

SCT
SCHIELE
GMBH

In April 2018, IDERA's parent company Idera, Inc. acquired Webyog. Since then, IDERA has incorporated Webyog's MySQL monitoring tool "Monyog" into its product portfolio and rebranded it **SQL Diagnostic Manager for MySQL**.

OVERVIEW

SCT Schiele are specialists in B2B e-commerce solutions. The company provides deep integrations into the merchandise business, thus enabling large clientele to increase their e-commerce revenue.

The SCT Schiele data center contains some of its own production servers and others that their customers run and operate. The company currently uses Oracle, InterSystems Caché, MySQL and MariaDB databases.

ORGANIZATON PROFILE

Industry e-Commerce Solutions

Headquarters Ettlingen, Germany

Website sct.de

CHALLENGE

Today, customers expect e-commerce sites to load quickly and applications to run 24/7 without lag. When applications perform poorly, customers notice immediately.

When SCT Schiele's IT team moved a section of its e-commerce solution to a MariaDB Galera cluster, they experienced some issues with the document detail view for orders, quotes and delivery notes. Sometimes the web page didn't show the stock availability although they received this information from the SAP system.

This report was inserted with a combined update/select SQL statement into the table containing the positions of the document, which failed at a rate of 3 to 5 percent for some unknown reason.

SOLUTION

SCT Schiele needed a continuous monitoring solution to pinpoint the cause of database issues, help them run mission-critical applications smoothly and without errors, and achieve the kind of performance its customers demand. The company chose Monyog for its ability to deal with a MariaDB Galera Cluster, which was set up as a master/master replication.

After storing the information for the document views from the SAP system in the database, SCT Schiele's IT team used several insert/select and update/select statements to write the information to another table. This led to millions of write operations per day on the same table, which ultimately caused the deadlocks.

After Monyog helped them identify the leading cause of the issues, it became a simple fix.

“Monyog perfectly monitored our MariaDB Galera Cluster and indicated the cause of the issues through deadlock monitoring,” said Stefan Schiele, CEO of SCT Schiele. “All of the deadlocks affected the table that stored the positions of the documents, and these deadlocks were what caused some of the update statements to fail.”

RESULTS

The Monyog customer support team helped Schiele and his team find the underlying issues quickly. In return, this helped SCT Schiele to provide greater support to the e-commerce solutions for a large clientele.

Schiele concluded, “For an e-commerce solution that receives hundreds of thousands of page hits per day, quickly fixing deadlock issues made the application run smoothly without any errors. Therefore this led to customer satisfaction – and that is important.”

Start for FREE

The screenshot displays the Monyog Ultimate 7.04 dashboard. At the top, there are four summary cards: '504 Total Servers', '0 Servers Down', '7570 Critical Alerts', and '4074 Warnings'. Below these is a table titled 'TOP 10 QUERIES (across all servers based on Total Time)'. The table has columns for Query, Count, Total Time, and Average Latency. The queries listed include 'SHOW FULL PROCESSLIST', 'SELECT * FROM (SELECT digest AS 'Digest', schema_name AS 'Db', digest_text AS 'Query', count_star AS 'Count', IFNULL(sum_time...', 'SHOW GLOBAL VARIABLES', 'SHOW GLOBAL STATUS', 'SELECT * FROM (SELECT digest AS 'Digest', schema_name AS 'Db', digest_text AS 'Query', count_star AS 'Count', IFNULL(sum_timer_wait * 0.00...', 'SELECT 'UNIX_TIMESTAMP' (DATE_SUB(NOW (), INTERVAL ? SQL_TSI_SECOND)) AS 'starttime'', 'SHOW SCHEMAS LIKE?', 'SET NAMES?', and 'SELECT * FROM 'mysql'. 'user''.

Query	Count	Total Time	Average Latency
SHOW FULL PROCESSLIST	61M	01:03:30.000	0
SHOW FULL PROCESSLIST	8M	01:00:16.000	0
SELECT * FROM (SELECT 'digest' AS 'Digest', schema_name AS 'Db', 'digest_text' AS 'Query', 'count_star' AS 'Count', 'IFNULL' ('sum_time...	87K	51:36.000	00.036
SHOW GLOBAL VARIABLES	1M	10:12.000	00.001
SHOW GLOBAL STATUS	1M	07:52.000	0
SELECT * FROM (SELECT digest AS 'Digest', schema_name AS 'Db', digest_text AS 'Query', count_star AS 'Count', IFNULL(sum_timer_wait * 0.00...	5K	05:23.000	00.064
SELECT 'UNIX_TIMESTAMP' (DATE_SUB(NOW (), INTERVAL ? SQL_TSI_SECOND)) AS 'starttime'	1M	01:01.000	0
SHOW SCHEMAS LIKE ?	1M	53.000	0
SET NAMES ?	1M	50.000	0
SELECT * FROM 'mysql'. 'user'	1M	49.000	0

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