

# How to use REST APIs for Monitoring Purposes

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## Exalate Cloud - Customer Monitor Endpoint

To request a customer monitor endpoint create a ticket on our [Service Desk](#).

In the ticket, please specify the instances you would like to set up the customer monitor for.

After your ticket is processed you will get:

- A REST endpoint

```
# example rest endpoint
https://jcloudnode.example.exalate.cloud/rest/issuehub/4.0/cmonitor
```

`jcloudnode-example.exalate.cloud` is the Exalate URL of your instance.

- Credentials to access the endpoint.

This endpoint will return a number of errors, that you can check with the

`numErrors` parameter.

```
{"numErrors":0}
```

## On-Premise - REST calls

Jira On Premise (Server/Data Center) can be monitored by accessing the rest endpoints.

### Sync Events

`/rest/issuehub/4.0/syncevents?limit=0`

Provides the number of outgoing synchronization transactions (sync events)

#### Request Example

```
curl --user john:doe https://my.jira.com/rest/issuehub/4.0/syncevents?limit=0
```

#### Response

STATUS 200 - *application/json* Returned if the message has been successfully received.

```
{
  "limit":0,
  "total":20,
  "results":[]
}
```

- Indicates that there are 20 sync transactions in the queue.

- Omitting the limit=0 parameter from the request will return all the outstanding sync events.

## Sync Requests

/rest/issuehub/4.0/syncrequests?limit=0

Provides the number of incoming synchronization transactions (sync requests)

### Request example

```
curl --user john:doe https://my.jira.com/rest/issuehub/4.0/syncrequests?limit=0
```

### Response

STATUS 200 - *application/json* Returned if the message has been successfully received.

```
{
  "limit":0,
  "total":30,
  "results":[]
}
```

- Indicates that there are 30 sync transactions in the queue
- Omitting the limit=0 parameter from the request will return all the outstanding sync events

## Errors

/rest/issuehub/4.0/errors?limit=0

Provides the number of errors

### Request example

```
curl --user john:doe https://my.jira.com/rest/issuehub/4.0/errors?limit=0
```

### Response

STATUS 200 - *application/json* Returned if the message has been successfully received.

```
{
  "limit":0,
  "total":0,
  "results":[]
}
```

- Indicates that there are no logged errors
- Omitting the limit=0 parameter from the request will return all the error details

## Other Platforms

Due to the specific approach for logging into the other platforms, no REST API points have been documented.

Product

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