Customer FAQ

Origin Inspector

This document provides answers to some of the most frequently asked questions about Fastly’s Origin Inspector service.

What is Origin Inspector?

Origin Inspector provides you with datasets and visualizations that offer real-time and historical visibility into responses delivered from your origin servers to the Fastly Edge Cloud. It allows you to monitor origin traffic without requiring you to send log data to a third-party data collector.

How does it work?

Origin Inspector aggregates origin response data received by a specified service and presents that information either as visualizations in the web interface or as a JSON-formatted data stream. Examples of the kinds of data aggregated include egress bandwidth, response status codes and the number of origin responses. For more detailed information about specific features check out our documentation.

What are some typical use cases for Origin Inspector?

- **Origin monitoring**: Proactively monitor and react in a timely manner to issues that arise at the origin.
- **Event monitoring**: Get end-to-end visibility of traffic to your origin during critical calendar and live events.
- **Troubleshoot origin errors**: Account for every origin response, origin byte, and status code to get insight into origin errors and failures.
- **Evaluate your investment**: Quantify the extent to which Fastly services reduce origin infrastructure and egress costs, especially with **shielding**.
**What level of reporting do you provide?**

Real-time data is reported in one-second periods up to the last complete second for a 120-second window. Historical data aggregation and retention timeframes, however, vary based on the Origin Inspector level you have purchased.

<table>
<thead>
<tr>
<th>Origin Inspector Level</th>
<th>Aggregation Timeframe</th>
<th>Retention Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Essentials</td>
<td>Per hour</td>
<td>8 days</td>
</tr>
<tr>
<td>Professional</td>
<td>Per minute</td>
<td>15 days</td>
</tr>
<tr>
<td>Enterprise</td>
<td>Per minute</td>
<td>45 days</td>
</tr>
</tbody>
</table>

**How do I get access to Origin Inspector?**

Origin Inspector is available as part of either Fastly's Essentials or Professional Edge Cloud packages. Customers who have a paid account and a contract for Fastly's services can also purchase Origin Inspector at the Enterprise level for a separate additional fee, rather than as part of an Edge Cloud package. Contact us at sales@fastly.com to discuss this option.

**How do you price this service?**

Fees for Origin Inspector are charged per each unique origin sending traffic to Fastly each calendar day. We call this an “origin day.” We multiply the number of origin days by your origin day rate to find your daily charge. Your monthly charge is the summation of the daily charges across a single billing month. To discuss pricing, contact sales@fastly.com.

**Are there any limits on the number of Origins a service can support?**

By default, we limit origins per service to five. Contact support@fastly.com to discuss raising this limit.
What if I am not a Fastly customer?

If you are not yet a Fastly customer, we’ll work directly with you to immediately transition you to Fastly’s edge cloud platform. Contact sales@fastly.com.

More Questions?

If you have any questions that are not answered in this FAQ contact support@fastly.com
Over 90% of customers run our next-gen WAF in blocking mode.

145 Tbps edge network capacity.

800 Billion requests per day.

150 ms mean purge time.

95% CSAT

Enjoy world class support

With a customer satisfaction rating (CSAT) of over 95% for the past three years running, we pride ourselves on our customer relationships. Fastly’s world-class support includes help from engineers through chat, in-depth technical documentation, solutions packages, and more. With choices ranging from white-glove to self-service, **we offer everything to fit your support needs.**

Getting started

Find out why customers like Shopify, Stripe, and LaunchDarkly choose Fastly.

To learn more, please contact us at sales@fastly.com, and visit our Software-as-a-Service webpage.

Learn more about Fastly support →