

Map or Image Services

To effectively check a map or image service the GeoSystems monitor must establish a valid map extent (x, y min/max coordinates) that results in the service returning something other than a blank (or white) image. The automated routines that initially establish map or image service monitoring points perform a number of things to try to establish a valid map extent. In most cases it does so successfully.

There are, however, situations where it is unable to do so. In these situations the map or image service in the GeoSystems Monitor will appear to be down (red) and the error column for the point will be set to "NoImage". When this occurs the icon for the Map Service Extent Picker tool will turn black.

You can use this tool to establish a valid map extent by doing the following:

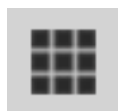
1. Click on the icon to bring up the Map Service Extent Picker panel.
2. Follow the on-screen instructions to get an image that isn't blank for the map service in question. This requires unchecking all other layers, zooming and moving the map until the layer becomes visible.
3. The image that appears after setting the extent and clicking the **[View Monitored Image]** button is the image that the monitoring check will use.
4. To check that it works, click the **[Run Next Cycle]** button. If you do not do this step, you must wait until the point runs at its regularly scheduled time to see if the new extents will work.

EXAMPLE:

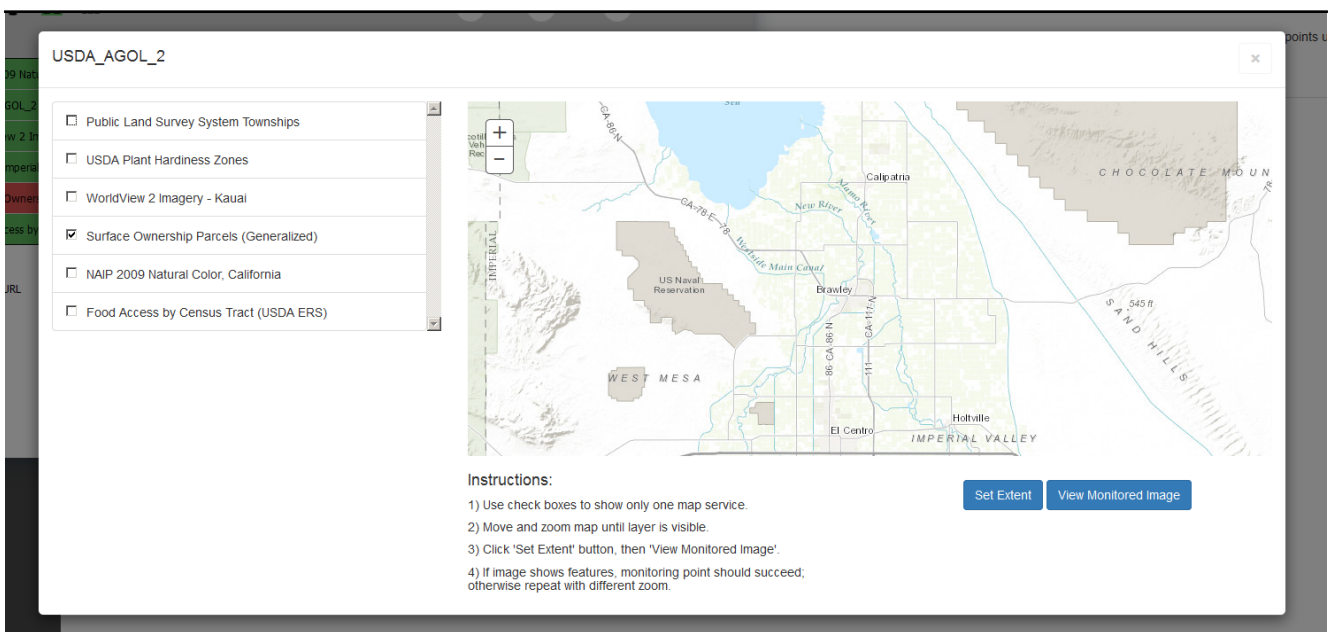
Click on the **[Status Points]** button for the container that shows points are down.



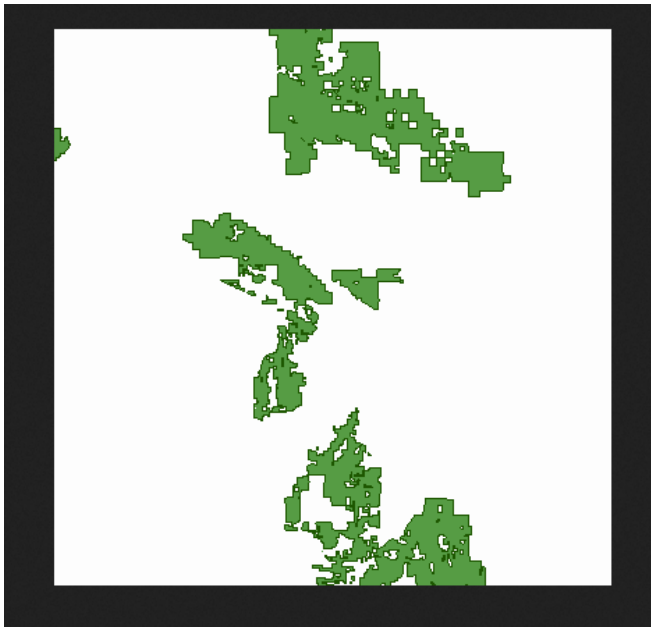
Scroll through the list to find the service/point that is down. Click on it to display the settings for the service/point. If the point is a non-tiled map or image service that is down, the icon for the Map Service Extent Picker will turn black (see below).



Clicking on the extent picker icon will bring up the Extent Picker panel below. Follow the instructions on the page (make sure to **[Set Extent]** and **[View Monitored Image]**).



When you've clicked **[View Monitored Image]** an image that shows color (like the one below) should be shown. If no color, go back, **[Reset]** and try again. Once you have color, close out the Extent Picker pane to go back to the status points.



Click on the service/point that is down and then click on **[Run Next Cycle]** to run the check using the selected map extent.



A pop-up will appear to make sure you want to run next cycle, click **[Ok]**.

Run Next Cycle

This point will run on the next engine cycle.

OK

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GeoSystems Monitor Enterprise -> Product Guide v4.1 - 4.2 -> Resolving False Positives -> Map or Image Services

<http://www.vestra-docs.com/index.php?View=entry&EntryID=414>