



Performance Counters for Microsoft Dynamics CRM 2013

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Abstract

Windows Server 2012 and Windows Server 2008 R2 include a tool named Windows Performance Monitor. Performance Monitor is a simple yet powerful visualization tool for viewing performance data, both in real time and from log files. With it, you can examine performance data in a graph, histogram, or report. You can configure Performance Monitor to obtain and display performance data as hardware and applications run in a Microsoft Dynamics CRM 2013 deployment.

Performance counter sets provide groups of related counters that generate data about how various hardware or applications perform as they run in a Microsoft Dynamics CRM environment. For example, the Processor counter set includes counters that collect metrics showing how one or more microprocessors are performing on a particular server.

This document lists the performance counters in Microsoft Dynamics CRM 2013.

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Select the Microsoft Dynamics CRM performance counters to monitor

Windows Server 2012 and Windows Server 2008 R2 include a tool named Windows Performance Monitor. Performance Monitor is a simple yet powerful visualization tool for viewing performance data, both in real time and from log files. With it, you can examine performance data in a graph, histogram, or report. You can configure Performance Monitor to obtain and display performance data as system components run on a Microsoft Dynamics CRM 2013 deployment.

Performance counter sets provide groups of related counters that generate data about how various components perform as they run in a Microsoft Dynamics CRM environment. For example, the Processor counter set includes counters that collect metrics showing how one or more microprocessors are performing on a particular server.

Many performance objects are built into the operating system, and more are installed with software applications and services. For example, the counter sets installed with Microsoft SQL Server and Microsoft Exchange Server can help you monitor the performance of components that are relevant to your system.

Important

Membership in the local Performance Log Users group, or the equivalent, is required to complete this procedure.

To select the Microsoft Dynamics CRM 2013 counters that you want to monitor

1. Click **Start**, in the **Search** box type **perfmon** and then press ENTER.
2. In the **Performance Monitor** window, in the navigation pane, expand **Monitoring Tools** if necessary, and then click **Performance Monitor**.

On the icon toolbar, click the plus sign **+**, and then in the **Add Counters** dialog box, in the list of available counters, locate and expand the counter sets described in the following tables.

For example, expand **CRM Server** to see the list of available counters for the Microsoft Dynamics CRM Server application.

4. After expanding the appropriate counter set, highlight the names of the counters that you want to monitor, click **Add**, and then click **OK**.

The selected counters are added to the list of active counters in the Performance Monitor window, and the data that they generate is shown in the dynamic graph.

Important

For more information about how to use the performance monitoring tool, see the Help that is included with your operating system.

Microsoft Dynamics CRM Client counters

The counters provided in the **CRM Client** counter set are listed in the following table. These counters are available after installing Microsoft Dynamics CRM for Microsoft Office Outlook.

Counter name	Description
Time Spent In Organization Service Requests	Total time spent by the Microsoft Dynamics CRM web services processing requests. This includes both successful and unsuccessful requests.
Time Spent In Internal Organization Service Requests	Total time spent by the Microsoft Dynamics CRM web services processing requests from Microsoft Dynamics CRM components. This includes both successful and unsuccessful requests.
Time Spent In Organization Service Metadata Requests	Total time spent by the Microsoft Dynamics CRM web services processing metadata requests. This includes both successful and unsuccessful requests.
Total Organization Service Requests	Total number of requests received by the Microsoft Dynamics CRM Organization Web Service. This includes both successful and unsuccessful requests.
Successful Organization Service Requests	Total number of requests received by the Microsoft Dynamics CRM Organization Web Service that have completed successfully.
Failed Organization Service Requests	Total number of requests to the Microsoft Dynamics CRM Organization Web Service that failed because of a time-out or other SOAP failure.
Total Organization Service Metadata Requests	Total number of metadata requests received by the Microsoft Dynamics CRM Organization Web Service. This includes both successful and unsuccessful requests.
Successful Organization Service Metadata Requests	Total number of metadata requests received by the Microsoft Dynamics CRM Organization Web Service that have completed successfully.
Failed Organization Service Metadata Requests	Total number of metadata requests received by the Microsoft Dynamics CRM Organization Web Service that failed because of a time-out or other SOAP failure.
Total Internal Organization Service Requests	Total number of requests received by Microsoft Dynamics CRM InProc calls that are made by applications that use the methods described in the Microsoft Dynamics CRM SDK. This includes both successful and unsuccessful requests.

Counter name	Description
Successful Internal Organization Service Requests	Total number of requests received by Microsoft Dynamics CRM InProc calls that are made by applications that use the methods described in the Microsoft Dynamics CRM SDK. This includes both successful and unsuccessful requests.
Failed Internal Organization Service Requests	Total number of failed web service requests to Microsoft Dynamics CRM InProc calls that are made by applications that use the methods described in the Microsoft Dynamics CRM SDK.
Script Error Reports	Number of script error reports received.
Emails Tagged	Number of emails tagged.
Email Tagging Cost	Number of emails tagged / Total Processing Time.
Items Synched To Outlook	Number of emails synchronized to Microsoft Office Outlook.
Synching To Outlook Cost	Number of emails synchronized to Outlook/Total Processing Time.
Items Synched To Offline	Number of items synchronized to offline clients.
Offline Synching Cost	Number of items synchronized to offline clients/Total Processing Time.

Microsoft Dynamics CRM Server counters

The counters provided in the **CRM Server** counter set are listed in the following table.

Counter name	Description
#Organizations	The number of organizations that are currently active.
Failed Internal Organization Service Requests	The total number of failed web service requests to Microsoft Dynamics CRM InProc calls that are made by applications that use the methods described in the Microsoft Dynamics CRM SDK.
Failed Organization Service Metadata Requests	The total number of metadata requests received by the Microsoft Dynamics CRM Organization Web Service that failed because of a time-out or other SOAP failure.
Failed Organization Service Requests	The total number of requests to the Microsoft Dynamics CRM Organization Web Service that failed because of a time-out or other SOAP failure.
Failed Report Render Requests	The number of requests to render Microsoft SQL Server Reporting Services reports that failed because of a time-out or error.

Counter name	Description
Script Error Reports	The total number of error reports generated by the web client and CRM for Outlook. This counter is reset weekly to zero. This counter is an indicator of high script error frequency. If a large number of error reports are received in a short time, the operations team should investigate to determine which pages are producing errors. We recommend that you set a monitoring alert to notify you if there are more than 500 error reports in a 10-minute period.
Successful Internal Organization Service Requests	Total number of successfully completed web service requests to CRM InProc calls that are made by applications that use the methods described in the Microsoft Dynamics CRM SDK.
Successful Organization Service Metadata Requests	Total number of metadata requests received by the CRM Organization Web Service that have completed successfully.
Successful Organization Service Requests	Total number of requests received by the CRM Organization Web Service that have completed successfully.
Time Spent In Internal Organization Service Requests	Total time spent by the CRM Organization Web Service processing requests from CRM components. This includes both successful and unsuccessful requests.
Time Spent In Organization Service Metadata Requests	Total time spent by the CRM Organization Web Service processing metadata requests. This includes both successful and unsuccessful requests.
Time Spent In Organization Service Requests	Total time spent by the CRM Organization Web Service processing requests. This includes both successful and unsuccessful requests.
Total Internal Organization Service Requests	Total number of requests received by CRM InProc calls that are made by applications that use the methods described in the Microsoft Dynamics CRM SDK. This includes both successful and unsuccessful requests.
Total Organization Service Metadata Requests	Total number of metadata requests received by the CRM Organization Web Service. This includes both successful and unsuccessful requests.
Total Organization Service Requests	Total number of requests received by the CRM Organization Web Service. This includes both successful and unsuccessful requests.
Total Report Render Requests	The total number of requests to render Microsoft SQL Server Reporting Services reports.

Microsoft Dynamics CRM Authentication counters

The counters provided in the **CRM Authentication** counter set are listed in the following table.

Counter name	Description
ClaimsAuthenticationAttemptsInTheLastMinute	The total number of authentication requests processed per minute using claims. This counter measures the entire deployment including all organizations.
ClaimsAuthenticationFailuresInTheLastMinute	The total number of failed authentication requests processed per minute using claims. This counter measures the whole deployment including all organizations.
ConfigDBWindowsAuthenticationAttemptsInTheLastMinute	<p>The total number of authentication requests that are processed per minute by using the MSCRM_CONFIG database. This counter includes successful and unsuccessful authentication attempts for a particular organization.</p> <p>This counter is useful to show the authentication engine throughput of requests that use the MSCRM_CONFIG database and that are not requests for access to a specific organization. Together with the Processor and Memory counters, this counter can indicate whether the Microsoft Dynamics CRM server is overloaded with authentication requests and may require load balancing.</p>
ConfigDBWindowsAuthenticationFailuresInTheLastMinute	<p>The number of unsuccessful authentication requests per minute that are processed by using Active Directory authentication credentials. This counter measures the entire Microsoft Dynamics CRM deployment including all organizations.</p> <p>A high count may indicate that the system is possibly under a denial-of-service (DoS) attack, or there is some problem with the Authentication service configuration.</p>

Counter name	Description
CrmPostAuthentication AttemptsInTheLastMinute	<p>The total number of authentication requests per minute that are processed by using Active Directory authentication credentials. This counter includes successful and unsuccessful authentication attempts, and measures the entire Microsoft Dynamics CRM deployment including all organizations.</p> <p>This counter is useful to show the authentication engine throughput of requests for access to a specific organization in an Internet-facing deployment of Microsoft Dynamics CRM. Together with the Processor and Memory counters, this counter can indicate whether the CRM server is overloaded with authentication requests and may require load balancing.</p>
CrmPostAuthentication FailuresInTheLastMinute	<p>The number of unsuccessful authentication requests per minute that are processed by using Microsoft Dynamics CRM authentication credentials. This counter measures the entire deployment including all organizations.</p> <p>A high count may indicate that the system is possibly under a DoS attack, or there is some problem with the Authentication service configuration.</p>
PassportAuthentication AttemptsInTheLastMinute	<p>The total number of authentication requests per minute that are processed by using Microsoft account authentication credentials. This counter includes successful and unsuccessful authentication attempts, and measures the entire pn_crm_online deployment including all organizations. This counter applies to CRM Online only.</p> <p>This counter is useful to show the authentication engine throughput of requests that use Microsoft account authentication credentials and are not requests for access to a specific organization. Together with the Processor and Memory counters, this counter can indicate whether the CRM server is overloaded with authentication requests and may require load balancing.</p>
PassportAuthentication FailuresInTheLastMinute	<p>The number of failed authentication requests per minute that are processed by using Microsoft account authentication credentials. This counter measures the entire pn_crm_online deployment including all organizations. This counter is CRM Online- specific.</p> <p>A high count may indicate that the system is possibly under a DoS attack, or there is some problem with the Authentication service configuration.</p>

Counter name	Description
WindowsAuthentication AttemptsInTheLastMinute	<p>The total number of authentication requests that are processed per minute. This counter includes successful and unsuccessful authentication attempts, and measures the entire Microsoft Dynamics CRM deployment including all organizations.</p> <p>This counter is useful to show the authentication engine throughput of requests that use Active Directory authentication credentials and are requests for access to a specific organization. Together with the Processor and Memory counters, this counter can indicate whether the CRM server is overloaded with authentication requests and may require load balancing.</p>
WindowsAuthentication FailuresInTheLastMinute	<p>The number of unsuccessful authentication requests per minute. There are several possible causes for authentication failure. For example, the user may have been authenticated successfully by Active Directory but Microsoft Dynamics CRM authentication failed to communicate with the Kerberos servers, or a token expired, or the user's credentials are incorrect. This counter measures the entire Microsoft Dynamics CRM deployment including all organizations.</p> <p>A high count may indicate that the system is possibly under a DoS attack, or there is some problem with the Authentication service configuration.</p> <p>We recommend that you set a monitoring alert to notify you if this value exceeds 30.</p>

Microsoft Dynamics CRM OutlookSync counters

The counters provided in the **CRM OutlookSync** counter set are listed in the following table.

Counter name	Description
Current MAPI Sync Requests	The number of MAPI sync requests currently executing.
Current Offline Sync Requests	The number of offline sync requests currently executing.
Current Outlook Sync Requests	The number of Microsoft Office Outlook sync requests currently executing.

Counter name	Description
Total ABP Sync Requests	The total number of Address Book Provider (ABP) synchronization requests made from CRM for Outlook to a Microsoft Dynamics CRM server; a high count indicates a high client load on the Asynchronous Processing Service.
Total Offline Sync Requests	The total number of offline synchronization requests made from CRM for Outlook to a Microsoft Dynamics CRM server; a high count indicates a high client load on the Asynchronous Processing Service.
Total Outlook Sync Requests	The total number of ABP Sync Requests and the Offline Sync Requests; a high count indicates a high client load on the Asynchronous Processing Service.
Total Succeeded Offline Sync Requests	The number of successful offline synchronization requests made from CRM for Outlook to a Microsoft Dynamics CRM server; a count that is much lower than the total number of offline synchronization requests may indicate a problem with clients that try to synchronize with the server.

Microsoft Dynamics CRM Discovery counters

The counters provided in the **CRM Discovery** counter set are listed in the following table.

Counter name	Description
Failed Discovery Service Requests	<p>The number of requests to the Microsoft Dynamics CRM Discovery service that are unsuccessful for any reason. For example, a request may fail because the requesting party is not recognized as a user in the organization.</p> <p>A high count may indicate that the system is possibly under a denial-of-service (DoS) attack, or there is some problem with the Discovery service configuration.</p>
Successful Discovery Service Requests	The number of requests to the Microsoft Dynamics CRM Discovery service that completed successfully.
Total Discovery Service Requests	<p>The total number of requests (successful and unsuccessful) received by the Microsoft Dynamics CRM Discovery service.</p> <p>This counter can be used to track traffic patterns for Discovery service capacity planning.</p>

Microsoft Dynamics CRM LocatorService counters

The counters provided in the **CRM LocatorService** counter set are listed in the following table.

Counter name	Description
LocatorServiceFailed CacheFlushRequests	<p>The number of LocatorService cache flush requests that were unsuccessful for any reason. For example, a request may fail because it was for an invalid cache entry, or the cache may not flush because of an incorrect cache state.</p> <p>A high count may indicate a problem with the LocatorService cache, or a problem with the connection to CONFIG_DB. For information about the cause, review the event log for errors.</p>
LocatorServiceTotal CacheFlushRequests	<p>The total number of successful LocatorService cache flush requests that have been received.</p> <p>A high count may indicate that the caching algorithm is not optimized, or that the data is changing too frequently.</p>

Microsoft Dynamics CRM Platform counters

The counters provided in the **CRM Platform** counter set are listed in the following table.

Counter name	Description
Assign Cascade Collect execution time	The time that it takes for the Assign Cascade Collect operation to complete.
Assign Cascade Execute execution time	The time it takes for the Assign Cascade Execute operation to complete.
Assign Cascade Total execution time	The time it takes for the Assign Cascade Total operation to complete.

Counter name	Description
Average time of import request	The average time that is required to process Microsoft Dynamics CRM data import requests. Import requests are resource-intensive SQL Server operations. If the average time is too high and the number of concurrent imports is high, some organizations may have to be moved to a different deployment. Also, you may want to consider processing import jobs during a maintenance window to reduce the performance effect on users.
Delete Cascade Collect entities count	Delete Cascade number of entities collected
Delete Cascade Collect execution time	Delete Cascade Collect operation execution time
Delete Cascade Execute execution time	Delete Cascade Execute operation execution time
Delete Cascade Total execution time	Delete Cascade Total operation execution time
Number of import requests per hour	The number of import requests that have been submitted by organizations in the deployment in the past hour. This counter is useful to indicate how many import requests are being processed concurrently.
Number of publish requests per hour	The number of requests that have been submitted by organizations in the deployment in the past hour. This counter is useful to indicate how many publish requests are being processed concurrently.
Share Cascade Collect execution time	Share Cascade Collect operation execution time
Share Cascade Execute execution time	Share Cascade Execute operation execution time
Share Cascade Total execution time	Share Cascade Total operation execution time
Unshare Cascade Collect execution time	Unshare Cascade Collect operation execution time
Unshare Cascade Execute execution time	Unshare Cascade Execute operation execution time
Unshare Cascade Total execution time	Unshare Cascade Total operation execution time

Microsoft Dynamics CRM Service counters

The counters provided in the **CRM Router Service** counter set are listed in the following table.

Counter name	Description
AppFabric Request Timeout	The number of time-outs seen making requests to Windows Azure.
Router Request Faulted	The number of requests made on the faulted channel to the router.
Router Request Received (Throughput)	The number of requests received by the router.
Router Request Timeout	The number of time-outs seen making requests to the router.

Microsoft Dynamics CRM Sandbox Client counters

The counters provided in the **CRM Sandbox Client** counter set are listed in the following table.

Counter name	Description
% Execute Failures	The outgoing execution failure rate percentage.
% SDK Failures	The incoming SDK Request failure rate percentage.
Execute Response Time (msec)	The outgoing execution response time, in milliseconds.
Executes/sec	The outgoing execution rate.
SDK Requests/sec	The incoming SDK Request rate.
SDK Response Time (msec)	The incoming SDK Request response time, in milliseconds.

Microsoft Dynamics CRM Sandbox Host counters

The counters provided in the **CRM Sandbox Host** counter set are listed in the following table.

Counter name	Description
% Assembly Cache Hits	The assembly cache hit rate percentage.
% Assembly Cache Usage	The percentage of the total assembly cache disk space that is in use.
% CPU Usage	The total CPU percentage used by all Sandbox Worker processes.
% Execute Failures	The incoming execution failure rate percentage.
% SDK Failures	The outgoing SDK Request failure rate percentage.
% Worker Processes Crashed	The percentage of Sandbox Worker processes that have crashed.
% Worker Processes Terminated	The percentage of Sandbox Worker processes that have been terminated due to excessive resource usage or no response.
Active Assemblies	The number of plug-in assemblies currently in use.
Active Organizations	The number of organizations that currently have a Sandbox Worker process active.
Active Plugins	The number of plug-ins currently in use.
Assembly Cache Assemblies	The total number of plug-in assemblies in the assembly cache.
Assembly Cache Disk Space (KB)	The total disk space used by all plug-in assemblies in the assembly cache, in KB.
Assembly Cache Organizations	The number of organizations that have assemblies present in the Sandbox assembly cache.
Concurrent Plugins	The number of concurrently executing plug-ins.
Execute Response Time (msec)	The incoming Execute response time, in milliseconds.
Executes/sec	The incoming Execute rate.

Counter name	Description
Handles	The total handle count used by all Sandbox Worker processes.
Memory Usage (MB)	The total memory used by all Sandbox Worker processes, in MBytes.
SDK Requests/sec	The outgoing SDK Request rate.
SDK Response Time (msec)	The outgoing SDK Request response time, in milliseconds.

Microsoft Dynamics CRM Async Service counters

The counters in the **CRM Async Service** counter set are listed in the following table. All counters are applicable to both the activity queue and mailbox queue.

Counter name	Description
Active Organizations	The total number of organizations in the Microsoft Dynamics CRM deployment that are actively being polled by the Microsoft CRM Asynchronous Processing Service.
Activity Propagation - Average time spent in operation	The average time that activity propagation spends in operation.
Activity Propagation Operations Completed	The total number of activity propagation operations that have completed for all organizations in the deployment.
Activity Propagation Operations Completion Throughput	The total completion throughput of activity propagation operations for all organizations in the deployment.
Activity Propagation Operations Executing	The current number of activity propagation operations being processed by asynchronous handlers for all organizations in the deployment.
Activity Propagation Operations Failed	The total number of activity propagation operations that failed for all organizations in the deployment.
Activity Propagation Operations Failed with Retry	The total number of activity propagation operations that failed and then tried to execute again for all organizations in the deployment.

Counter name	Description
Activity Propagation Operations Outstanding	The current number of activity propagation operations that are outstanding, including in-memory queued items for all organizations in the deployment.
AuditPartitionCreation - Average time spent in operation	The average time that AuditPartitionCreation spends in operation
AuditPartitionCreation Operations Completed	The total number of AuditPartitionCreation operations completed.
AuditPartitionCreation Operations Completion Throughput	The completion throughput of AuditPartitionCreation operations.
AuditPartitionCreation Operations Executing	The current number of AuditPartitionCreation operations being processed by asynchronous handlers.
AuditPartitionCreation Operations Failed	The total number of AuditPartitionCreation operations that failed.
AuditPartitionCreation Operations Failed With Retry	The total number of AuditPartitionCreation operations that failed and then tried to execute again.
AuditPartitionCreation Operations Outstanding	The current number of AuditPartitionCreation operations that are outstanding, including in-memory queued items.
Bulk Detect Duplicate Rate (Throughput)	The number of records processed for duplicate detection per second.
Bulk Detect Duplicates - Average time spent in operation	The average time that Bulk Detect Duplicates spends in operation
Bulk Detect Duplicates Operations Completed	The total number of bulk detect duplicates operations that have completed for all organizations in the deployment.
Bulk Detect Duplicates Operations Completion Throughput	The total throughput of bulk detect duplicates operations completed for all organizations in the deployment.
Bulk Detect Duplicates Operations Executed	The total number of bulk detect duplicates operations that are currently being processed by asynchronous handlers for all organizations in the deployment.
Bulk Detect Duplicates Operations Failed	The total number of bulk detect duplicates operations that failed for all organizations in the deployment.

Counter name	Description
Bulk Detect Duplicates Operations Failed with Retry	The total number of bulk detect duplicates operations that failed and then tried to execute again for all organizations in the deployment.
Bulk Detect Duplicates Operations Outstanding	The total number of bulk detect duplicates operations that are currently outstanding, including in-memory queued items, for all organizations in the deployment.
Bulk Email - Average time spent in operation	The average time that Bulk Email spends in operation
Bulk Email Operations Completed	The total number of bulk email operations completed for all organizations in the deployment.
Bulk Email Operations Completion Throughput	The throughput rate of bulk email operations completed for all organizations in the deployment.
Bulk Email Operations Executing	The total number of bulk email operations that are currently being processed by asynchronous handlers for all organizations in the deployment.
Bulk Email Operations Failed	The total number of bulk email operations that failed for all organizations in the deployment.
Bulk Email Operations Failed with Retry	The total number of bulk email operations that failed and then tried to execute again for all organizations in the deployment.
Bulk Email Operations Outstanding	The total number of bulk email operations that are outstanding; this includes in-memory queued items for all organizations in the deployment.
BulkDelete - Average time spent in operation	The average time that BulkDelete spends in operation
BulkDelete Operations Completed	The total number of BulkDelete operations completed.
BulkDelete Operations Completion Throughput	Completion throughput of BulkDelete operations.
BulkDelete Operations Executing	The current number of BulkDelete operations being processed by asynchronous handlers.
BulkDelete Operations Failed	The total number of BulkDelete operations that failed.
BulkDelete Operations Failed With Retry	The total number of BulkDelete operations that failed when retried.

Counter name	Description
BulkDelete Operations Outstanding	The current number of BulkDelete operations outstanding, including in-memory queued items.
BulkDeleteChild - Average time spent in operation	BulkDeleteChild - Average time spent in operation
BulkDeleteChild Operations Completed	The total number of BulkDeleteChild operations completed.
BulkDeleteChild Operations Completion Throughput	The completion throughput of BulkDeleteChild operations.
BulkDeleteChild Operations Executing	The current number of BulkDeleteChild operations being processed by asynchronous handlers.
BulkDeleteChild Operations Failed	The total number of BulkDeleteChild operations that failed.
BulkDeleteChild Operations Failed With Retry	The total number of BulkDeleteChild operations that failed with and then tried to execute again.
BulkDeleteChild Operations Outstanding	The current number of unfinished BulkDeleteChild operations, including in-memory queued items.
CalculateOrgMaxStorageSize - Average time spent in operation	CalculateOrgMaxStorageSize - Average time spent in operation
CalculateOrgMaxStorageSize Operations Completed	The total number of CalculateOrgMaxStorageSize operations completed.
CalculateOrgMaxStorageSize Operations Completion Throughput	The completion throughput of CalculateOrgMaxStorageSize operations.
CalculateOrgMaxStorageSize Operations Executing	The current number of CalculateOrgMaxStorageSize operations being processed by asynchronous handlers.
CalculateOrgMaxStorageSize Operations Failed	The total number of CalculateOrgMaxStorageSize operations that failed.
CalculateOrgMaxStorageSize Operations Failed With Retry	The total number of CalculateOrgMaxStorageSize operations that failed and then tried to execute again.
CalculateOrgMaxStorageSize Operations Outstanding	The current number of unfinished CalculateOrgMaxStorageSize operations, including in-memory queued items.
CalculateOrgStorageSize - Average time spent in operation	The average time that CalculateOrgStorageSize spends in operation.

Counter name	Description
CalculateOrgStorageSize Operations Completed	The total number of CalculateOrgStorageSize operations completed.
CalculateOrgStorageSize Operations Completion Throughput	The completion throughput of CalculateOrgStorageSizeoperations.
CalculateOrgStorageSize Operations Executing	The current number of CalculateOrgStorageSizeoperations being processed by asynchronous handlers.
CalculateOrgStorageSize Operations Failed	The total number of CalculateOrgStorageSize operations that failed.
CalculateOrgStorageSize Operations Failed With Retry	The total number of CalculateOrgStorageSize operations that failed and then tried to execute again.
CalculateOrgStorageSize Operations Outstanding	The current number of CalculateOrgStorageSize operations outstanding, including in-memory queued items.
Capacity Per Organization	The current number of CalculateOrgStorageSize operations outstanding, including in-memory queued items.
Capacity Per Organization	The number of asynchronous operations to be removed from the processing queue that are currently allocated to an organization.
CheckForLanguagePackUpdates - Average time spent in operation	CheckForLanguagePackUpdates - Average time spent in operation
CheckForLanguagePackUpdates Operations Completed	The total number of CheckForLanguagePackUpdatesoperations completed.
CheckForLanguagePackUpdates Operations Completion Throughput	The completion throughput of CheckForLanguagePackUpdates operations.
CheckForLanguagePackUpdates Operations Executing	The current number of CheckForLanguagePackUpdates operations being processed by asynchronous handlers.
CheckForLanguagePackUpdates Operations Failed	The total number of CheckForLanguagePackUpdates operations that failed.
CheckForLanguagePackUpdates Operations Failed With Retry	The total number of CheckForLanguagePackUpdates operations that failed and then tried to execute again.

Counter name	Description
CheckForLanguagePackUpdates Operations Outstanding	The current number of CheckForLanguagePackUpdates operations outstanding, including in-memory queued items.
CleanupInactiveWorkflowAssemblies - Average time spent in operation	The average time that CleanupInactiveWorkflowAssemblies spends in operation.
CleanupInactiveWorkflowAssemblies Operations Completed	The total number of CleanupInactiveWorkflowAssemblies operations that completed.
CleanupInactiveWorkflowAssemblies Operations Completion Throughput	Completion throughput of CleanupInactiveWorkflowAssemblies operations
CleanupInactiveWorkflowAssemblies Operations Executing	The current number of CleanupInactiveWorkflowAssemblies operations being processed by asynchronous handlers.
CleanupInactiveWorkflowAssemblies Operations Failed	The total number of CleanupInactiveWorkflowAssemblies operations failed
CleanupInactiveWorkflowAssemblies Operations Failed With Retry	The total number of CleanupInactiveWorkflowAssemblies operations that failed and then tried to execute again.
CleanupInactiveWorkflowAssemblies Operations Outstanding	The current number of CleanupInactiveWorkflowAssemblies operations outstanding, including in-memory queued items.
Collect Sqm Data - Average time spent in operation	The average time that Collect Sqm Data spends in operation.
Collect Sqm Data Operations Completed	The total number of Software Quality Metrics (SQM) data collection operations completed for all organizations in the deployment SQM data collection operations that are part of the Microsoft Customer Experience Improvement Program.
Collect Sqm Data Operations Completion Throughput	The throughput rate of the SQM data collection operations completed for all organizations in the deployment.
Collect Sqm Data Operations Executing	The total number of SQM data collection operations that are currently being processed by asynchronous handlers for all organizations in the deployment.

Counter name	Description
Collect Sqm Data Operations Failed	The total number of SQM data collection operations that failed for all organizations in the deployment.
Collect Sqm Data Operations Failed with Retry	The total number of SQM data collection operations that failed and then tried to execute again for all organizations in the deployment.
Collect Sqm Data Operations Outstanding	The total number of SQM data collection operations currently outstanding; this includes in-memory queued items for all organizations in the deployment.
CollectOrgDBStats - Average time spent in operation	The average time that CollectOrgDBStats spends in operation.
CollectOrgDBStats Operations Completed	The number of CollectOrgDBStats operations completed.
CollectOrgDBStats Operations Completion Throughput	The completion throughput associated with CollectOrgDBStats operations.
CollectOrgDBStats Operations Executing	The number of CollectOrgDBStats operations executing.
CollectOrgDBStats Operations Failed	The number of CollectOrgDBStats operations that failed.
CollectOrgDBStats Operations Failed With Retry	The number of CollectOrgDBStats operations that failed upon retry.
CollectOrgDBStats Operations Outstanding	The number of CollectOrgDBStats operations outstanding.
CollectOrgSizeStats - Average time spent in operation	The average time that CollectOrgDBStats spends in operation.
CollectOrgSizeStats Operations Completed	The number of CollectOrgSizeStats operations completed.
CollectOrgSizeStats Operations Completion Throughput	The completion throughput associated with CollectOrgSizeStats operations .
CollectOrgSizeStats Operations Executing	The number of CollectOrgSizeStats operations executing.
CollectOrgSizeStats Operations Failed	The number of CollectOrgSizeStats operations that failed.
CollectOrgSizeStats Operations Failed With Retry	The number of CollectOrgSizeStats operations that failed upon retry.

Counter name	Description
CollectOrgSizeStats Operations Outstanding	The number of CollectOrgSizeStats operations outstanding.
CollectOrgStats - Average time spent in operation	The average time that CollectOrgStats spends in operation.
CollectOrgStats Operations Completed	The total number of CollectOrgStats operations completed.
CollectOrgStats Operations Completion Throughput	The completion throughput associated with CollectOrgStats operations
CollectOrgStats Operations Executing	The current number of CollectOrgStats operations being processed by asynchronous handlers.
CollectOrgStats Operations Failed	The total number of CollectOrgStats operations that failed.
CollectOrgStats Operations Failed With Retry	The total number of CollectOrgStats operations that failed and then tried to execute again.
CollectOrgStats Operations Outstanding	The current number of CollectOrgStats operations outstanding, including in-memory queued items.
DatabaseLogBackup - Average time spent in operation	The average time that DatabaseLogBackup spends in operation
DatabaseLogBackup Operations Completed	The total number of DatabaseLogBackup operations that completed.
DatabaseLogBackup Operations Completion Throughput	The completion throughput associated with DatabaseLogBackup operations.
DatabaseLogBackup Operations Executing	The current number of DatabaseLogBackup operations being processed by asynchronous handlers.
DatabaseLogBackup Operations Failed	The total number of DatabaseLogBackup operations that failed.
DatabaseLogBackup Operations Failed With Retry	The total number of DatabaseLogBackup operations that failed and then tried to execute again.
DatabaseLogBackup Operations Outstanding	The current number of DatabaseLogBackup operations outstanding, including in-memory queued items.
DatabaseTuning - Average time spent in operation	The average time that DatabaseTuning spends in operation.
DatabaseTuning Operations Completed	The total number of DatabaseTuning operations completed.

Counter name	Description
DatabaseTuning Operations Completion Throughput	The completion throughput associated with DatabaseTuning operations
DatabaseTuning Operations Executing	The current number of DatabaseTuning operations being processed by asynchronous handlers.
DatabaseTuning Operations Failed	The total number of DatabaseTuning operations that failed.
DatabaseTuning Operations Failed With Retry	The total number of DatabaseTuning operations that failed and then tried to execute again.
DatabaseTuning Operations Outstanding	The current number of DatabaseTuning operations outstanding, including in-memory queued items.
DeletionService - Average time spent in operation	The average time that DeletionService spends in operation.
DeletionService Operations Completed	The total number of DeletionService operations completed.
DeletionService Operations Completion Throughput	The completion throughput of DeletionService operations.
DeletionService Operations Executing	The current number of DeletionService operations being processed by asynchronous handlers.
DeletionService Operations Failed	The total number of DeletionService operations that failed.
DeletionService Operations Failed With Retry	The total number of DeletionService operations that failed and then tried to execute again.
DeletionService Operations Outstanding	The current number of DeletionService operations outstanding, including in-memory queued items.
Event - Average time spent in operation	The average time that Event spends in operation
Event Operations Completed	The total number of event operations completed for all organizations in the deployment.
Event Operations Completion Throughput	The throughput rate of event operations completed for all organizations in the deployment.
Event Operations Executing	The total number of event operations that are currently being processed by asynchronous handlers for all organizations in the deployment.

Counter name	Description
Event Operations Failed	The total number of event operations that failed for all organizations in the deployment.
Event Operations Failed with Retry	The total number of event operations that failed and then tried to execute again for all organizations in the deployment.
Event Operations Outstanding	The total number of event operations currently outstanding; this includes in-memory queued items for all organizations in the deployment.
FullTextCatalogIndex - Average time spent in operation	The average time that FullTextCatalogIndex spends in operation
FullTextCatalogIndex Operations Completed	The total number of FullTextCatalogIndex operations completed.
FullTextCatalogIndex Operations Completion Throughput	Completion throughput of FullTextCatalogIndex operations
FullTextCatalogIndex Operations Executing	The current number of FullTextCatalogIndex operations being processed by asynchronous handlers.
FullTextCatalogIndex Operations Failed	The total number of FullTextCatalogIndex operations that failed.
FullTextCatalogIndex Operations Failed With Retry	The total number of FullTextCatalogIndex operations that failed and then tried to execute again.
FullTextCatalogIndex Operations Outstanding	The current number of FullTextCatalogIndex operations outstanding, including in-memory queued items.
GoalRollup - Average time spent in operation	The average time that GoalRollup spends in operation
GoalRollup Operations Completed	The total number of GoalRollup operations completed.
GoalRollup Operations Completion Throughput	The completion throughput of GoalRollup operations.
GoalRollup Operations Executing	The current number of GoalRollup operations being processed by asynchronous handlers.
GoalRollup Operations Failed	The total number of GoalRollup operations that failed.
GoalRollup Operations Failed With Retry	The total number of GoalRollup operations that failed and then tried to execute again.
GoalRollup Operations Outstanding	The current number of GoalRollup operations outstanding, including in-memory queued items.

Counter name	Description
Import - Average time spent in operation	The average time that Import spends in operation.
Import Operations Completed	The total number of import operations completed for all organizations in the deployment.
Import Operations Completion Throughput	The throughput rate of import operations completed for all organizations in the deployment.
Import Operations Executing	The total number of import operations that are currently being processed by asynchronous handlers for all organizations in the deployment.
Import Operations Failed	The total number of import operations that failed for all organizations in the deployment.
Import Operations Failed with Retry	The total number of import operations that failed and then tried to execute again for all organizations in the deployment.
Import Operations Outstanding	The current number of import operations outstanding; this includes in-memory queued items for all organizations in the deployment.
Import processing Rate (Throughput)	The number of records imported per second.
ImportingFile - Average time spent in operation	The average time that ImportingFile spends in operation.
ImportingFile Operations Completed	The total number of ImportingFile operations completed.
ImportingFile Operations Completion Throughput	The completion throughput of ImportingFile operations.
ImportingFile Operations Executing	The current number of ImportingFile operations being processed by asynchronous handlers.
ImportingFile Operations Failed	The total number of ImportingFile operations that failed.
ImportingFile Operations Failed With Retry	The total number of ImportingFile operations that failed and then tried to execute again.
ImportingFile Operations Outstanding	The current number of ImportingFile operations outstanding, including in-memory queued items.
ImportSampleData - Average time spent in operation	The average time that ImportSampleData spends in operation.

Counter name	Description
ImportSampleData Operations Completed	The number of ImportSampleData operations completed.
ImportSampleData Operations Completion Throughput	The completion throughput associated with ImportSampleData operations.
ImportSampleData Operations Executing	The number of ImportSampleData operations executing.
ImportSampleData Operations Failed	The number of ImportSampleData operations that failed.
ImportSampleData Operations Failed With Retry	The number of ImportSampleData operations that failed upon retry.
ImportSampleData Operations Outstanding	The number of ImportSampleData operations outstanding.
IndexManagement - Average time spent in operation	The average time that IndexManagement spends in operation
IndexManagement Operations Completed	The total number of IndexManagement operations completed.
IndexManagement Operations Completion Throughput	The completion throughput of IndexManagement operations.
IndexManagement Operations Executing	The current number of IndexManagement operations being processed by asynchronous handlers.
IndexManagement Operations Failed	The total number of IndexManagement operations that failed.
IndexManagement Operations Failed With Retry	The total number of IndexManagement operations that failed and then tried to execute again.
IndexManagement Operations Outstanding	The current number of IndexManagement operations outstanding, including in-memory queued items.
Items Dequeued per Organization	The number of asynchronous operations that have been removed from the processing queue for an organization.
Items in memory (high)	The maximum number of asynchronous operations to hold in memory for processing.
Items in memory (low)	The threshold of asynchronous operations to trigger loading of additional operations.

Counter name	Description
Number of dequeue attempts	The number of attempts to remove operations across all organizations for the current time-slice.
Parse - Average time spent in operation	The average time that Parse spends in operation.
Parse Operations Completed	The total number of parse operations that have been completed for all organizations in the deployment.
Parse Operations Completion Throughput	The throughput rate of parse operations completion for all organizations in the deployment.
Parse Operations Executing	The current number of parse operations being processed by asynchronous handlers for all organizations in the deployment.
Parse Operations Failed	The total number of parse operations that failed for all organizations in the deployment.
Parse Operations Failed with Retry	The total number of parse operations that failed and then tried to execute again for all organizations in the deployment.
Parse Operations Outstanding	The total number of parse operations currently outstanding; this includes in-memory queued items for all organizations in the deployment.
Parsing processing Rate (Throughput)	The number of records parsed per second.
Persist Match Code - Average time spent in operation	The average time Persist Match Code spends in operation.
Persist Match Code Operations Completed	The total number of persist match code operations completed for all organizations in the deployment.
Persist Match Code Operations Completion Throughput	The throughput rate of persist match code operations completion for all organizations in the deployment.
Persist Match Code Operations Executing	The total number of persist match code operations that are currently being processed by asynchronous handlers for all organizations in the deployment.
Persist Match Code Operations Failed	The total number of persist match code operations that failed for all organizations in the deployment.
Persist Match Code Operations Failed with Retry	The total number of persist match code operations that failed and then tried to execute again for all organizations in the deployment.

Counter name	Description
Persist Match Code Operations Outstanding	The total number of persist match code operations that are currently outstanding, including in-memory queued items for all organizations in the deployment.
ProvisionLanguagePack - Average time spent in operation	The average time that ProvisionLanguagePack - Average time spent in operation
ProvisionLanguagePack Operations Completed	The total number of ProvisionLanguagePack operations completed.
ProvisionLanguagePack Operations Completion Throughput	The completion throughput of ProvisionLanguagePack operations.
ProvisionLanguagePack Operations Executing	The current number of ProvisionLanguagePack operations being processed by asynchronous handlers
ProvisionLanguagePack Operations Failed	The total number of ProvisionLanguagePack operations that failed.
ProvisionLanguagePack Operations Failed With Retry	The total number of ProvisionLanguagePack operations that failed and then tried to execute again.
ProvisionLanguagePack Operations Outstanding	The current number of ProvisionLanguagePack operations outstanding, including in-memory queued items.
Publish Duplicate Rule - Average time spent in operation	The average time that Publish Duplicate Rule - Average time spent in operation
Publish Duplicate Rule Operations Completed	The total number of publish duplicate rule operations completed for all organizations in the deployment.
Publish Duplicate Rule Operations Completion Throughput	The throughput rate of publish duplicate rule operations that have completed for all organizations in the deployment.
Publish Duplicate Rule Operations Executing	The total of publish duplicate rule operations that are currently being processed by asynchronous handlers for all organizations in the deployment.
Publish Duplicate Rule Operations Failed	The total number of publish duplicate rule operations that failed for all organizations in the deployment.
Publish Duplicate Rule Operations Failed with Retry	The total number of publish duplicate rule operations that failed and then tried to execute again for all organizations in the deployment.

Counter name	Description
Publish Duplicate Rule Operations Outstanding	The total number of publish duplicate rule operations currently outstanding; this includes in-memory queued items for all organizations in the deployment.
Quick Campaign - Average time spent in operation	The average time that Quick Campaign - Average time spent in operation
Quick Campaign Operations Completed	The total number of quick campaign operations completed for all organizations in the deployment.
Quick Campaign Operations Completion Throughput	The throughput rate of quick campaign operations completed for all organizations in the deployment.
Quick Campaign Operations Executing	The total number of quick campaign operations currently being processed by asynchronous handlers for all organizations in the deployment.
Quick Campaign Operations Failed	The total number of quick campaign operations that failed for all organizations in the deployment.
Quick Campaign Operations Failed with Retry	The total number of quick campaign operations that failed and then tried to execute again for all organizations in the deployment.
Quick Campaign Operations Outstanding	The total number of quick campaign operations currently outstanding; this includes in-memory queued items for all organizations in the deployment.
Rate of Activity Propagation Operations Failed with Exception	The rate at which activity propagation operations that failed with an exception for all organizations in the deployment.
Rate of Activity Propagation Operations Failed with Retry	The rate at which activity propagation operations failed and then tried to execute again for all organizations in the deployment.
Rate of AuditPartitionCreation Operations Failed With Exception	The rate of AuditPartitionCreation operations that failed with an exception.
Rate of AuditPartitionCreation Operations Failed With Retry	The rate of AuditPartitionCreation operations that failed and then tried to execute again.
Rate of Bulk Detect Duplicates Operations Failed with Exception	The rate at which bulk detect duplicates operations failed with an exception for all organizations in the deployment.

Counter name	Description
Rate of Bulk Detect Duplicates Operations Failed with Retry	The rate at which bulk detect duplicates operations failed and then tried to execute again for all organizations in the deployment.
Rate of Bulk Email Operations Failed with Exception	The rate at which bulk email operations failed with an exception for all organizations in the deployment.
Rate of Bulk Email Operations Failed with Retry	The rate at which bulk email operations failed and then tried to execute again for all organizations in the deployment.
Rate of BulkDelete Operations Failed With Exception	The rate of BulkDelete operations that failed with exception.
Rate of BulkDelete Operations Failed With Retry	The rate of BulkDelete operations that failed and then tried to execute again.
Rate of BulkDeleteChild Operations Failed With Exception	The rate of BulkDeleteChild operations failed with exception.
Rate of BulkDeleteChild Operations Failed With Retry	The rate of BulkDeleteChild operations that failed and then tried to execute again.
Rate of CalculateOrgMaxStorageSize Operations Failed With Exception	The rate of CalculateOrgMaxStorageSize operations failed with exception.
Rate of CalculateOrgMaxStorageSize Operations Failed With Retry	The rate of CalculateOrgMaxStorageSize operations that failed and then tried to execute again.
Rate of CalculateOrgStorageSize Operations Failed With Exception	The rate of CalculateOrgStorageSize operations that failed with exception.
Rate of CalculateOrgStorageSize Operations Failed With Retry	The rate of CalculateOrgStorageSize operations that failed and then tried to execute again.
Rate of CheckForLanguagePackUpdates Operations Failed With Exception	The rate of CheckForLanguagePackUpdates operations that failed with exception.
Rate of CheckForLanguagePackUpdates Operations Failed With Retry	Rate of CheckForLanguagePackUpdates operations that failed and then tried to execute again.
Rate of CleanupInactiveWorkflowAssemblies Operations Failed With Exception	The rate of CleanupInactiveWorkflowAssemblies operations failed with exception.

Counter name	Description
Rate of CleanupInactiveWorkflowAssemblies Operations Failed With Retry	The rate of CleanupInactiveWorkflowAssemblies operations that failed and then tried to execute again.
Rate of Collect Sqm Data Operations Failed with Exception	The rate at which SQM data collection operations that failed with an exception for all organizations in the deployment.
Rate of Collect Sqm Data Operations Failed with Retry	The rate at which SQM data collection operations failed and then tried to execute again for all organizations in the deployment.
Rate of CollectOrgDBStats Operations Failed With Exception	The rate of CollectOrgDBStats operations that failed with an exception.
Rate of CollectOrgDBStats Operations Failed With Retry	The rate of CollectOrgDBStats operations that failed and then tried to execute again.
Rate of CollectOrgSizeStats Operations Failed With Exception	The rate of CollectOrgSizeStats operations that failed with exception.
Rate of CollectOrgSizeStats Operations Failed With Retry	The rate of CollectOrgSizeStats operations that failed and then tried to execute again.
Rate of CollectOrgStats Operations Failed With Exception	The rate of CollectOrgStats operations that failed with exception.
Rate of CollectOrgStats Operations Failed With Retry	The rate of CollectOrgStats operations that failed and then tried to execute again.
Rate of DatabaseLogBackup Operations Failed With Exception	The rate of DatabaseLogBackup operations that failed with exception.
Rate of DatabaseLogBackup Operations Failed With Retry	The rate of DatabaseLogBackup operations that failed and then tried to execute again.
Rate of DatabaseTuning Operations Failed With Exception	The rate of DatabaseTuning operations that failed with exception.
Rate of DatabaseTuning Operations Failed With Retry	The rate of DatabaseTuning operations that failed and then tried to execute again.
Rate of DeletionService Operations Failed With Exception	The rate of DeletionService operations that failed with exception.
Rate of DeletionService Operations Failed With Retry	The rate of DeletionService operations that failed and then tried to execute again.

Counter name	Description
Rate of Event Operations Failed with Exception	The rate at which event operations failed with an exception for all organizations in the deployment.
Rate of Event Operations Failed with Retry	The rate at which event operations failed and then tried to execute again for all organizations in the deployment.
Rate of FullTextCatalogIndex Operations Failed With Exception	The rate of FullTextCatalogIndex operations that failed with exception.
Rate of FullTextCatalogIndex Operations Failed With Retry	The rate of FullTextCatalogIndex operations that failed and then tried to execute again.
Rate of GoalRollup Operations Failed With Exception	The rate of GoalRollup operations failed with exception.
Rate of GoalRollup Operations Failed With Retry	The rate of GoalRollup operations that failed and then tried to execute again.
Rate of Import Operations Failed with Exception	The rate at which import operations failed with an exception for all organizations in the deployment.
Rate of Import Operations Failed with Retry	The rate at which import operations failed and then tried to execute again for all organizations in the deployment.
Rate of ImportingFile Operations Failed With Exception	The rate of ImportingFile operations that failed with an exception.
Rate of ImportingFile Operations Failed With Retry	The rate of ImportingFile operations that failed and then tried to execute again.
Rate of ImportSampleData Operations Failed With Exception	The rate of ImportSampleData operations failed with exception.
Rate of ImportSampleData Operations Failed With Retry	The rate of ImportSampleData operations that failed and then tried to execute again.
Rate of IndexManagement Operations Failed With Exception	The rate of IndexManagement operations that failed with exception.
Rate of IndexManagement Operations Failed With Retry	The rate of IndexManagement operations that failed and then tried to execute again.
Rate of Parse Operations Failed with Exception	The rate at which parse operations failed with an exception for all organizations in the deployment.

Counter name	Description
Rate of Parse Operations Failed with Retry	The rate at which parse operations failed and then tried to execute again for all organizations in the deployment.
Rate of Persist Match Code Operations Failed with Exception	The rate at which persist match code operations failed with an exception for all organizations in the deployment.
Rate of Persist Match Code Operations Failed with Retry	The rate at which persist match code operations failed and then tried to execute again for all organizations in the deployment.
Rate of ProvisionLanguagePack Operations Failed With Exception	The rate of ProvisionLanguagePack operations that failed with exception.
Rate of ProvisionLanguagePack Operations Failed With Retry	The rate of ProvisionLanguagePack operations that failed and then tried to execute again.
Rate of Publish Duplicate Rule Operations Failed with Exception	The rate at which publish duplicate rule operations failed with an exception for all organizations in the deployment.
Rate of Publish Duplicate Rule Operations Failed with Retry	The rate at which publish duplicate rule operations failed and then tried to execute again for all organizations in the deployment.
Rate of Quick Campaign Operations Failed with Exception	The rate at which quick campaign operations failed with an exception for all organizations in the deployment.
Rate of Quick Campaign Operations Failed with Retry	The rate at which quick campaign operations failed and then tried to execute again for all organizations in the deployment.
Rate of RecurringSeriesExpansion Operations Failed With Exception	The rate of RecurringSeriesExpansion operations failed with exception.
Rate of RecurringSeriesExpansion Operations Failed With Retry	The rate of RecurringSeriesExpansion operations that failed and then tried to execute again.
Rate of ReindexAll Operations Failed With Exception	The rate of ReindexAll operations failed with exception.
Rate of ReindexAll Operations Failed With Retry	The rate of ReindexAll operations that failed and then tried to execute again.
Rate of ShrinkDatabase Operations Failed With Exception	The rate of ShrinkDatabase operations that failed with exception.

Counter name	Description
Rate of ShrinkDatabase Operations Failed With Retry	The rate of ShrinkDatabase operations that failed and then tried to execute again.
Rate of ShrinkLogFile Operations Failed With Exception	The rate of ShrinkLogFile operations that failed with exception.
Rate of ShrinkLogFile Operations Failed With Retry	The rate of ShrinkLogFile operations that failed and then tried to execute again.
Rate of StorageLimitNotification Operations Failed With Exception	The rate of StorageLimitNotification operations that failed with an exception.
Rate of StorageLimitNotification Operations Failed With Retry	The rate of StorageLimitNotification operations that failed and then tried to execute again.
Rate of Total Operations Failed with Exception	The rate at which all asynchronous operations failed with an exception for all organizations in the deployment.
Rate of Total Operations Failed with Retry	The rate at which all asynchronous operations failed and then tried to execute again for all organizations in the deployment.
Rate of Transform Operations Failed with Exception	The rate at which transform operations failed with an exception for all organizations in the deployment.
Rate of Transform Operations Failed with Retry	The rate at which transform operations failed and then tried to execute again for all organizations in the deployment.
Rate of UpdateContractStates Operations Failed With Exception	The rate of UpdateContractStates operations that failed with exception.
Rate of UpdateContractStates Operations Failed With Retry	The rate of UpdateContractStates operations that failed and then tried to execute again.
Rate of UpdateStatisticIntervals Operations Failed With Exception	The rate of UpdateStatisticIntervals operations that failed with exception.
Rate of UpdateStatisticIntervals Operations Failed With Retry	The rate of UpdateStatisticIntervals operations that failed and then tried to execute again.
Rate of Workflow Operations Failed with Exception	The rate at which workflow operations failed with an exception for all organizations in the deployment.
Rate of Workflow Operations Failed with Retry	The rate at which workflow operations failed and then tried to execute again for all organizations in the deployment.

Counter name	Description
RecurringSeriesExpansion - Average time spent in operation	The average time that RecurringSeriesExpansion spends in operation.
RecurringSeriesExpansion Operations Completed	The total number of RecurringSeriesExpansion operations completed.
RecurringSeriesExpansion Operations Completion Throughput	The completion throughput of RecurringSeriesExpansion operations.
RecurringSeriesExpansion Operations Executing	The current number of RecurringSeriesExpansion operations being processed by asynchronous handlers.
RecurringSeriesExpansion Operations Failed	The total number of RecurringSeriesExpansion operations that failed.
RecurringSeriesExpansion Operations Failed With Retry	The total number of RecurringSeriesExpansion operations that failed and then tried to execute again.
RecurringSeriesExpansion Operations Outstanding	The current number of RecurringSeriesExpansion operations outstanding, including in-memory queued items.
ReindexAll - Average time spent in operation	The average time that ReindexAll spends in operation.
ReindexAll Operations Completed	The total number of ReindexAll operations completed.
ReindexAll Operations Completion Throughput	The completion throughput of ReindexAll operations.
ReindexAll Operations Executing	The current number of ReindexAll operations being processed by asynchronous handlers.
ReindexAll Operations Failed	The total number of ReindexAll operations that failed.
ReindexAll Operations Failed With Retry	The total number of ReindexAll operations that failed and then tried to execute again.
ReindexAll Operations Outstanding	The current number of ReindexAll operations outstanding, including in-memory queued items.
Rule publish Processing Rate (Throughput)	The number of records published per second.
ShrinkDatabase - Average time spent in operation	The average time that ShrinkDatabase spends in operation.
ShrinkDatabase Operations Completed	The total number of ShrinkDatabase operations completed.

Counter name	Description
ShrinkDatabase Operations Completion Throughput	The completion throughput of ShrinkDatabase operations.
ShrinkDatabase Operations Executing	The current number of ShrinkDatabase operations being processed by asynchronous handlers.
ShrinkDatabase Operations Failed	The total number of ShrinkDatabase operations that failed.
ShrinkDatabase Operations Failed With Retry	The total number of ShrinkDatabase operations that failed and then tried to execute again.
ShrinkDatabase Operations Outstanding	The current number of ShrinkDatabase operations outstanding, including in-memory queued items.
ShrinkLogFile - Average time spent in operation	ShrinkLogFile - Average time spent in operation
ShrinkLogFile Operations Completed	The total number of ShrinkLogFile operations that completed.
ShrinkLogFile Operations Completion Throughput	The completion throughput of ShrinkLogFile operations.
ShrinkLogFile Operations Executing	The current number of ShrinkLogFile operations being processed by asynchronous handlers.
ShrinkLogFile Operations Failed	The total number of ShrinkLogFile operations that failed.
ShrinkLogFile Operations Failed With Retry	The total number of ShrinkLogFile operations that failed and then tried to execute again.
ShrinkLogFile Operations Outstanding	The current number of ShrinkLogFile operations outstanding, including in-memory queued items.
StorageLimitNotification - Average time spent in operation	The average time that StorageLimitNotification spends in operation.
StorageLimitNotification Operations Completed	The total number of StorageLimitNotification operations completed.
StorageLimitNotification Operations Completion Throughput	The completion throughput of StorageLimitNotification operations.
StorageLimitNotification Operations Executing	The current number of StorageLimitNotification operations being processed by asynchronous handlers.
StorageLimitNotification Operations Failed	The total number of StorageLimitNotification operations that failed.

Counter name	Description
StorageLimitNotification Operations Failed With Retry	The total number of StorageLimitNotification operations that failed and then tried to execute again.
StorageLimitNotification Operations Outstanding	The current number of StorageLimitNotification operations outstanding, including in-memory queued items.
Threads in Use	The number of threads currently employed in the processing of asynchronous operations for all organizations in the deployment.
Total - Average time spent in operation	The average time that Total spends in operation.
Total Number of Web Service calls	The number of calls to the Microsoft Dynamics CRM Web service for all organizations in the deployment.
Total Operations Completed	The total number of operations completed for all organizations in the deployment.
Total Operations Completion Throughput	The throughput rate of completed asynchronous operations for all organizations in the deployment.
Total Operations Executing	The current number of operations being processed by asynchronous handlers for all organizations in the deployment.
Total Operations Failed	The total number of asynchronous operations that failed for all organizations in the deployment.
Total Operations Failed with Retry	The total number of asynchronous operations that failed and then tried to execute again for all organizations in the deployment.
Total Operations Outstanding	The current number of outstanding asynchronous operations; this includes in-memory queued items for all organizations in the deployment.
Total Organizations	The number of organizations being monitored for the entire Microsoft Dynamics CRM deployment.
Total Workflow state writes	The number of times that the workflow state saved to the database.
Transform - Average time spent in operation	The average time that Transform spends in operation.
Transform Operations Completed	The total number of transform operations that have completed for all organizations in the deployment.

Counter name	Description
Transform Operations Completion Throughput	The throughput rate of completed transform operations for all organizations in the deployment.
Transform Operations Executing	The total number of transform operations that are currently being processed by asynchronous handlers for all organizations in the deployment.
Transform Operations Failed	The total number of transform operations that failed for all organizations in the deployment.
Transform Operations Failed with Retry	The total number of transform operations that failed and then tried to execute again for all organizations in the deployment.
Transform Operations Outstanding	The current number of transform operations outstanding; this includes in-memory queued items for all organizations in the deployment.
Transform processing Rate (Throughput)	The number of records transformed per second.
UpdateContractStates - Average time spent in operation	The average time that UpdateContractStates spends in operation.
UpdateContractStates Operations Completed	The total number of UpdateContractStates operations completed.
UpdateContractStates Operations Completion Throughput	The completion throughput of UpdateContractStates operations.
UpdateContractStates Operations Executing	The current number of UpdateContractStates operations being processed by asynchronous handlers.
UpdateContractStates Operations Failed	The total number of UpdateContractStates operations that failed.
UpdateContractStates Operations Failed With Retry	The total number of UpdateContractStates operations that failed and then tried to execute again.
UpdateContractStates Operations Outstanding	The current number of UpdateContractStates operations outstanding, including in-memory queued items.
UpdateStatisticIntervals - Average time spent in operation	The average time that UpdateStatisticIntervals spends in operation.
UpdateStatisticIntervals Operations Completed	The total number of UpdateStatisticIntervals operations completed.

Counter name	Description
UpdateStatisticIntervals Operations Completion Throughput	The completion throughput of UpdateStatisticIntervals operations.
UpdateStatisticIntervals Operations Executing	The current number of UpdateStatisticIntervals operations being processed by asynchronous handlers.
UpdateStatisticIntervals Operations Failed	The total number of UpdateStatisticIntervals operations failed.
UpdateStatisticIntervals Operations Failed With Retry	The total number of UpdateStatisticIntervals operations that failed and then tried to execute again..
UpdateStatisticIntervals Operations Outstanding	The current number of UpdateStatisticIntervals operations outstanding, including in-memory queued items.
Workflow - Average time spent in operation	The average time that Workflow spends in operation.
Workflow Operations Completed	The total number of workflow operations that have completed for all organizations in the deployment.
Workflow Operations Completion Throughput	The throughput rate of completed workflow operations for all organizations in the deployment.
Workflow Operations Executing	The total number of workflow operations that are currently being processed by asynchronous handlers for all organizations in the deployment.
Workflow Operations Failed	The total number of workflow operations that failed for all organizations in the deployment.
Workflow Operations Failed with Retry	The total number of workflow operations that failed and then tried to execute again for all organizations in the deployment.
Workflow Operations Outstanding	The current number of outstanding workflow operations; this includes in-memory queued items for all organizations in the deployment.

Microsoft Dynamics CRM Email Router counters

The performance counters available for tracking e-mail processing and managing the overall performance of the Microsoft Dynamics CRM Email Router in a Microsoft Dynamics CRM 2013 implementation are listed in the following table.

Counter name	Description
Incoming e-mail messages delivered	The total number of incoming email messages delivered successfully.
Incoming e-mail messages discarded	The total number of incoming email messages not accepted for delivery.
Incoming e-mail messages potentially corrupted	The total number of incoming email messages that are potentially corrupted.
Incoming e-mail messages processed	The total number of incoming email messages processed.
Incoming e-mail messages processed per second	The number of incoming email messages processed per second.
Incoming e-mail messages undelivered	The total number of incoming email messages not delivered successfully.
Incoming mailbox access attempt failures	The total number of unsuccessful mailbox access attempts for incoming email messages.
Incoming mailbox access attempts	The total number of successful mailbox access attempts for incoming email messages.
Outgoing e-mail messages delivered	The total number of outgoing email messages delivered successfully.
Outgoing e-mail messages processed	The total number of outgoing email messages processed.
Outgoing e-mail messages processed per second	The number of outgoing messages processed per second.
Outgoing e-mail messages undelivered	The total number of outgoing email messages not delivered successfully.
Service configuration refreshes	The total number of times the configuration was refreshed.
Service configuration scheduling cycles	The total number of times a scheduling cycle occurred.

Counter name	Description
Service provider load failures	The total number of times a service provider could not be loaded.
Service providers aborted	The total number of times a service provider stopped working because it took too long to execute.
Service providers executed	The total number of times a service provider completed its work.
Service providers failed	The total number of times a service provider failed during execution.
Service providers refreshed	The total number of times a service provider was changed and had its configuration refreshed.
Service providers removed	The total number of times a service provider was deleted from the configuration and removed from the schedule.
Service providers started	The total number of times a scheduled service provider was started.

Microsoft Dynamics CRM server-side synchronization counters

The counters provided in the **Server-Side Synchronization** counter set are described in the tables in the following sections.

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Outgoing Queue Manager Counters

Counter name	Description
ActivityQueue: Active organizations	Total number of organizations that are actively being polled by the Microsoft Dynamics CRM Asynchronous Processing Service for activity queue operations.
ActivityQueue: Capacity per organization	Number of activity queue operations currently allocated to an organization that are to be removed from the processing queue.
ActivityQueue: Items dequeued per organization	Number of activity queue operations that have been removed from the processing queue for an organization.
ActivityQueue: Items in memory (High)	Maximum number of activity queue operations to hold in memory for processing.
ActivityQueue: Items in memory (Low)	The threshold of activity queue operations to trigger loading of additional operations.
ActivityQueue: Number of dequeue attempts	Total number of attempts made to remove activity queue operations from the processing queue for an organization.
ActivityQueue: Threads in use	Number of threads currently employed in the processing of activity queue operations.
ActivityQueue: Total - Average time spent in operation	Average time spent in activity queue operations.
ActivityQueue: Total - Average time spent in throttled state	Average time spent in a throttled state by activity queue operations.
ActivityQueue: Total - Average time spent in waiting state	Average time spent in a waiting state by activity queue operations for asynchronous I/O requests.
ActivityQueue: Total operations completed	Total number of activity queue operations that have completed.
ActivityQueue: Total operations completion throughput	Total throughput of activity queue operations completed.
ActivityQueue: Total operations executing	Total number of activity queue operations that are currently being processed by asynchronous handlers.
ActivityQueue: Total operations failed	Total number of activity queue operations that failed.
ActivityQueue: Total operations failed with retry	Total number of activity queue operations that failed and then tried to execute again.

Counter name	Description
ActivityQueue: Total operations outstanding	Total number of activity queue operations that are currently outstanding, including in-memory queued items.
ActivityQueue: Total operations resumed prematurely	Total number of activity queue operations that resumed prematurely.
ActivityQueue: Total operations throttled	The number of activity queue throttled operations.
ActivityQueue: Total operations waiting on I/O	Number of activity queue operations waiting on asynchronous I/O requests.
ActivityQueue: Total organizations	Number of organizations that are being monitored for activity queue operations.
OutgoingActivity - Average time spent in operation	Average time spent in outgoing activity operations.
OutgoingActivity - Average time spent in waiting state	Average time spent in a waiting state by an outgoing activity for asynchronous I/O requests.
OutgoingActivity operations completed	Total number of outgoing activity operations that have completed.
OutgoingActivity operations completion throughput	Total throughput of outgoing activity operations completed.
OutgoingActivity operations executing	Total number of outgoing activity operations that are currently being processed by asynchronous handlers.
OutgoingActivity operations failed	Total number of outgoing activity operations that failed.
OutgoingActivity operations failed with retry	Total number of outgoing activity operations that failed and then tried to execute again.
OutgoingActivity operations outstanding	Total number of outgoing activity operations that are currently outstanding, including in-memory queued items.
OutgoingActivity operations resumed prematurely	Total number of outgoing activity prematurely resumed operations.
OutgoingActivity operations throttled	The current number of outgoing activity throttled operations.
OutgoingActivity operations waiting on I/O	Current number of outgoing activity operations waiting on asynchronous I/O requests.

Incoming Email/Appointment/Contact/Task/Test Configuration Queue Manager Counters

Counter name	Description
MailboxQueue: Active organizations	Total number of organizations that are actively being polled by the Microsoft Dynamics CRM Asynchronous Processing Service for mailbox queue operations.
MailboxQueue: Capacity per organization	Number of mailbox queue operations currently allocated to an organization that are to be removed from the processing queue.
MailboxQueue: Items dequeued per organization	Number of mailbox queue operations that have been removed from the processing queue for an organization.
MailboxQueue: Items in memory (High)	Maximum number of mailbox queue operations to hold in memory for processing.
MailboxQueue: Items in memory (Low)	Threshold of mailbox queue operations to trigger loading of additional operations.
MailboxQueue: Number of dequeue attempts	Total number of attempts made to remove mailbox queue operations from the processing queue for an organization.
MailboxQueue: Threads in use	Number of threads currently employed in the processing of mailbox queue operations.
MailboxQueue: Total - Average time spent in operation	Average time spent in mailbox queue operations.
MailboxQueue: Total - Average time spent in throttled state	Average time spent in a throttled state by mailbox queue operations.
MailboxQueue: Total - Average time spent in waiting state	Average time spent in a waiting state by mailbox queue operations for asynchronous I/O requests.
MailboxQueue: Total operations completed	Total number of mailbox queue operations that have completed.
MailboxQueue: Total operations completion throughput	Total throughput of mailbox queue operations completed.
MailboxQueue: Total operations executing	Total number of mailbox queue operations that are currently being processed by asynchronous handlers.

Counter name	Description
MailboxQueue: Total operations failed	Total number of mailbox queue operations that failed.
MailboxQueue: Total operations failed with retry	Total number of mailbox queue operations that failed and then tried to execute again.
MailboxQueue: Total operations outstanding	Total number of mailbox queue operations that are currently outstanding, including in-memory queued items.
MailboxQueue: Total operations resumed prematurely	Total number of mailbox queue operations that resumed prematurely.
MailboxQueue: Total operations throttled	Number of mailbox queue throttled operations.
MailboxQueue: Total operations waiting on I/O	Number of mailbox queue operations waiting on asynchronous I/O requests.
MailboxQueue: Total organizations	Number of organizations that are being monitored for mailbox queue operations.
IncomingEmailProcessing - Average time spent in operation	Average time spent in incoming email processing operations.
IncomingEmailProcessing - Average time spent in throttled state	Average time spent in a throttled state by incoming email processing operations.
IncomingEmailProcessing - Average time spent in waiting state	Average time spent in a waiting state by an incoming email processing operations for asynchronous I/O requests.
IncomingEmailProcessing operations completed	Total number of Incoming email processing operations that have completed.
IncomingEmailProcessing operations completion throughput	Total throughput of Incoming email processing operations completed.
IncomingEmailProcessing operations executing	Total number of Incoming email processing operations that are currently being processed by asynchronous handlers.
IncomingEmailProcessing operations failed	Total number of Incoming email processing operations that failed.
IncomingEmailProcessing operations failed with retry	Total number of Incoming email processing operations that failed and then tried to execute again.

Counter name	Description
IncomingEmailProcessing operations outstanding	Total number of Incoming email processing operations that are currently outstanding, including in-memory queued items.
IncomingEmailProcessing operations resumed prematurely	Total number of Incoming email processing prematurely resumed operations.
IncomingEmailProcessing operations throttled	Current number of Incoming email processing throttled operations.
IncomingEmailProcessing operations waiting on I/O	Current number of Incoming email processing operations waiting on asynchronous I/O requests.

Outgoing Email

Counter Name	Description
Server-Side Synchronization (Outgoing): Items processed	Total number of outgoing mail items processed.
Server-Side Synchronization (Outgoing): Items processed throughput	Throughput of processed outgoing mail items.
Server-Side Synchronization (Outgoing): Items delivered	Total number of outgoing mail items delivered.
Server-Side Synchronization (Outgoing): Items delivered throughput	Throughput of delivered outgoing mail items.
Server-Side Synchronization (Outgoing): Items failed	Total number of outgoing mail items that failed.
Server-Side Synchronization (Outgoing): Items failed throughput	Throughput of failed outgoing mail items.
Server-Side Synchronization (Outgoing): Transient errors	Total number of transient errors in outgoing mail items.
Server-Side Synchronization (Outgoing): Transient errors throughput	Throughput of transient errors in outgoing mail items.
Server-Side Synchronization (Outgoing): Throughput of bytes sent in EWS requests	Throughput of bytes sent in EWS requests while sending outgoing email.

Counter Name	Description
Server-Side Synchronization (Outgoing): Throughput of bytes received in EWS responses	Throughput of bytes received in EWS responses while sending outgoing email.
Server-Side Synchronization (Outgoing): Current number of EWS connections	Number of EWS connections being used for sending outgoing email.
Server-Side Synchronization (Outgoing): Average duration of an EWS connection	Average duration of an EWS connection for outgoing email.
Server-Side Synchronization (Outgoing): Throughput of bytes sent via SMTP protocol	Approximate throughput of bytes sent via SMTP protocol while sending outgoing email.
Server-Side Synchronization (Outgoing): Current number of SMTP connections	Number of SMTP connections being used for sending outgoing email.
Server-Side Synchronization (Outgoing): Average duration of an SMTP connection	Average duration of an SMTP connection.

Incoming Email

Counter Name	Description
Server-Side Synchronization (Incoming): Emails processed	Total number of incoming emails processed.
Server-Side Synchronization (Incoming): Items processed throughput	Throughput of processed incoming mail items.
Server-Side Synchronization (Incoming): Emails delivered	Total number of incoming emails delivered.
Server-Side Synchronization (Incoming): Items delivered throughput	Throughput of delivered incoming mail items.
Server-Side Synchronization (Incoming): Items discarded	Total number of incoming mail items discarded.
Server-Side Synchronization (Incoming): Items discarded throughput	Throughput of discarded incoming mail items.
Server-Side Synchronization (Incoming): Items failed	Total number of incoming mail items failed.

Counter Name	Description
Server-Side Synchronization (Incoming): Items failed throughput	Throughput of failed incoming mail items.
Server-Side Synchronization (Incoming): Items suspected	Total number of incoming mail items potentially corrupted.
Server-Side Synchronization (Incoming): Items suspected throughput	Throughput of potentially corrupted incoming mail items.
Server-Side Synchronization (Incoming): Transient errors	Total number of transient errors in incoming mail items.
Server-Side Synchronization (Incoming): Transient errors throughput	Throughput of transient errors in incoming mail items
Server-Side Synchronization (Incoming): Throughput of bytes sent in EWS requests	Throughput of bytes sent in EWS requests while processing incoming mail items.
Server-Side Synchronization (Incoming): Throughput of bytes received in EWS responses	Throughput of bytes received in EWS responses while processing incoming mail items.
Server-Side Synchronization (Incoming): Current number of EWS connections	Current number of EWS connections being used for processing incoming mail items.
Server-Side Synchronization (Incoming): Average duration of an EWS connection	Average duration of an EWS connection for incoming email.
Server-Side Synchronization (Incoming): Throughput of bytes sent via POP3 protocol	Throughput of bytes sent via POP3 protocol while processing incoming mail items.
Server-Side Synchronization (Incoming): Throughput of bytes received via POP3 protocol	Throughput of bytes received via POP3 protocol while processing incoming mail items.
Server-Side Synchronization (Incoming): Current number of POP3 connections	Current number of POP3 connections being used for processing incoming mail items.
Server-Side Synchronization (Incoming): Average duration of a POP3 connection	Average duration of a POP3 connection.

Appointments, Contacts, and Tasks

Counter Name	Description
Server-Side Synchronization: ACTs Processed	Total number of appointments, contacts, and tasks processed.
Server-Side Synchronization: ACTs Processed Throughput	Throughput of processed appointments, contacts, and tasks.
Server-Side Synchronization: ACTs Synchronized	Total number of appointments, contacts, and tasks synchronized.
Server-Side Synchronization: ACTs Synchronized Throughput	Throughput of appointments, contacts, and tasks synchronized.
Server-Side Synchronization: ACTs Failed	Total number of appointments, contacts, and tasks that failed.
Server-Side Synchronization: ACTs Failed Throughput	Throughput of appointments, contacts, and tasks that failed.
Server-Side Synchronization: Transient Errors for ACTs	Total number of transient errors for appointments, contacts, and tasks.
Server-Side Synchronization: ACTs Transient Errors Throughput	Throughput of transient errors for appointments, contacts, and tasks.

Email Common Counters

Counter Name	Description
Server-Side Synchronization (Exchange Auto-discover): Cache hit	Total number of auto discover requests that were fulfilled using the cache.
Server-Side Synchronization (Exchange Auto-discover): Cache miss	Total number of auto discover requests that couldn't be fulfilled using the cache.
Server-Side Synchronization (Exchange Auto-discover): Discoveries failed	Total number of auto discover calls that failed.
Server-Side Synchronization (Exchange Auto-discover): Discoveries successful.	Total number of auto discover calls that were successful.
Server-Side Synchronization (Exchange Auto-discover): Number of connections	Number of connections being used for auto-discovery of EWS endpoint.

Counter Name	Description
Server-Side Synchronization (Exchange Auto-discover): Average time taken for auto-discovery	Average time taken for auto-discovery of EWS endpoint.
Synchronous delays	Total number of times a synchronous delay was added while processing email.

Test Email Configuration Counters

Counter Name	Description
MailboxTestAccess: Average time spent in operation	Average time spent in Mailbox Test Access operations.
MailboxTestAccess: Average time spent in throttled state	Average time spent in a throttled state by Mailbox Test Access operations.
MailboxTestAccess: Average time spent in waiting state	Average time spent in a waiting state by Mailbox Test Access operations for asynchronous I/O requests.
MailboxTestAccess operations completed	Total number of Mailbox Test Access operations that have completed.
MailboxTestAccess operations completion throughput	Total throughput of Mailbox Test Access operations completed.
MailboxTestAccess Operations executing	Total number of Mailbox Test Access operations that are currently being processed by asynchronous handlers.
MailboxTestAccess Operations failed	Total number of Mailbox Test Access operations that failed.
MailboxTestAccess Operations failed with retry	Total number of Mailbox Test Access operations that failed and then tried to execute again.
MailboxTestAccess operations outstanding	Total number of Mailbox Test Access operations that are currently outstanding, including in-memory queued items.
MailboxTestAccess operations resumed prematurely	Total number of Mailbox Test Access operations that resumed prematurely.
MailboxTestAccess operations throttled	Number of Mailbox Test Access throttled operations.
MailboxTestAccess Operations Waiting on I/O	Number of Mailbox Test Access operations waiting on asynchronous I/O requests.

Accessibility

Administrators and users who have administrative responsibilities typically manage Microsoft Dynamics CRM by using the Settings area. A mouse and keyboard are the typical devices that administrators use to interact with the application.

Users who don't use a mouse can use a keyboard to navigate the user interface and complete actions. The ability to use the keyboard in this way is a result of support for keyboard interactions that a browser provides.

For more information, see the following Microsoft Dynamics CRM web application accessibility topics:

- [Keyboard shortcuts](#)
- [Accessibility for people with disabilities](#)

Administrators and users who have administrative responsibilities for on-premises deployments of Microsoft Dynamics CRM 2013 also use Microsoft Dynamics CRM Deployment Manager, a Microsoft Management Console (MMC) application, to manage on-premises deployments of Microsoft Dynamics CRM Server 2013.

For more information, see the following Microsoft Management Console (MMC) accessibility topics:

- [Navigation in MMC Using the Keyboard and Mouse](#)
- [MMC Keyboard Shortcuts](#)

Accessibility features in browsers

The following table contains links to documentation about web browser accessibility.

Browser	Documentation
Internet Explorer	Microsoft Accessibility Language Support and Accessibility Features
Mozilla Firefox	Accessibility features in Firefox
Apple Safari	Safari
Google Chrome	Accessibility Technical Documentation

See Also

[Microsoft Accessibility Resource Center](#)

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Note

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