

- same hardware specifications
- same set of services
- shared configurations
- access to same data



Facets of Administration



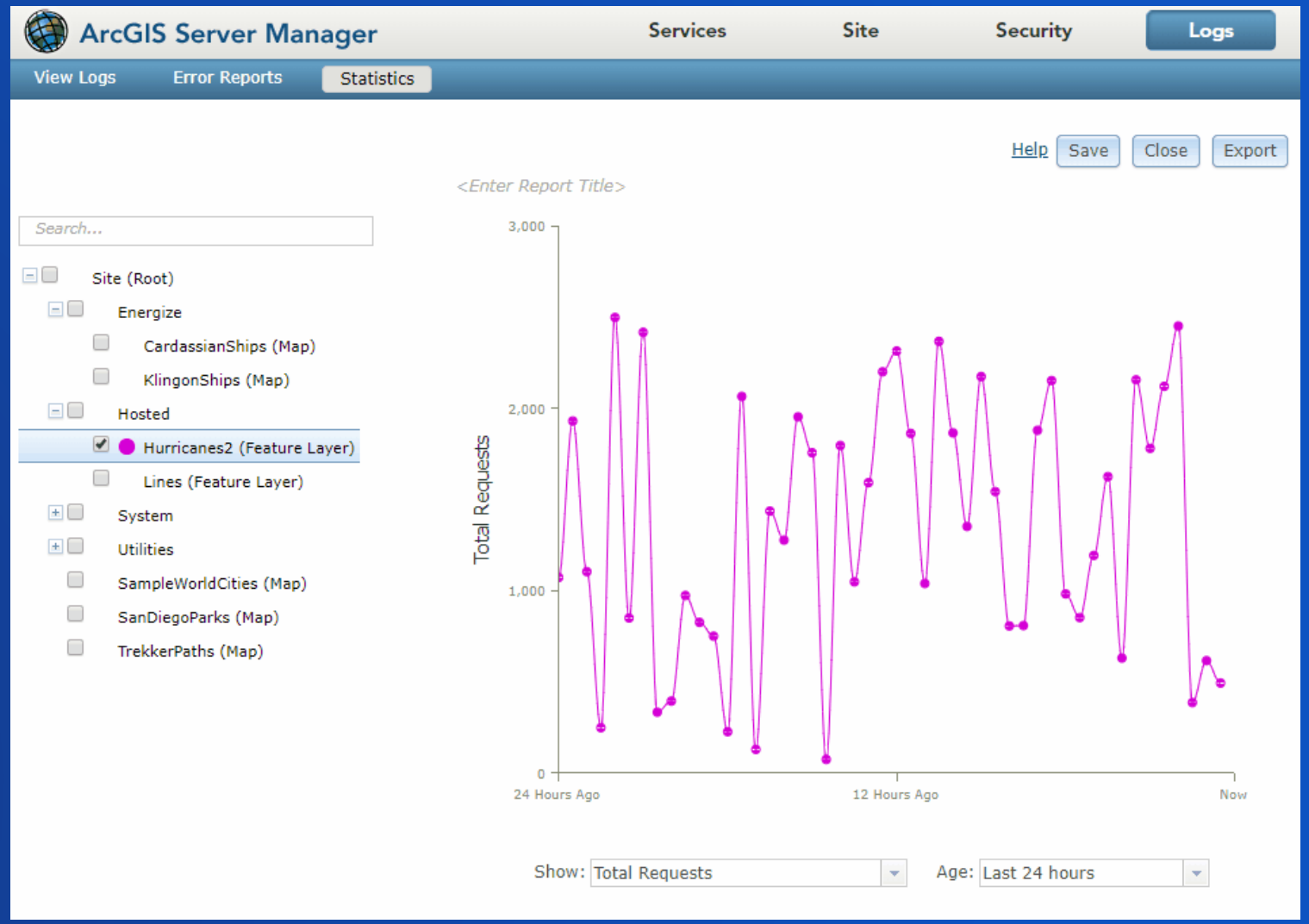
Applied Monitoring

Usage Statistics
Request ID
Job ID Tracking
Additional quick tips for monitoring

Advanced Enterprise Workflows: Monitoring

Usage Statistics: Overview of Usage Statistics in ArcGIS Server

- Displays information such as:
  - Total number of requests
  - Avg. response times
  - Max response times
  - Timeouts
  - Count of running instances
- Helpful for:
  - Tuning service instances
  - Identifying peaks in usage
  - Performing capacity planning
  - Reports for management
- Combine statistic information with logs for effective troubleshooting



Statistics in ArcGIS Server Manager: Service, Folder, and Site-level statistics shown

Advanced Enterprise Workflows: Monitoring

Usage Statistics in the ArcGIS Server Administrator Directory

Generate report
Edit Settings

ArcGIS Server Administrator Directory
Home > usagereports

Usage Reports

Usage Reports:

- 1529690667990
- 1529697995548
- 1529698175094
- Max response times for the last 7 days
- Timed-out requests for the last 7 days
- Total requests for the last 7 days

Resources: settings
Supported Operations: add
Supported Interfaces: REST

ArcGIS Server Administrator Directory
Home > usagereports > Total requests for the last 7 days

Usage Report - Total requests for the last 7 days

Usage Report Parameters
Name: Total requests for the last 7 days
Since: LAST_WEEK
Metrics to be reported:

Metrics	Resources
• RequestCount	• services/

{"temp":false,"title":"Total requests for the last 7 days","managerReport":true,"styles":{"services/":{"color":"#D900D9"}}}

Metadata:

Supported Operations: edit delete data
Supported Interfaces: REST

ArcGIS Server Administrator Directory
Home > usagereports > Total requests for the last 7 days > data

Operation - Report

Metric Filter
Filter: Machines All
All
DEV0001426.ESRI.COM
dev001893.esri.com
{ "machines"

Format: HTML
Generate Report

ArcGIS Server Administrator Directory
Home > usagereports > settings > edit

Usage Reports Configuration

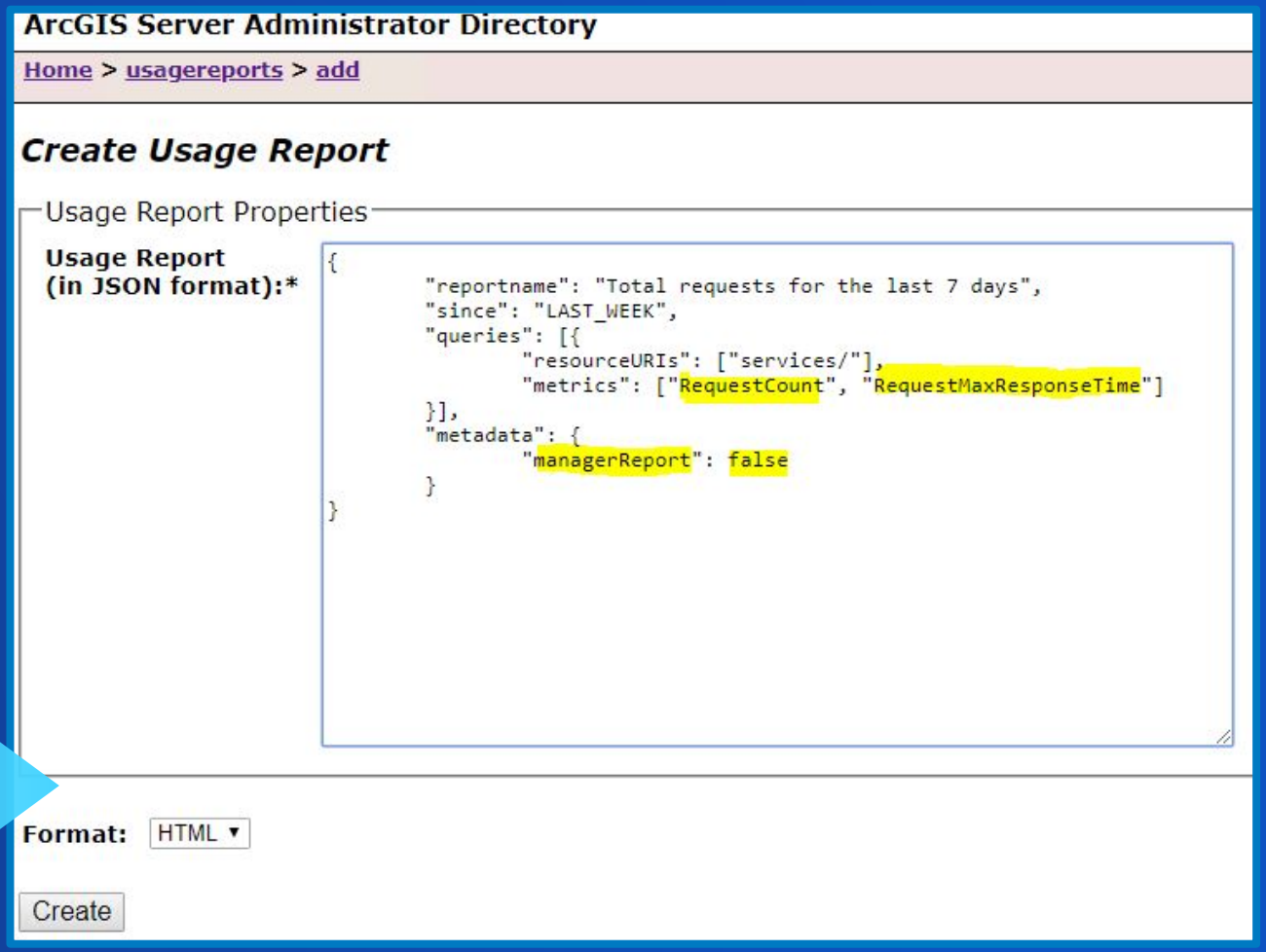
Usage Reports Configuration
Usage Reports Enabled: Yes
Aggregate statistics every (minutes): 2
Keeps statistics history for (days): *

Format: HTML
Save Edits

Advanced Enterprise Workflows: Monitoring

Create your own Multi-Metric Reports

- Not available in ArcGIS Server Manager



Advanced Enterprise Workflows: Monitoring

Request IDs

- New Request ID field in ArcGIS Server logs
  - Tagged with all log messages for REST and SOAP requests
- Track a specific request through its pipeline within the server
- Ability to query using Request ID
- Currently only available for service requests

Change the level of detail that the log messages are generated at by clicking Settings.

Log Filter: Fine Age: Last 24 Hours Source: All Machine: All Machines Query

Message	Source	Request ID
Extent:-188.543922,-20.785769,-56.640954,111.117198; Size:400,400; Scale:138584921.96	map_egdb_shared11.MapServer	0f3ff92b-68ca-478e-bd28-c276ec1333ec
Begin ExportMapImage	map_egdb_shared11.MapServer	0f3ff92b-68ca-478e-bd28-c276ec1333ec
REST request received. Request size is 120 characters.	map_egdb_shared11.MapServer	0f3ff92b-68ca-478e-bd28-c276ec1333ec
Wait time for 'map_egdb_shared11.MapServer' service request is 0 milliseconds.	Server	0f3ff92b-68ca-478e-bd28-c276ec1333ec
Request user: Anonymous user, Service: map_egdb_shared11/MapServer	Rest	0f3ff92b-68ca-478e-bd28-c276ec1333ec
HTTP Referer: Not Available	Server	0f3ff92b-68ca-478e-bd28-c276ec1333ec
REST request successfully processed. Response size is 377 characters.	Map_File_Shared_Pro11.MapServer	3181ef25-67ef-4931-9792-f3a936c2dc4c

ArcGIS Server Administrator Directory

Home > logs > query

Query Logs

Log Filter

Start Time:

End Time:

Level: FINE

Filter:

Log Codes

Process IDs

Request IDs: 60af6c96-8bff-4f94-ac7e-f2

Component: All

Service: All

Machines: All


```
{"codes":[],
"processIds":[],
"requestIds":["60af6c96-8bff-4f94-ac7e-
f29700e2e961"],
"server": "*",
"services": "*",
"machines": "*"}
```


Messages Per Page: 1000

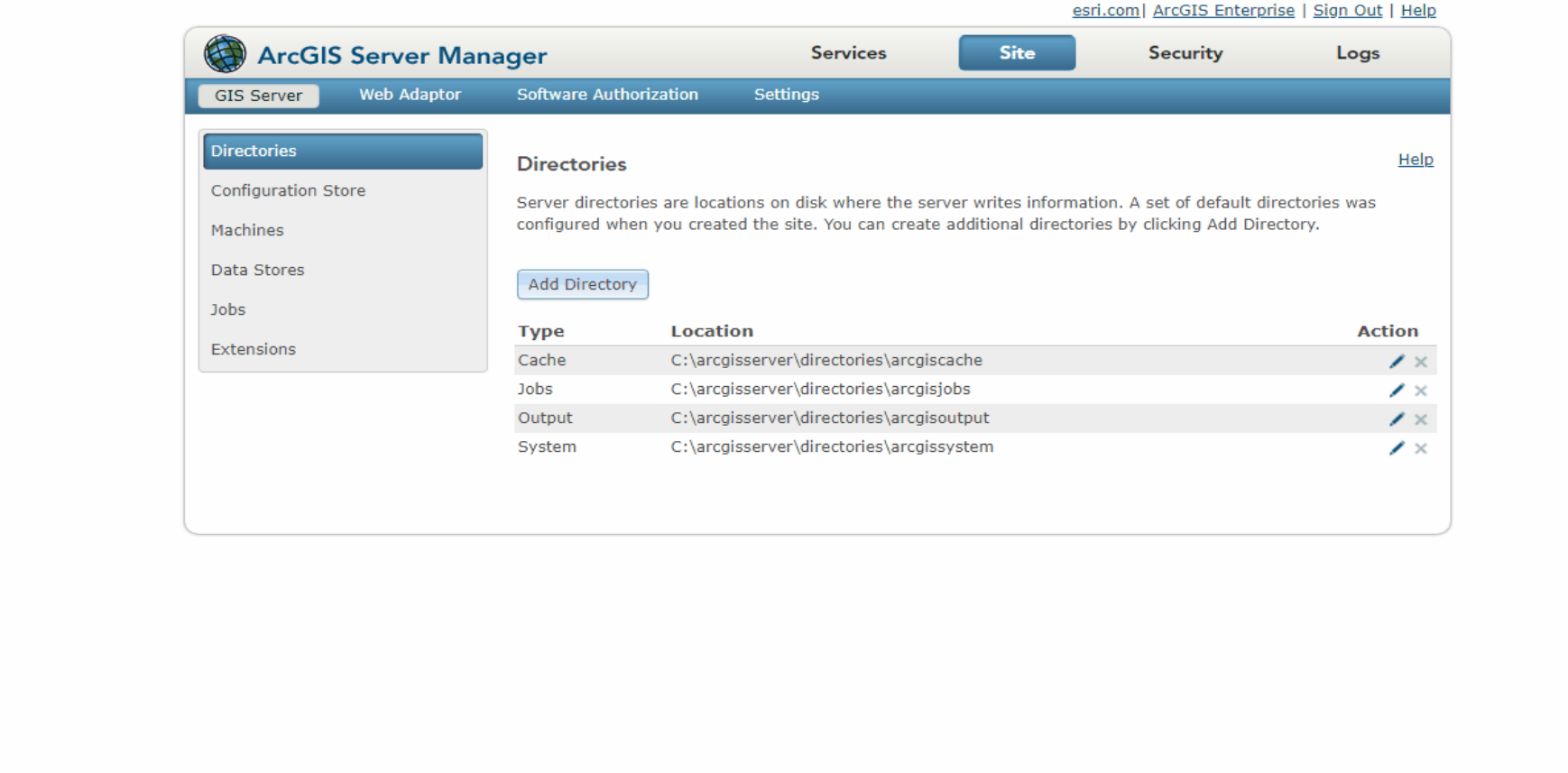
Format: HTML

Query

Advanced Enterprise Workflows: Monitoring

Job IDs – View and update status of Geoprocessing Jobs

- View and update status of jobs for Asynchronous GP services.
- Filter by service, job status, duration, user, machine
- Get details for individual jobs
- Cancel and Delete jobs



Geoprocessing Job ID information in ArcGIS Server Manager

Advanced Enterprise Workflows: Monitoring

- View and update status of geoprocessing jobs.
  - View and update status of GP jobs

ArcGIS Server Administrator Directory

Home > services > GenericGPService1.GPServer > jobs

Jobs

Resources: statistics

Supported Operations: query purgeQueue

Supported Interfaces: REST

ArcGIS Server Administrator Directory

Home > services > GenericGPService1.GPServer > jobs > query

Query Jobs

Jobs Filter

Start Time:

End Time:

Status:

NEW
SUBMITTED
EXCECUTING
SUCCEEDED
FAILED
CANCELLING
CANCELLED
WAITING

User:

Machine Name:

Jobs Per Page: 10

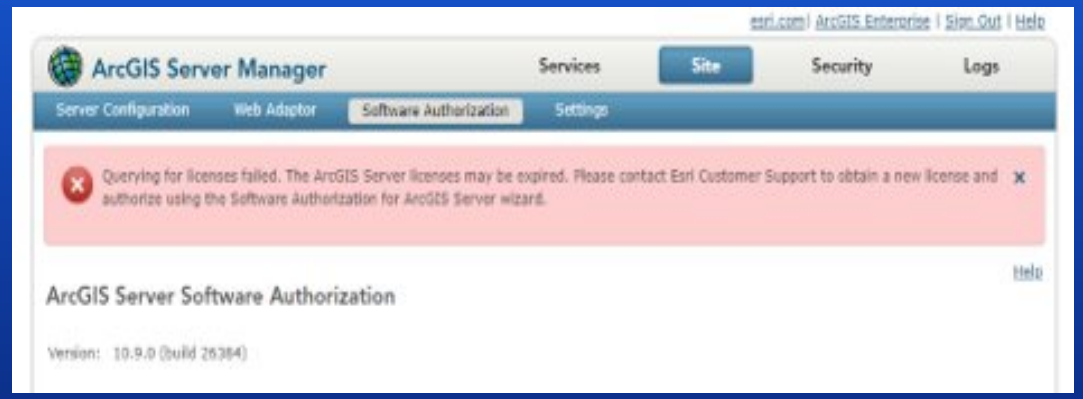
Format: HTML

Query

Advanced Enterprise Workflows: Monitoring

Additional Quick Tips for Monitoring your ArcGIS Enterprise

- Wait time information for ArcGIS Server-based GIS services
  - Viewable at FINE level in ArcGIS Server logs
- Expired/Expiring license info added in ArcGIS Server Manager UI



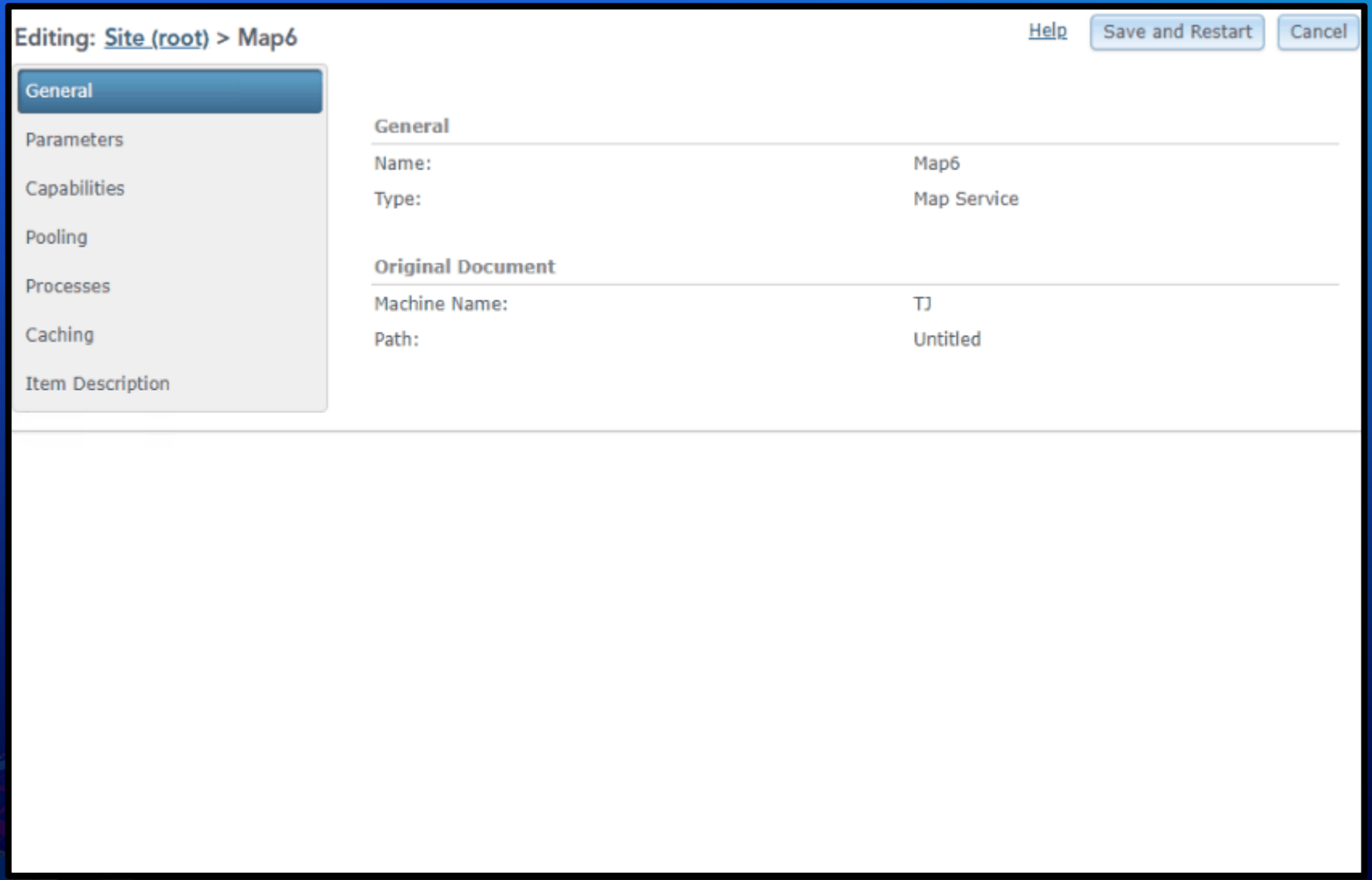
- Disk space monitoring for ArcGIS Server, Portal for ArcGIS, ArcGIS Data Store
  - Periodic WARNING messages in logs when an intermediate threshold is reached
  - Periodic SEVERE messages in logs when a critical threshold is reached
- Roll over of internal logs (ArcGIS Server, Portal for ArcGIS)
  - service.log
  - service_error.log
- INFO-level information about locks acquisition/release in ArcGIS Server logs
- Hardware information for ArcGIS Server available through REST API

Tuning and Configuring Services

Advanced Enterprise Workflows: Tuning and Configuring Services

Helpful Configurations

- Parameters
- Capabilities
- Pooling
- Processes

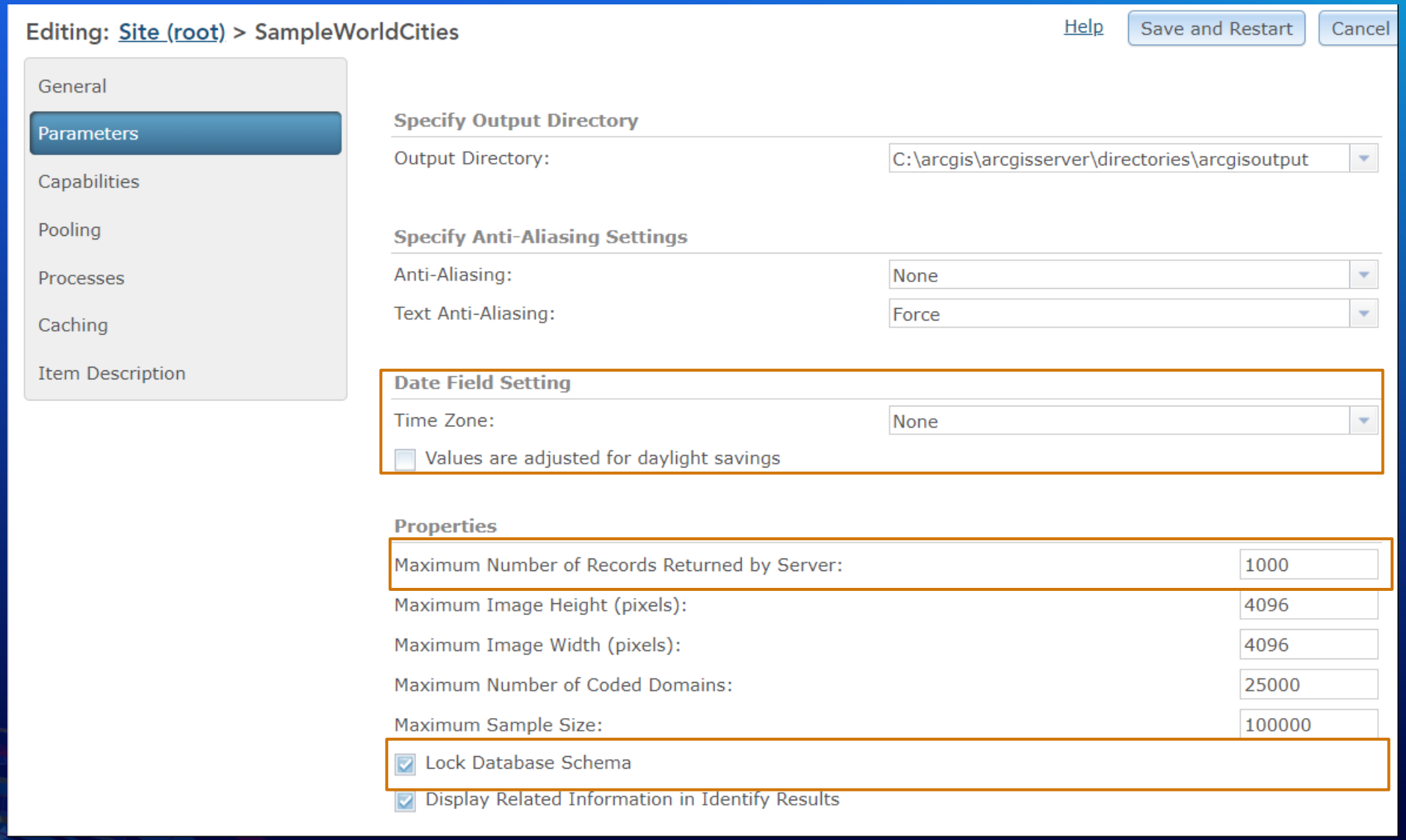


Overview of Service Settings in ArcGIS Server Manager

Advanced Enterprise Workflows: Tuning and Configuring Services

Helpful Parameters

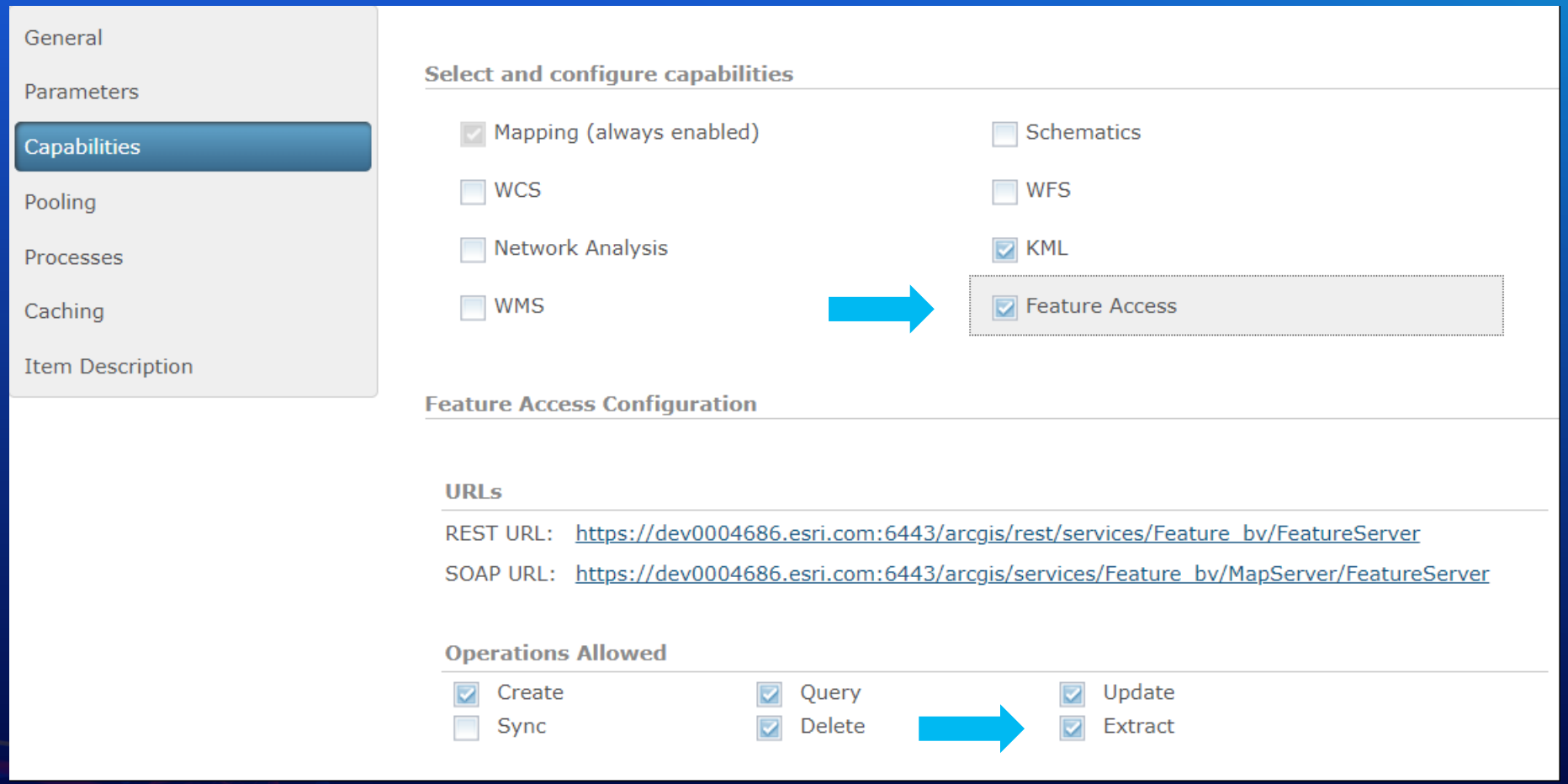
1. Time Zone
2. Number of Records Returned
3. Lock Database Schema



Advanced Enterprise Workflows: Tuning and Configuring Services

Helpful Capabilities

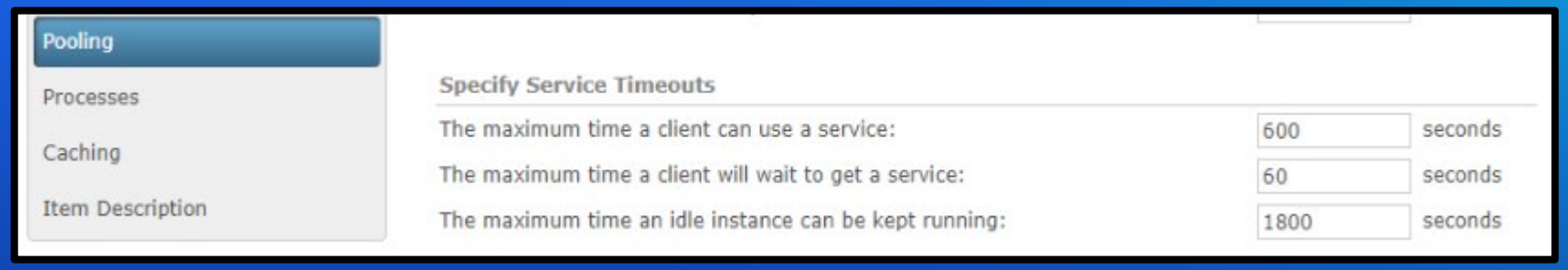
1. Depends on the service
2. Operations Allowed



Advanced Enterprise Workflows: Tuning and Configuring Services

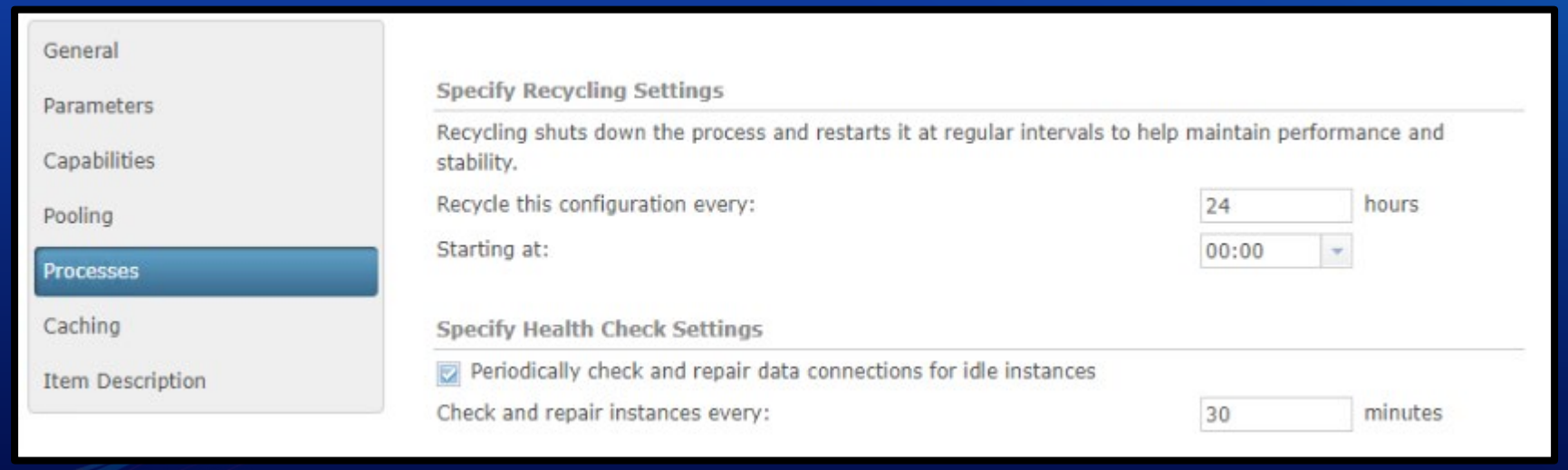
Pooling Settings

Service Timeouts



Processes

- Recycling Settings



Service Instances vs. ArcSOC.exe processes

- Service Instance: Handles requests through the usage of active service instances.
- ArcSOC Process: An Operating System process, that perform works on behalf of instances
- ArcSOC process can only handle a single request at a time
- One instance per ArcSOC process
- Each ArcSOC process takes up a certain amount of memory, range from 100-200 MB of RAM

Advanced Enterprise Workflows: Tuning and Configuring Services

Pooling Settings

- Adjust the number of Instance when the service request traffic is high
- More instances means more ArcSOC.exe processes

-

Specify Number of Instances	
Minimum number of instances per machine:	3
Maximum number of instances per machine:	6

Can't find ArcSOC.exe information in Task Manager?

1. Open Task Manager, navigate to "Processes" tab
2. Add the field "Command line" to the processes view
3. The command line contains information about the corresponding service, such as service name

Viewing ArcSOC information from Task Manager for a service with 3 instances running

What happen if you have many relatively low-traffic services on your server site?

Prior to 10.7

Set min instance of these services to 0

- Pro: saves machine memory
- Cons: cold start and increased memory usage

Starting in 10.7

Shared instances

Shared Instances

- Offers a solution to conserve computer memory
- Pools shared ArcSOC processes for use by multiple services.
- Available for qualifying service types
- Intended for
  - Relatively low traffic services
  - Services that receive small number of periodic requests
  - Services that do not receive concurrent requests

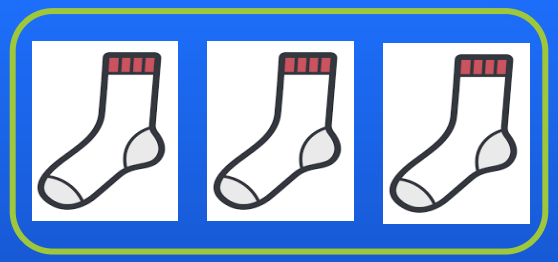
How does it work

- Service published to use Shared Instances.
- No dedicated ArcSOC process created for that service.
- To process a request, one of the available shared ArcSOC instances is used.

Advanced Enterprise Workflows: Tuning and Configuring Services

Shared instances – qualifying criteria

- Map services
- Map services capabilities - feature access, WFS, WMS, and KML.
- Services published from ArcGIS Pro.
- Cached map services published from ArcGIS Pro that meet the above requirements.



Min: 2
Max: 5

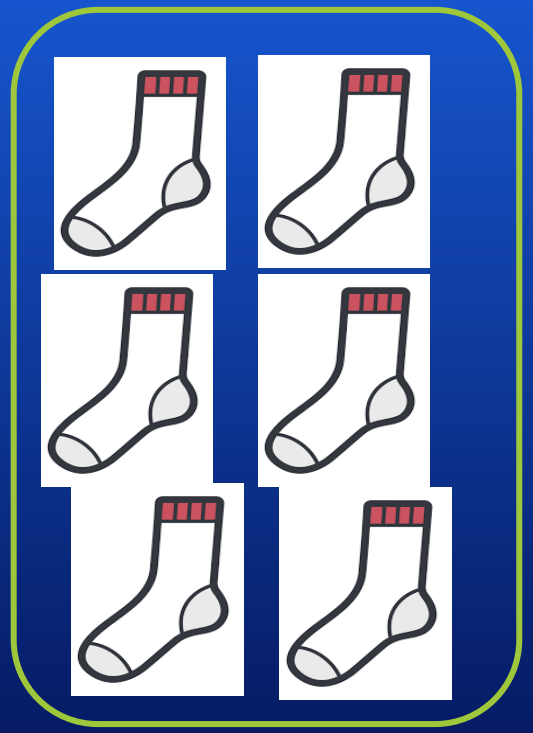
GPService

Min: 1
Max: 2

MapService2

Min: 0
Max: 2

FeatService2



Min: 4
Max: 10

MapService1

Min: 0
Max: 2

MapService3

Min: 1
Max: 2

MapService4

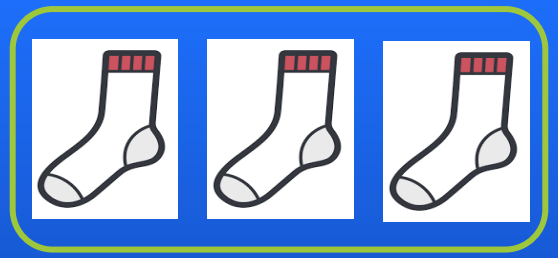
Min: 1
Max: 2

FeatService1

Min: 0
Max: 3

GeocodeService

ARCGIS SERVER SITE



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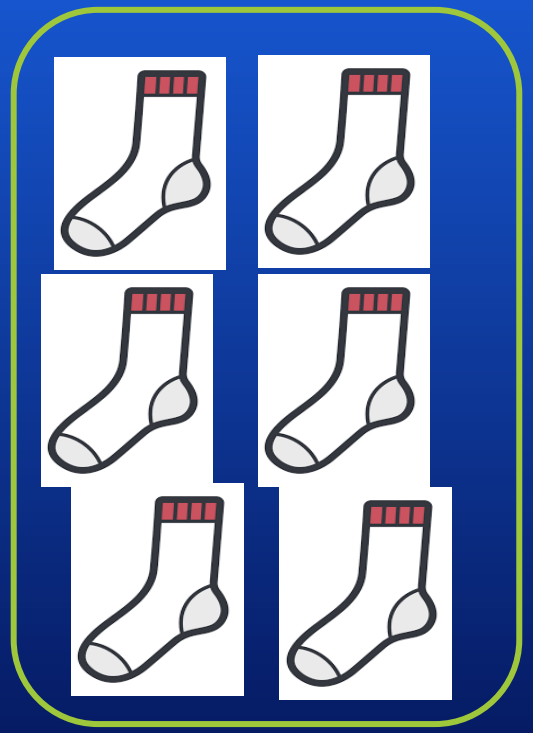
Max: 5

GPService



Min: 4
Max: 10

MapService1

Shared instance pool
New at 10.7

6 ArcSOCs

Participants:
MapService2
MapService3
MapService4
FeatService1
FeatService2
FeatService3

ARCGIS SERVER SITE

Advanced Enterprise Workflows: Tuning and Configuring Services

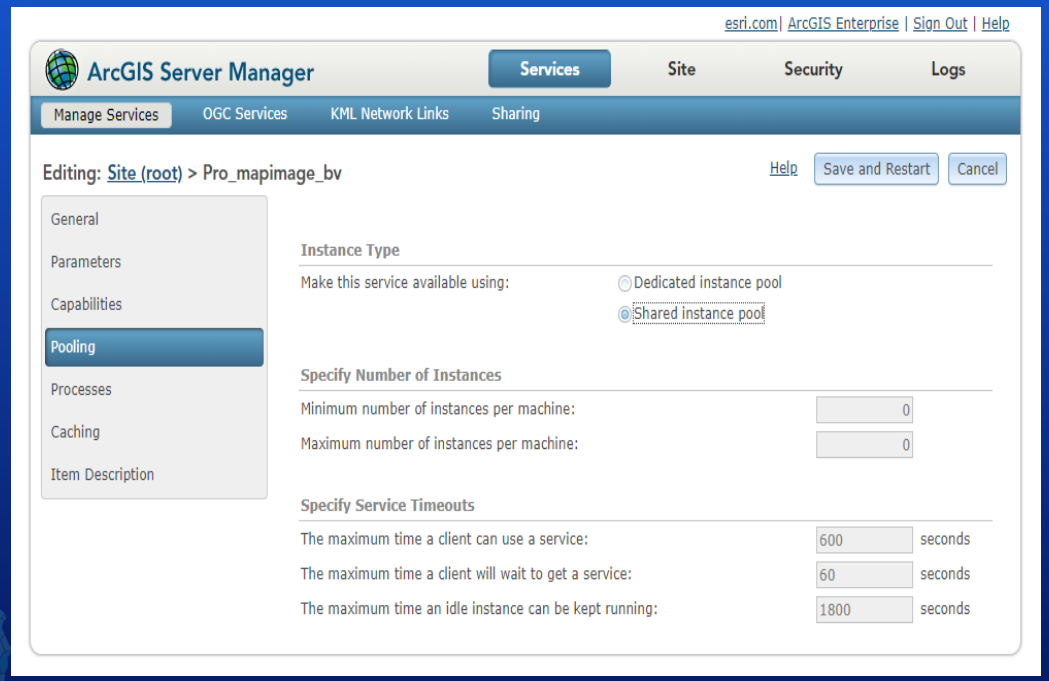
Shared Instances VS Dedicated instance

Shared instances	Dedicated instances
• low-traffic services or services which have min instance as 0 • Qualified service types • All services using shared instance pool have same configuration.	• Services that receive heavy use • Services for which you have set the minimum dedicated instances to a high number. • All service types • Services you contract under a service-level agreement. • Tuning and configuring for each services without affecting other services' pools.

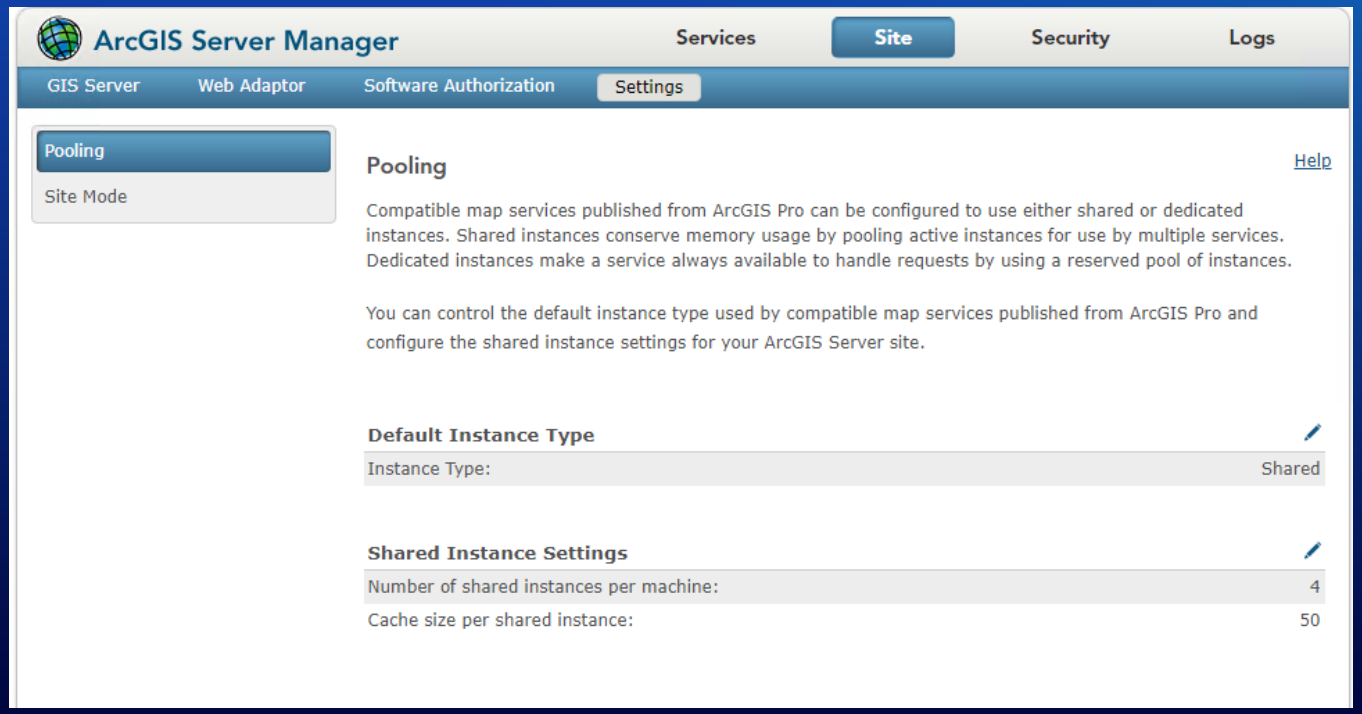
Advanced Enterprise Workflows: Tuning and Configuring Services

Advanced Shared instances settings

Per-Service setting



Site-Wide settings



Expanding your site

Why expand?
How can ArcGIS Enterprise Expand?
Expanding ArcGIS Server to a multi-machine site

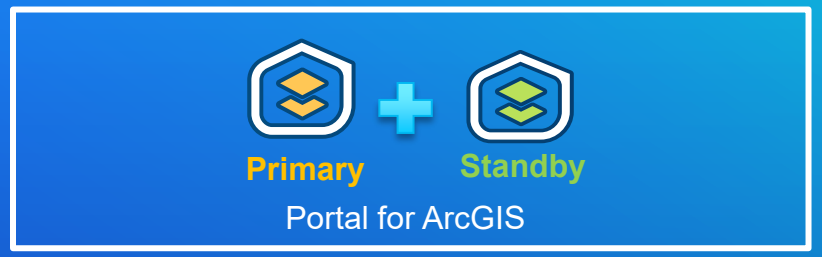
Advanced Enterprise Workflows: Expanding

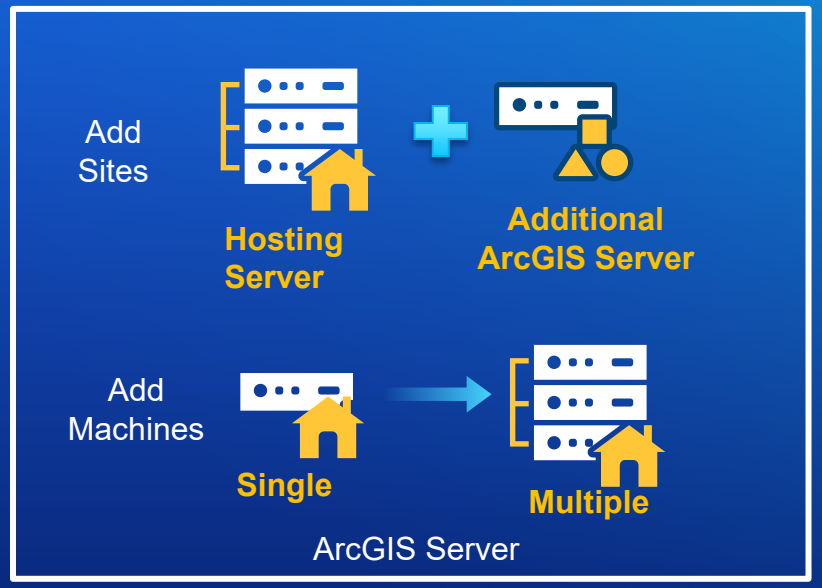
Why Expand?

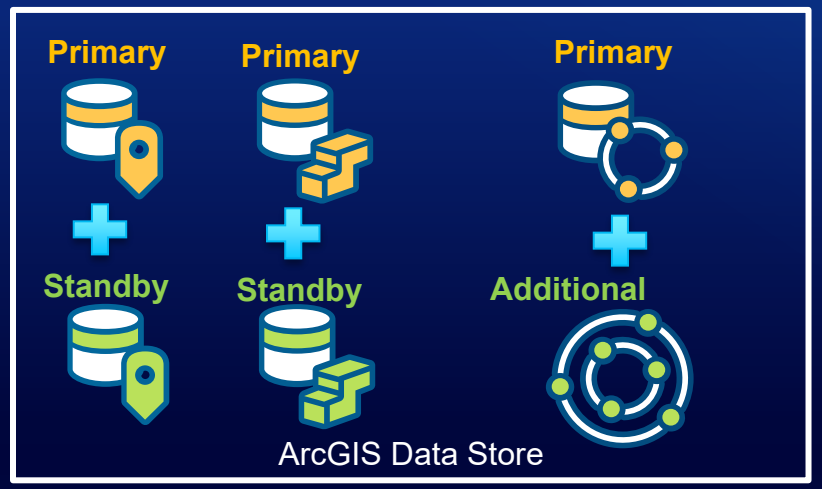
- To handle increased load/usage
- Utilize additional ArcGIS Server capabilities
- Workload and functionality separation
- High Availability

How can ArcGIS Enterprise Expand?

- Portal for ArcGIS
  - Can add a single Standby Enterprise portal
- ArcGIS Server (two approaches)
  - Multiple Sites – Add further server sites to the deployment
  - Multiple Machines – Additional machines on an existing server site
- ArcGIS Data Store
  - Relational Data Store – Add a single Standby data store
  - Tile Cache Data Store – Add a single Standby data store
  - Spatiotemporal Big Data Store – Add multiple data stores







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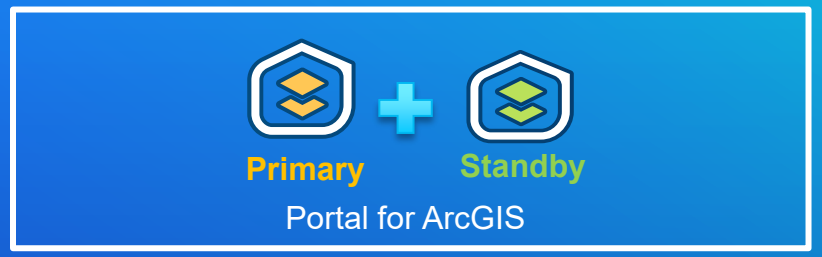
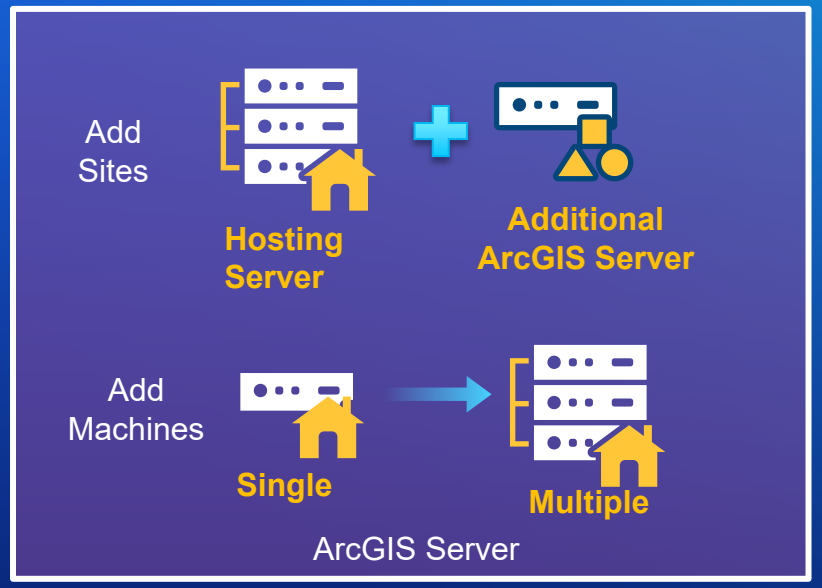
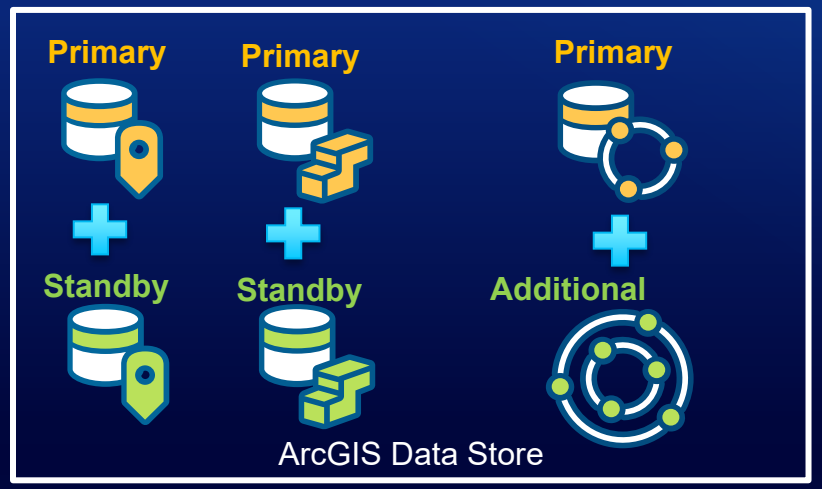






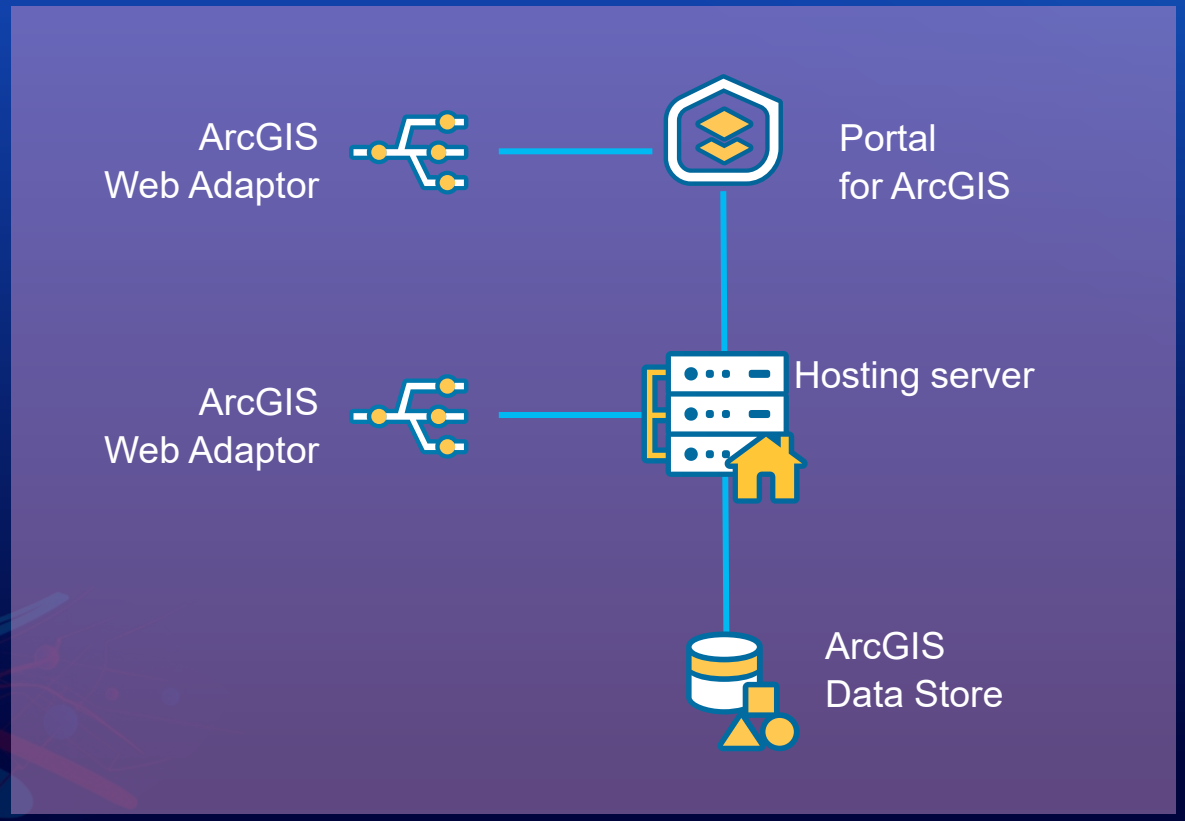
Advanced Enterprise Workflows: Expanding ArcGIS Server

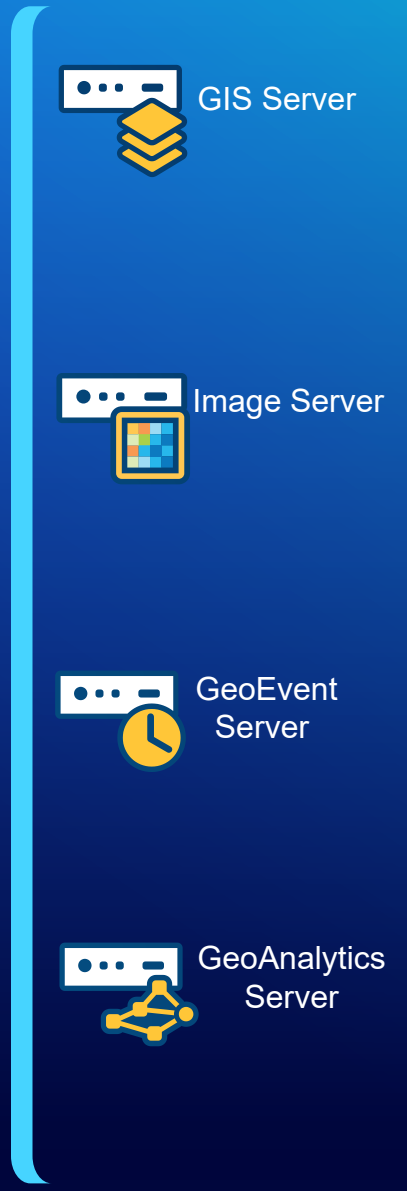
Adding further ArcGIS Server Sites to the Base Deployment

- Benefits:
  - Isolates the Hosting Server from other specialized GIS Server duties
  - Separates out ArcGIS Servers that serve specific functionality or workload/services

Workflow:

- Provision machines
- Install + License
- Create new site
- Federate new site with portal



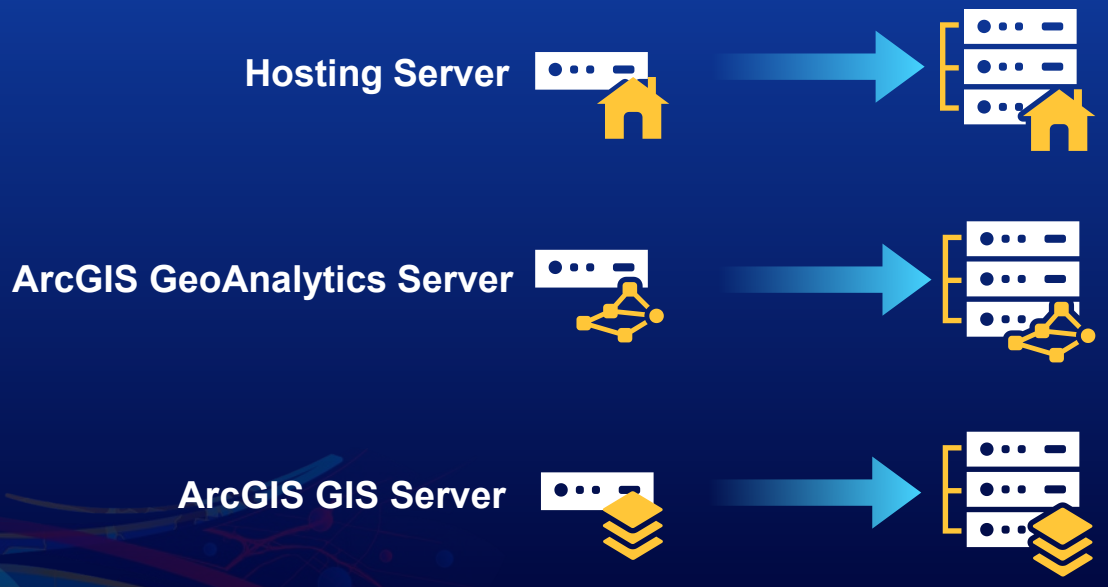


Advanced Enterprise Workflows: Expanding ArcGIS Server

Add more machines to the same ArcGIS Server site

Scenarios:

- Scale out the Hosting Server site
  - Heavy usage of Analysis tools, higher number of Insights users, etc.
  - Doubles up for other functionality/workload.
- Scale out your GeoAnalytics or Image Server sites for computational requirements
- Scale out your GeoProcessing or Mapping GIS Server sites due to heavy usage



Advanced Enterprise Workflows: Expanding ArcGIS Server

Prerequisites for Expanding an ArcGIS Server site

- Server directories and Configuration store must use shared paths
- Same Operating System and Hardware Resources (Recommended)
- Same ArcGIS Server version number
- Same licenses applied
- Running using the same ArcGIS Server account (Windows Service Account)
- Can read/write from the shared server directories and config-store locations
- Can communicate with all other machines in the ArcGIS Server site through documented ports
  - May require adjusting firewall settings
- Can read all data sources referenced by the server site

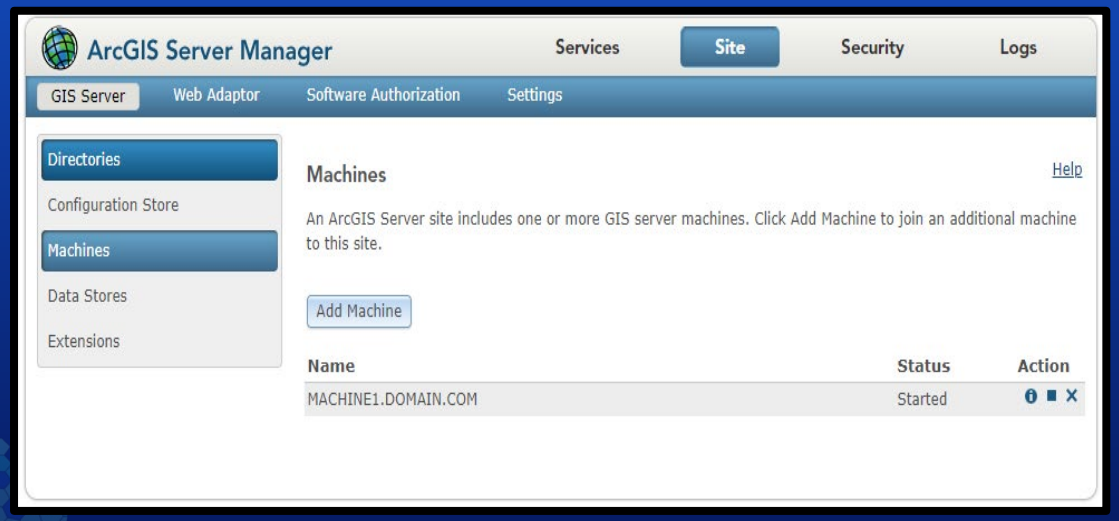
How to expand an ArcGIS Server site

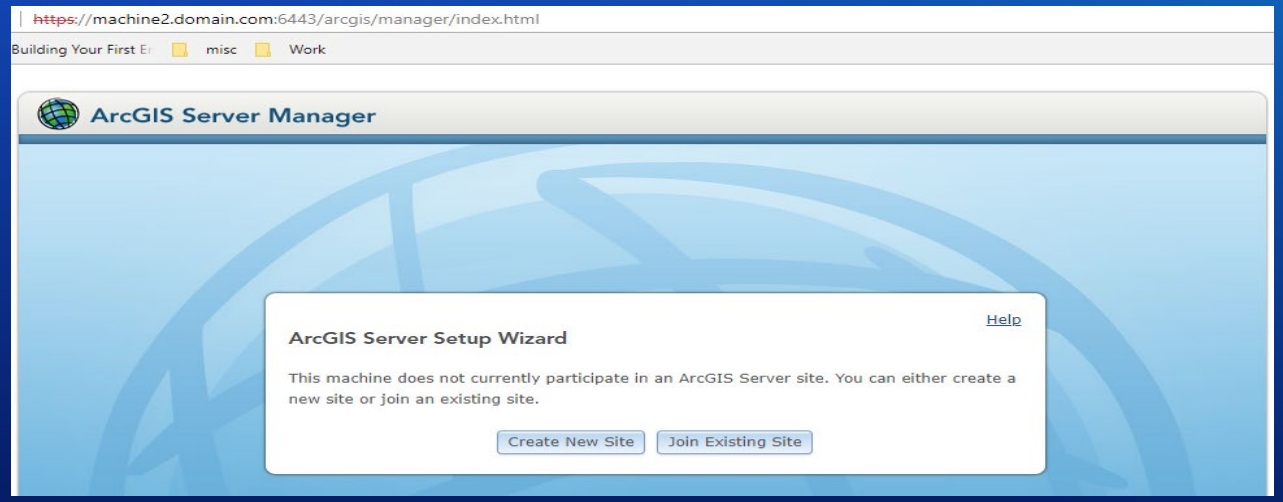
Two possible workflows:

1. Add machine
2. Join site

Advanced Enterprise Workflows: Expanding ArcGIS Server

- ArcGIS Server Manager > Sites tab > Machines > Add Machine
- On the new ArcGIS Server machine, navigate to ArcGIS Server Manager > Select “Join Existing Site”



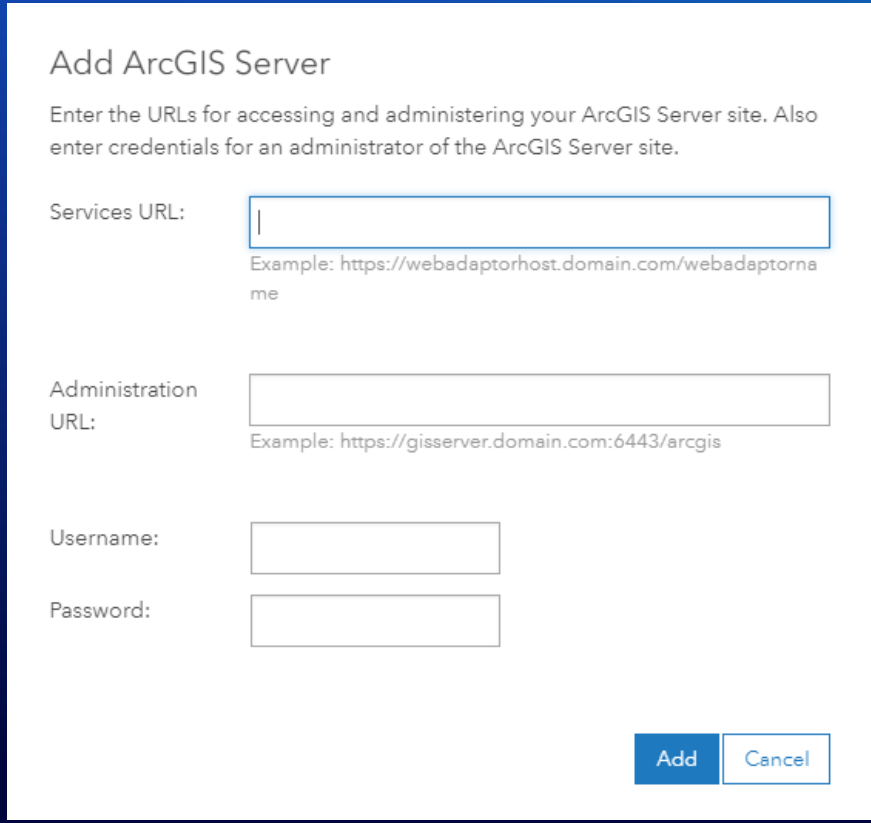


Advanced Enterprise Workflows: Expanding ArcGIS Server

Additional considerations when expanding ArcGIS Server

Needs configuring a Web Adaptor (or Reverse Proxy)

- Web Adaptor/Reverse Proxy acts as a load balancer, routing requests among machines in the site
- When federating, we recommend using the Web Adaptor/Reverse Proxy URL
  - Both the Services URL and Administration URL



Advanced Enterprise Workflows: Expanding ArcGIS Server

Additional considerations when expanding ArcGIS Server

I want to expand, but Server is already federated. How do I update my URLs?

- Update the administrator URL for the federated server in the portal
- Validate your ArcGIS Server from the portal

Advanced Enterprise Workflows: Expanding ArcGIS Server

Additional considerations when expanding ArcGIS Server

I want to expand, but Server is already federated. How do I update my URLs?

- Update the administrator URL for the federated server in the portal
- Validate your ArcGIS Server from the portal

Not secure | https://dev0001425.esri.com/portal/sharing/rest/community/users/admin

ArcGIS Portal Directory | Home

Logged in as: admin | Logout | Generate Token

Community > Users > admin

JSON | API Reference

User (admin)

User Id:	ea578f2f2c984c959086244b912c7321
Full Name:	mo mo
First Name:	mo
Last Name:	mo
Preferred View:	Web
Org ID:	0123456789ABCDEF
Role:	org_admin
Level:	2
User License Type Id:	creatorUT
Description:	N/A
Tags:	N/A
Culture:	en
Culture Format:	N/A
Region:	N/A
Units:	metric
Thumbnail:	N/A
Email:	mo@mo.com
Disabled:	false
User Type:	N/A
IdpUsername:	N/A
Fav Group:	f75b3fa274aa4e3db27afcd7efe624f8
Access:	public
Storage Usage:	2611620
Storage Quota:	10995116277760
Member Since:	Jun 19, 2019
Modified:	Jun 19, 2019
Last Login:	Jul 7, 2019
Multifactor:	false
Provider:	arcgis

User Groups

Title	Owner	Created
Featured Maps and Apps	admin	Jun 19, 2019

Child Resources: User Notifications User Tags User Invitations User Properties User Devices Provisioned Listings User App Bundles User License Type User

Updating Server URLs through the portal

Multi-Machine Site Administration

Understanding request traffic scenarios
Common issues with multi-machine configuration
Mitigation

Understanding Multi-Machine ArcGIS Server Sites : Request Types

Service Requests

- Requests to a service endpoint for a supported operation
- Request is handled by the machine which receives it
- No modifications to site configuration needed
- Examples:
  - Querying map service records
  - Passing edits through a feature service

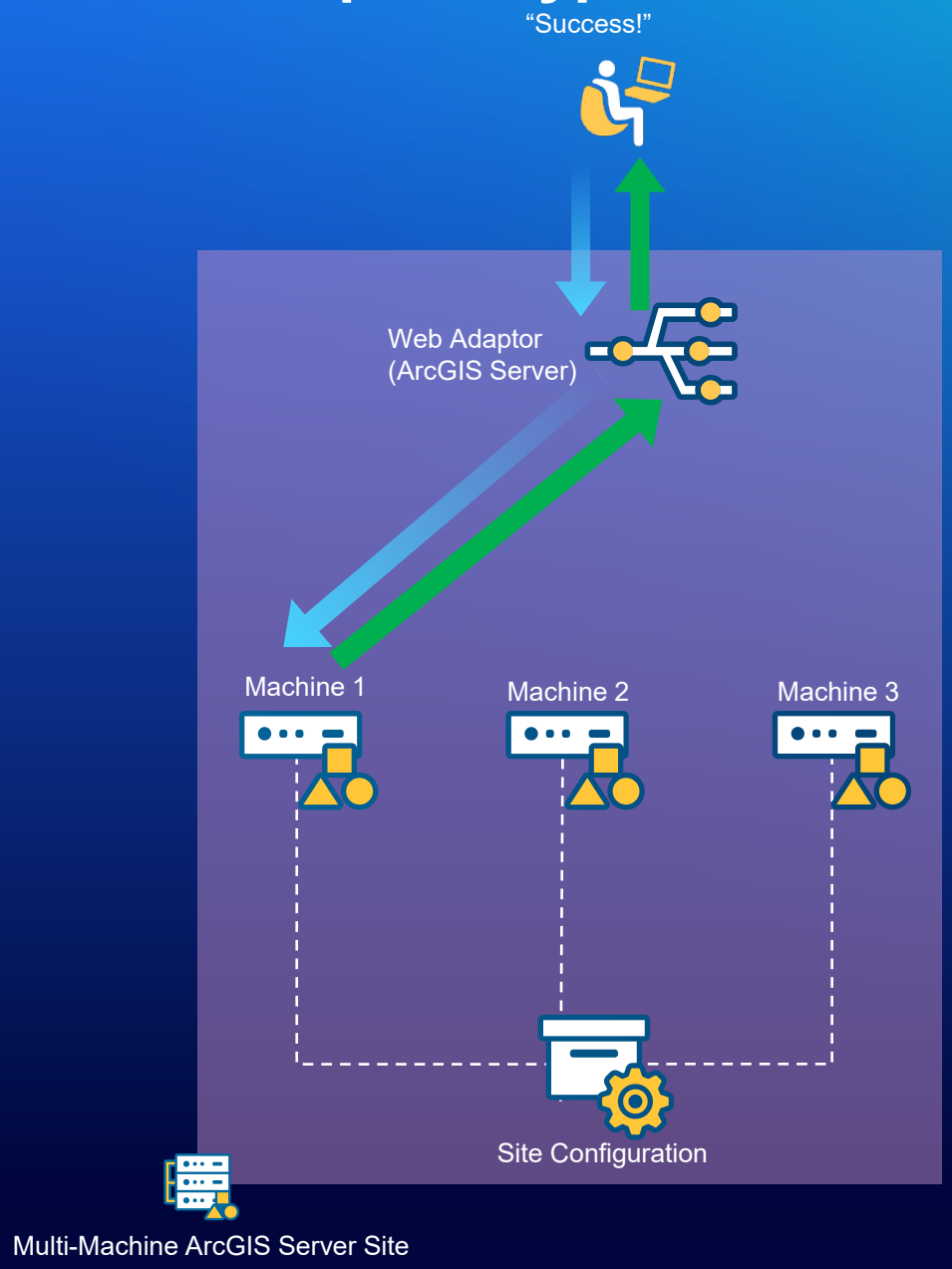
Administrative Requests

- Requests to the ArcGIS Server site to add or modify configured information
- Request is handled by the machine which receives it, and is then propagated to additional machines in the site
- Examples:
  - Publishing a new service
  - Registering a data store

Understanding Multi-Machine ArcGIS Server Sites : Request Types

How does a multi-machine ArcGIS Server site handle incoming service requests?

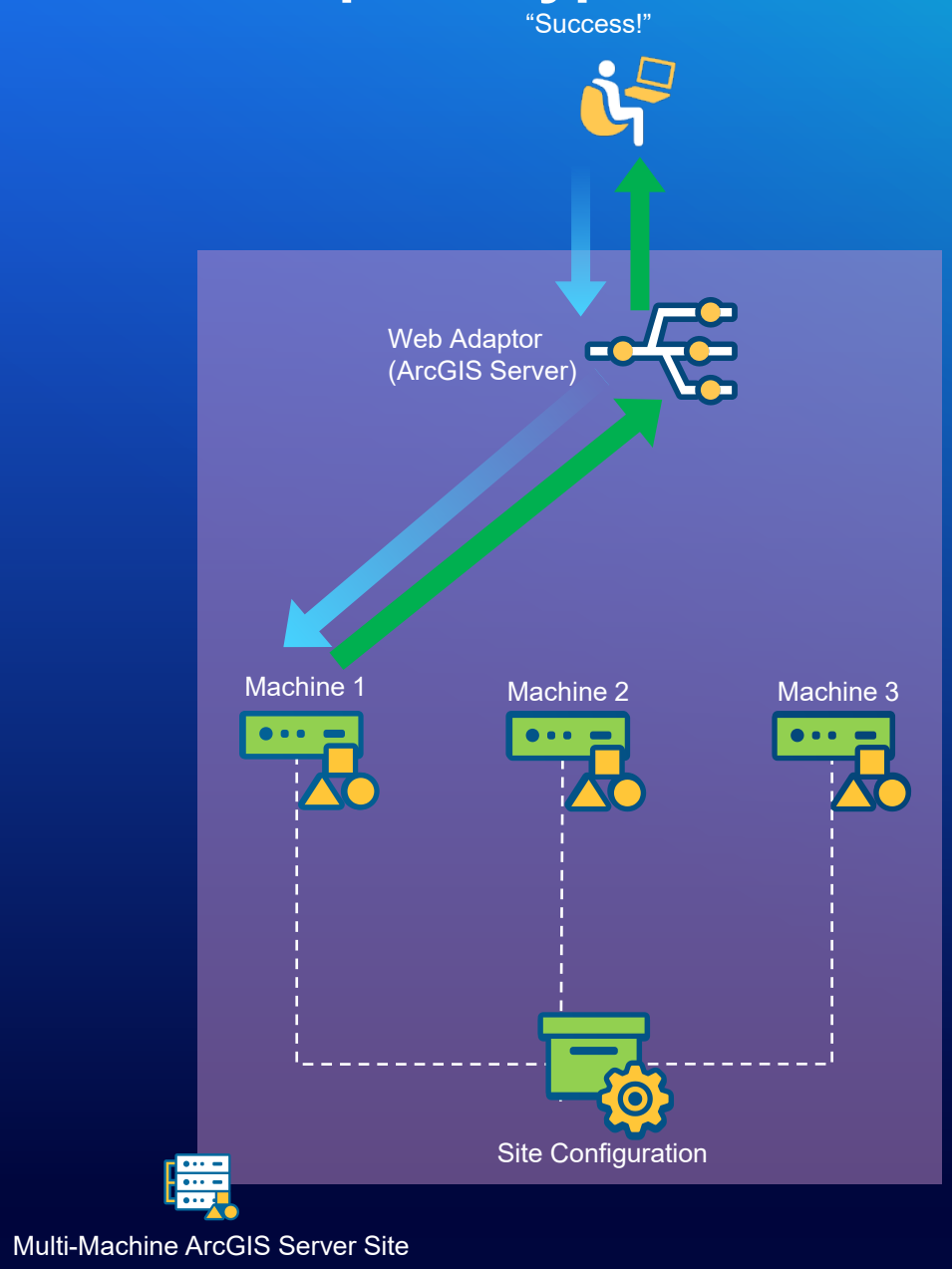
- An incoming request comes to the Web Adaptor, and is routed to one of the server machines
- The server machine accepts and processes the request
- A successful response is returned



Understanding Multi-Machine ArcGIS Server Sites : Request Types

How does a multi-machine ArcGIS Server site handle incoming administrative requests?

- An incoming request comes to the Web Adaptor, and is routed to one of the server machines
- The server machine accepts and processes the request, writing changes to the site configuration
- The machine asks the other machines in the site to sync these changes
- A successful response is returned



Common issues encountered with multi-machine sites

- My site performs poorly when one or more of the machines in the site are unavailable/down.
- I want to perform updates/maintenance on individual machines without any service disruption.
- I want to control and enforce when publishing can happen on my site.
- I want my server site to still function when there are temporary disruptions to the shared site configuration.

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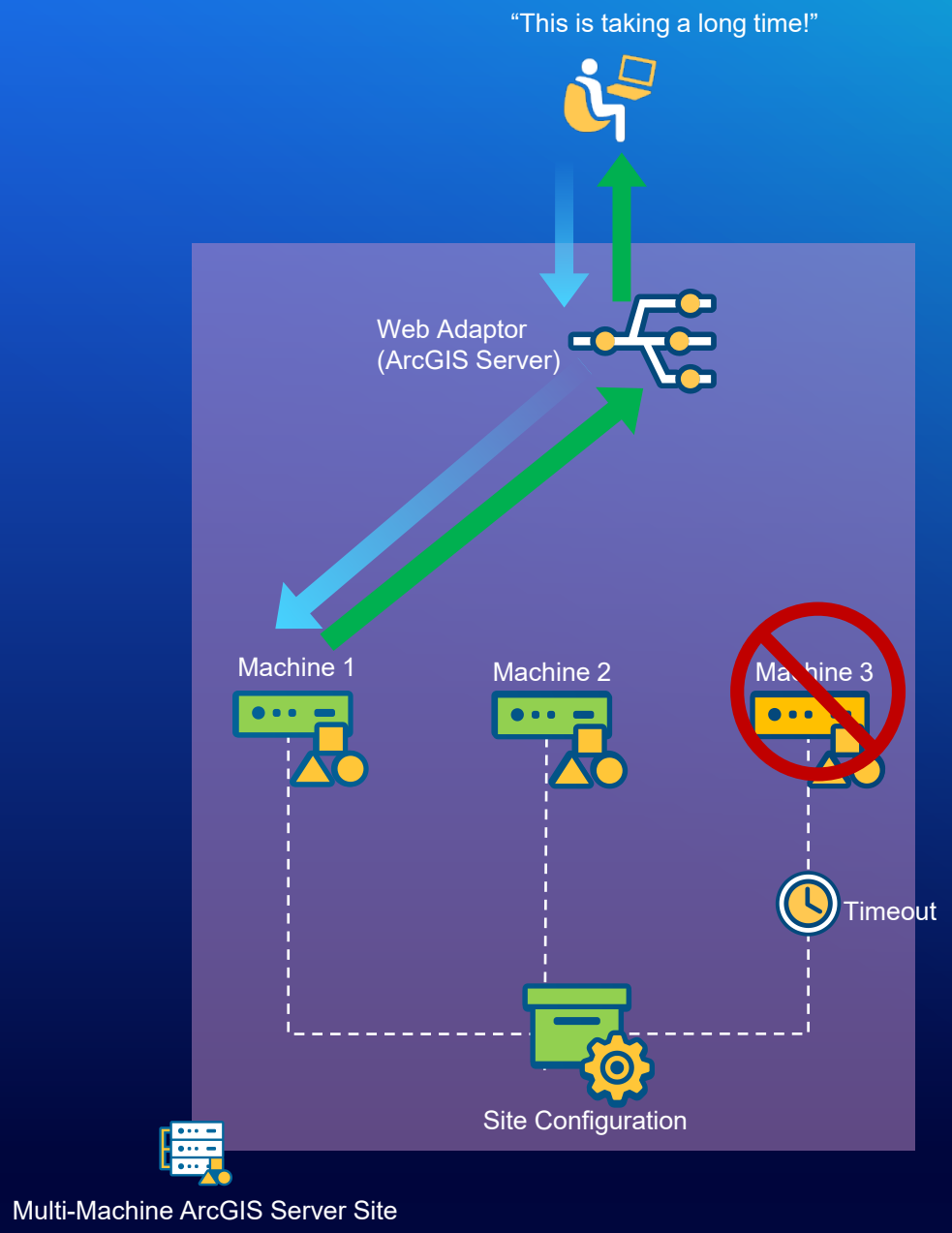
Common issues encountered with multi-machine sites

Site slow to respond to operations

For example:

- One of the machines in the site is unreachable temporarily – Machine 3
- An incoming administrative request comes to the Web Adaptor, and is routed to one of the server machines
- The server machine accepts and processes the request, writing changes to the site configuration
- The internal request to the unreachable machine eventually times out when attempting to sync.
- This makes the administrative request slow to provide a response back.
- Imagine this whenever you administer or publish.

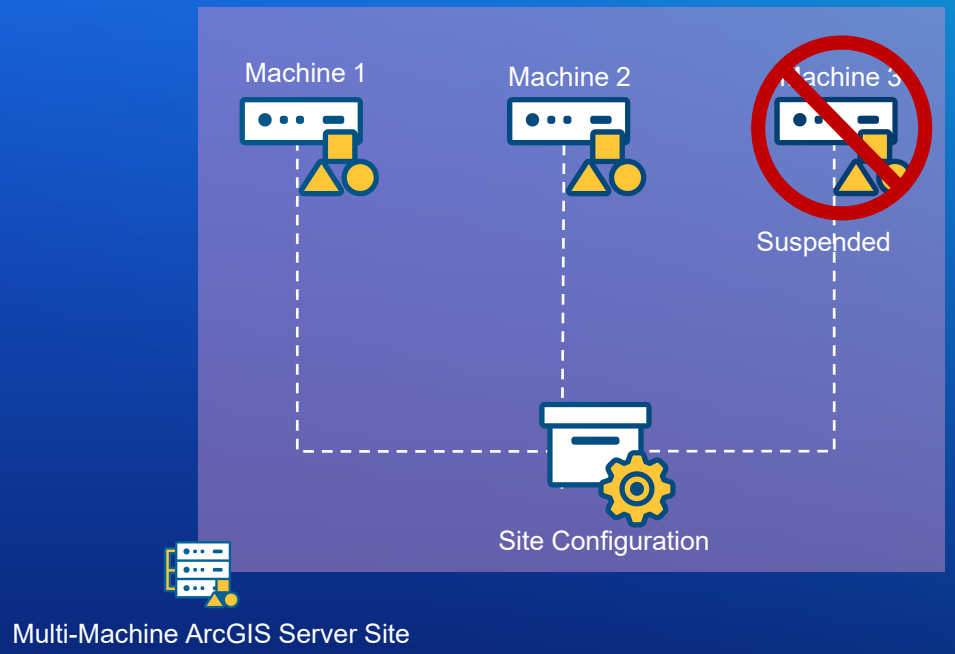
<u>We've added new features to help with this!</u>



New Improvements to Multi-Machine Site Performance

MachineSuspendThreshold and Machine “heartbeats’

- New at 10.7!
- Each machine periodically reports its status – a “heartbeat” health check
- When a machine doesn’t report back after a set period of time, it is marked suspended – this machine is ignored for any adminstrative or publishing events.
  - Configurable parameter: MachineSuspendThreshold
    - Default: 1 hour
- Once the machine is back up and reporting its status, it is unsuspended and syncs with the rest of the site



New Improvements to Multi-Machine Site Performance

MachineSuspendThreshold and Machine “heartbeats’

- New at 10.7!
- Each machine periodically reports its status to the site directories – a “heartbeat” health check
- When a machine doesn’t report back after a set period of time, it is suspended
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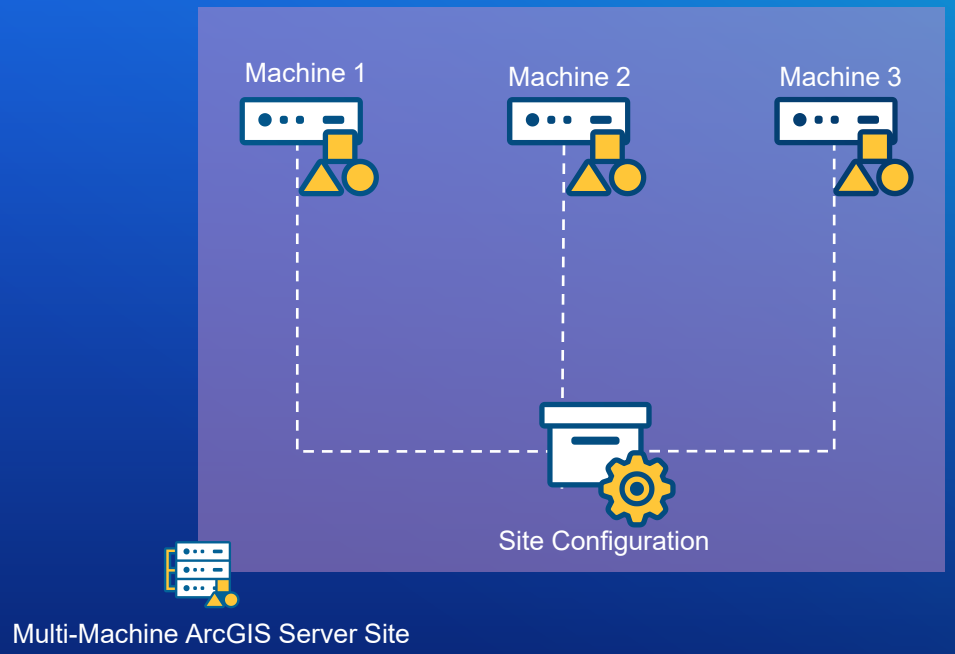

- A suspended machine can be automatically removed from the site after a configurable amount of time
  - Configurable parameter: suspendedMachineUnregisterThreshold
    - Default: -1 (Disabled)

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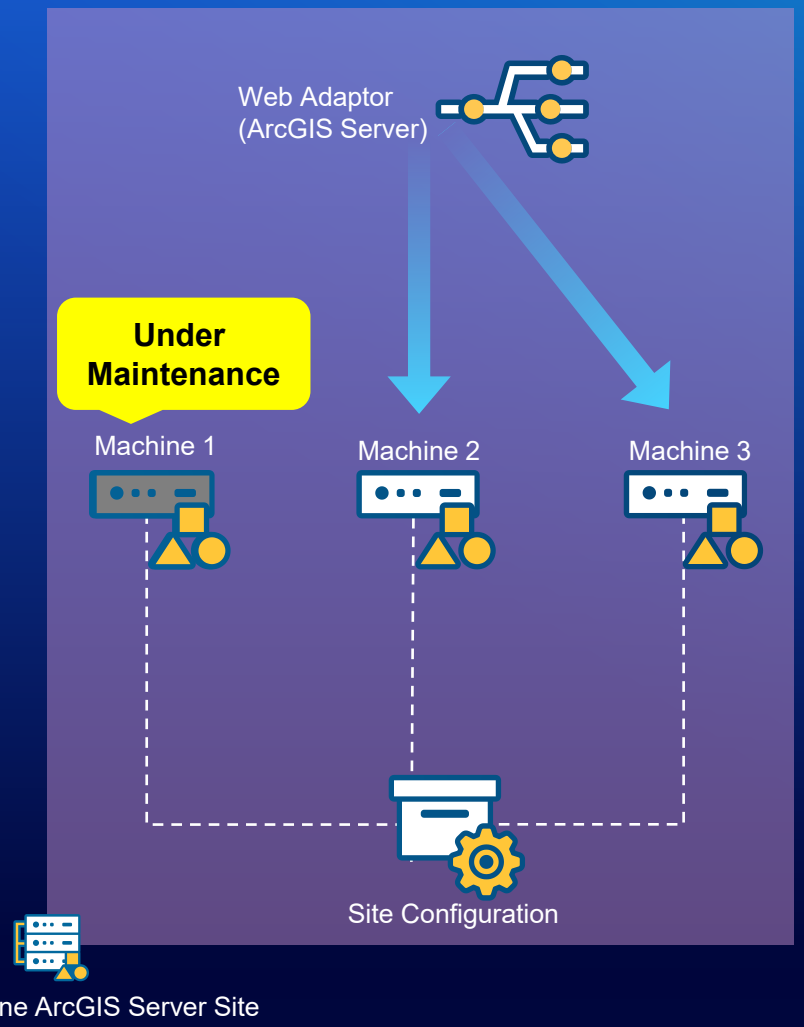
- I want my server site to still function when there are temporary disruptions to the shared site configuration.

“Under Maintenance” Mode for ArcGIS Server

- New in 10.7!
- An individual machine is configured to be “Under Maintenance”
  - Configured in ArcGIS Server Administrator Directory
  - Parameter: underMaintenance (‘true’)
- Causes the machine to fail any health check requests sent to it
- The Web Adaptor will not route any service requests
  - Can work with third-party load balancers/reverse proxies
- The Web Adaptor will start routing requests to the machine once underMaintenance is set back to ‘false’

Benefits

- Make changes without disrupting service availability
  - E.g. OS Updates, one-off machine updates



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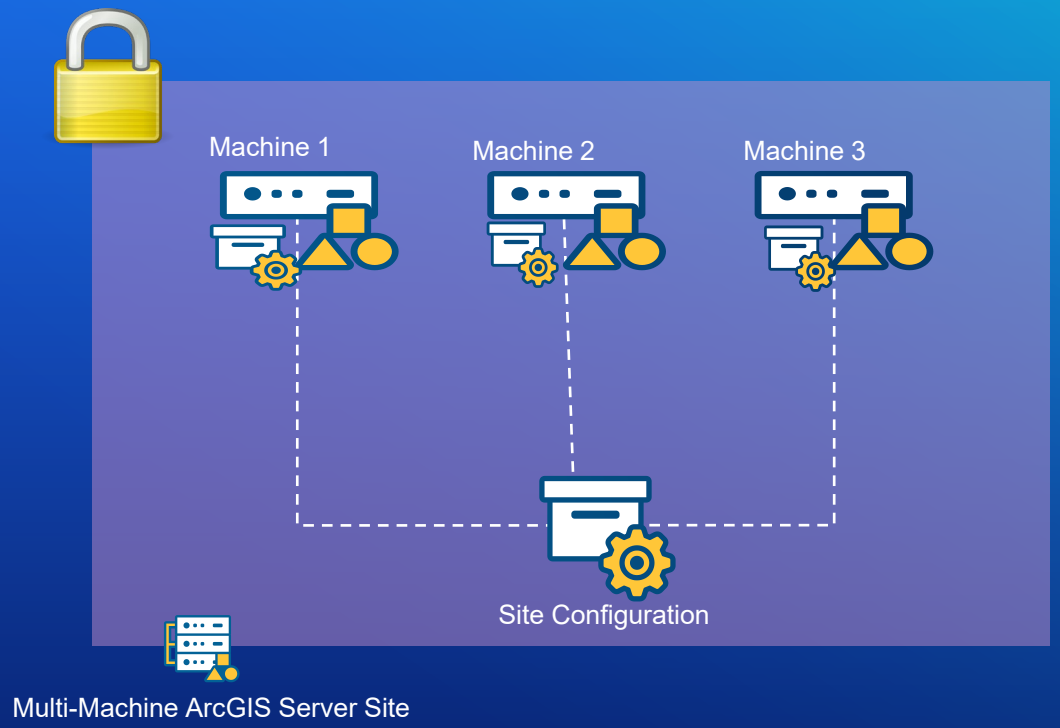
Exploring read-only mode for ArcGIS Server

How does read-only mode (ROM) work?

- Site becomes locked down – no administrator or publishing operations allowed
- Site configuration files are copied to a local repository on each machine in the site.
  - Configurable in ArcGIS Server Administrator Directory

Benefits of Read-only mode

- Enable admins to enforce publishing/administering tasks
  - E.g. Allow publishing only on certain days/times.
- Allow site to handle temporary disruptions to the site configuration.
  - E.g. A file server that contains the site configuration is unavailable temporarily. With ROM, the site is accessible, most services and operations work. Without ROM, site is dead until access is back.



Exploring read-only mode for ArcGIS Server

Enterprise Read Only Mode and ArcGIS Server ROM

- Enterprise ROM – can work in concert with ArcGIS Server ROM
  - Available as of 10.8.
  - Set ROM when performing Upgrades
  - Freeze state of deployment when making changes
  - Prevents edits to Feature Services
  - ArcGIS Server can be in ROM even when Enterprise is not in ROM.
  - ArcGIS Server ROM previous state retained when ArcGIS Enterprise goes out of ROM.

Other Administrative functionality/Topics

- Fine grain privileges model
- System properties

Fine grain privileges model | ArcGIS Server

- Released in 10.8.1
- Restricts access to the ArcGIS Server Admin Directory based a portal member's administrative privileges
- Implemented for the federated server

Fine grain privileges model | ArcGIS Server

Content — Enabled: 3/6 — Enable all

- View all — Allow member to view all content within your portal.
- Update — Allow member to update and categorize content within your portal.
- Delete — Allow member to delete content within your portal.

Primary Administrator / Full Administrator

A member has any of the publishing privileges

A member has any of the highlighted Administrative privileges

Portal Settings — Enabled: 2/6 — Enable all

- Security and infrastructure — Allow member to manage the portal's security and infrastructure settings.
- Organization website — Allow member to manage the portal's website settings.
- Collaborations — Allow member to manage the portal's collaborations.
- Member roles — Allow member to manage the portal's member roles.
- Servers — This privilege grants the ability to manage the portal's server settings.

Fine grain privileges model | ArcGIS Server

A member has Manage licenses administrative privilege

ArcGIS Server Administrator Directory

Home > login

You should use ArcGIS Server Manager for managing services and GIS servers.
The Administrator Directory is intended for advanced, programmatic access to the server, likely through the use of scripts.

This server is currently federated with Portal for ArcGIS. You can log in as primary site administrator or provide a token acquired from Portal.

Primary Site Administrator Login:

User name:

Password:

Portal Federation Login:

To acquire portal token, open https://rqawinbi01pt.ags.esri.com/gis
and enter 'https://rqawinbi01sv.esri.com:6443/arcgis/admin' for the 'Webapp URL' parameter.

Portal token:

Login

You do not have permissions to access the API /login.

A member has Manage Server Administrative privileges

Site Root - /

Current Version: 10.9.0

Resources: machines services security system data uploads logs kml info mode usagereports publicKey

Supported Operations: generateToken

Primary Administrator /
Full Administrator
Access all APIs

Site Root - /

Current Version: 10.9.0

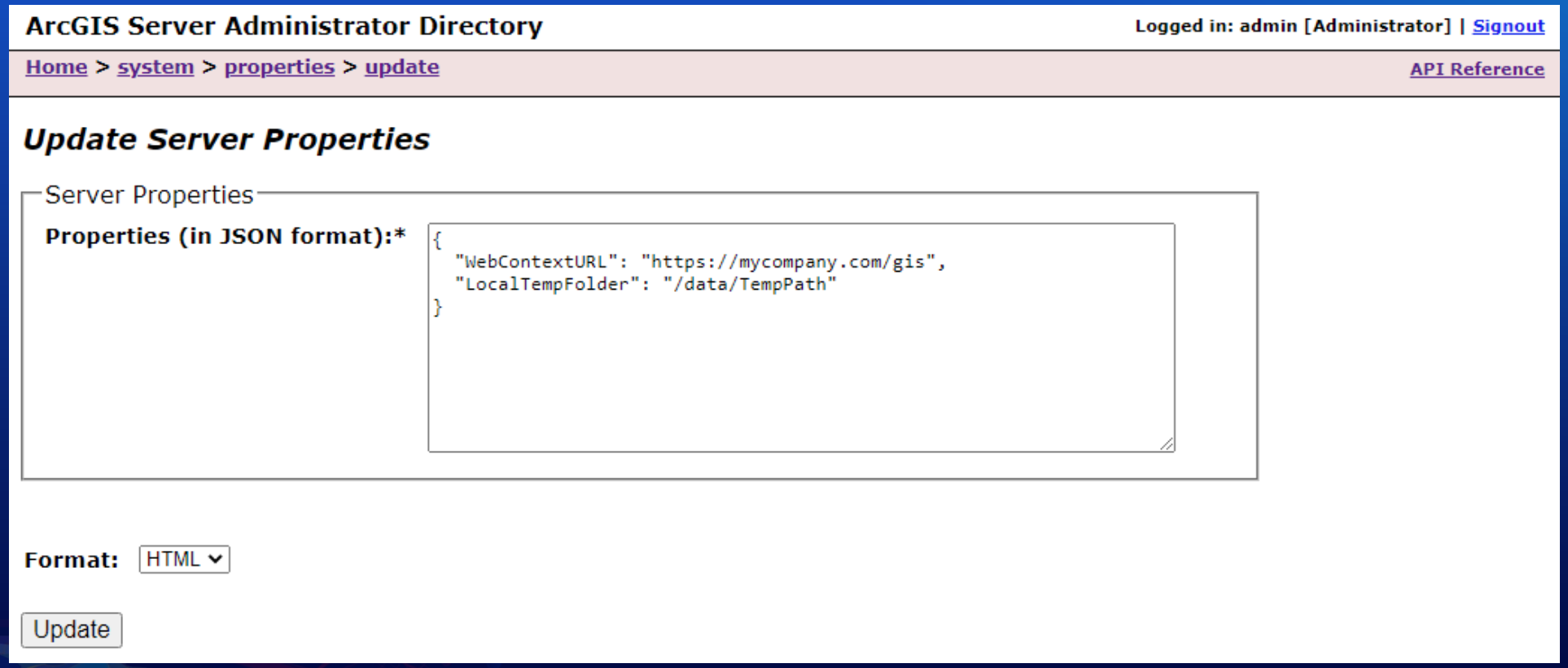
Resources: machines services security system data uploads logs kml info mode usagereports publicKey

Supported Operations: generateToken exportSite importSite deleteSite

System Properties - ArcGIS Server

Exposes special system properties for various usecases

- https://WebadaptorURL/admin/system/properties



System Properties - ArcGIS Server

- **WebContextURL**
  - **Defines the web front end as seen by users**
  - **Is returned in all urls sent back from ArcGIS Server**

- LocalTempFolder
  - Exposes local temp folder used internally by ArcGIS Server
  - Specified directory must be created locally on each machine
  - If not specified, will use system's temp directory.
  - Linux specific

- Forward Proxy related properties
  - httpsProxyHost, httpsProxyPort
  - httpsProxyUser, httpsProxyPassword
  - isHttpsProxyPasswordEncrypted

Resources

- Official Documentation: https://enterprise.arcgis.com
  - Helpful Sections:
    - About configuring the portal website
    - Managing access to your portal
    - About securing your portal
    - Administer a Federated Server
    - Manage hosted feature layers
    - Introducing shared instances in ArcGIS Server 10.7
    - Configure service instance settings
    - “Common administrative tasks” section links
- ArcGIS Online Assistant: https://ago-assistant.esri.com/
  - Also on Git: https://github.com/Esri/ago-assistant
- Technical Support: https://support.esri.com

Please provide your feedback for this session by clicking on the session survey link directly below the video.

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