



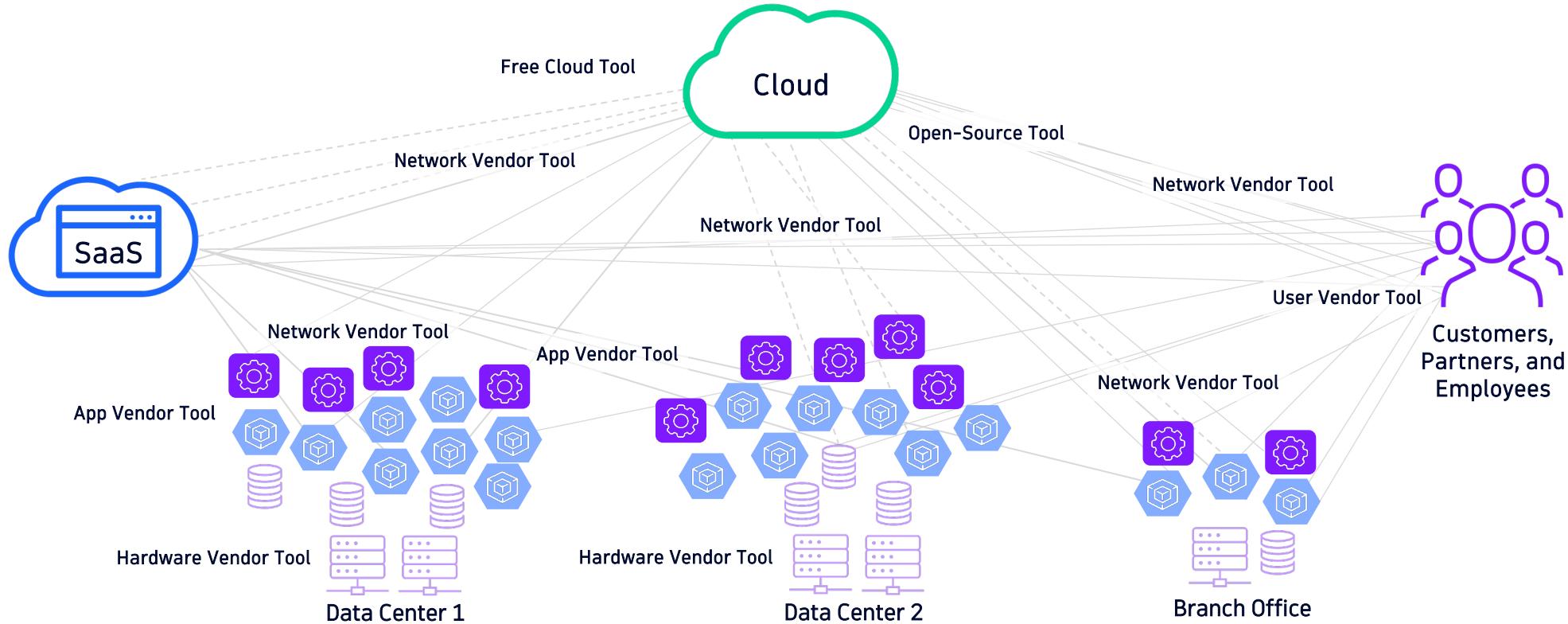
# Dynatrace Key Innovations for Next-Gen Troubleshooting

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# Agenda

- Achieving unified observability
- Troubleshooting with Dynatrace
  - User session
  - Traces
  - Logs
  - Automating troubleshooting
  - Problem ticket
  - SLOs
  - Shift-left
  - Predictive troubleshooting

# Tool Sprawl - What Does it Mean and Challenges



Information silos

Manual root cause analysis

Poor service delivery

High risk and cost

Low productivity

# DevOps silos and inefficiencies are impacting organizations

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Data silos and fragmented teams add overhead, complexity, and time



47% LOST productivity spent on outages

Manual root cause analysis and guesswork delay MTTI/MTTR



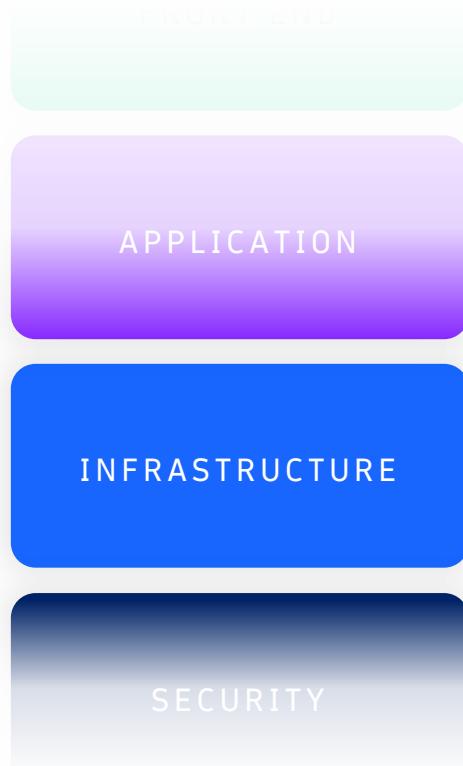
7.5M Euros = Average cost in a year due to unplanned downtime

DevOps teams struggle to get ahead and can't focus on innovation



53% LOST revenue

# End-to-end infrastructure observability landscape and objectives



**True full-stack observability**  
with traces, digital experience monitoring,  
and AppSec

**Tier 1**



**Infrastructure monitoring**  
for detailed hybrid-cloud performance and  
analysis of hosts, services, containers, etc.

**Tier 2**



**new relic.**



**Logic Monitor**



**APPDYNAMICS**

**splunk>**

**Tier 3**

**solarwinds**

**Grafana**

**Prometheus**

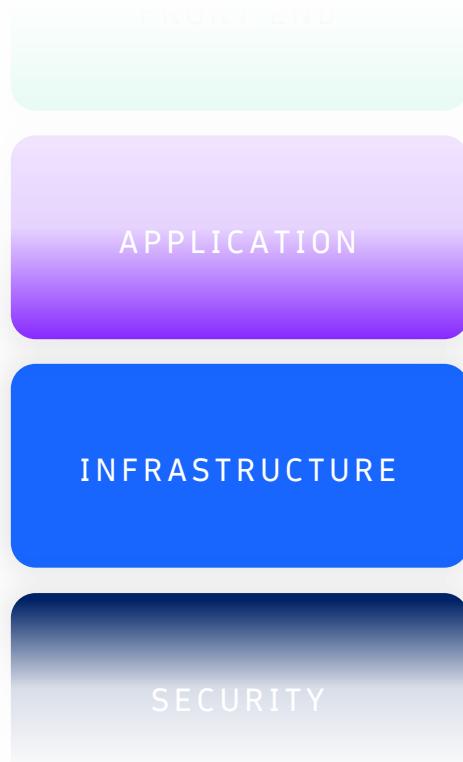
 **Microsoft System Center Operations Manager**

**ZABBIX**

**Nagios®**

# End-to-end infrastructure observability landscape and objectives

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**Tier 1**

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**Infrastructure monitoring**  
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analysis of hosts, services, containers, etc.

**Tier 2**



**Basic monitoring**  
to provide confidence that hosts,  
storage, and services are available

**Tier 3**



Historically, cost has been a barrier to have Dynatrace everywhere.



# End-to-end infrastructure observability landscape and objectives

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## True full-stack observability

with traces, digital experience monitoring, and AppSec

## Infrastructure monitoring

for detailed hybrid-cloud performance and analysis of hosts, services, containers, etc.

## Basic monitoring

to provide confidence that hosts, storage, and services are available

### Tier 1

### Tier 2

### Tier 3

APPLICATION

INFRASTRUCTURE

SECURITY



BIGGER ISN'T ALWAYS BEST, CHOOSE THE RIGHT VEHICLE FOR THE WORKLOAD.



# Feature Overview

		Foundation & Discovery	Infrastructure Monitoring	Full-stack monitoring
Topology Discovery	Hybrid Cloud Discovery & Dynatrace Smartscape	✓	✓	✓
Host Criticality	Detection of external services & app dependencies	✓	✓	✓
Basic Monitoring	Host health Filesystem monitoring OS Services Monitoring	✓	✓	✓
Host Process Details		✗	✓	✓
Detailed Disk Analysis		✗	✓	✓
Network Analysis		✗	✓	✓
Memory Analysis		✗	✓	✓
Extensions		✗	opt-in	opt-in
Custom Metrics		✗	100 / host	15 / 256 MiB
Log Management		opt-in	opt-in	opt-in
Tracing & Profiling		✗	✗	✓
Application Security		opt-in	opt-in	opt-in

# Discovery & Coverage app

Assist user in getting the right monitoring in the right places

Connect all the clouds

Host coverage

OneAgent Coverage: 15% (209 / 1318) AWS, GCP are not reflected in the data due to missing cloud integrations.

Cloud provider	Cloud status	Cloud hosts	OneAgent hosts	OneAgent coverage	Priority	Recommended action
aws	Connected	26	1.54k	> 100%	Critical	Connect cloud
GCP	Not setup	0	4	-	Critical	Connect cloud
Azure	Connected	54	1	2%	Critical	Connect cloud
VMware	Connected	1.28k	208	16%	Critical	Connect cloud

Identify hosts without OneAgent

Install OneAgent

IP List

- 172.18.140.106, 172.18.147.127, 10.42.0.1, 172.10.151.59, 172.10.140.71, 172.10.150.104, 172.18.149.182, 172.18.147.15, 172.18.149.165, 172.18.147.137, 172.18.159.31, 172.18.154.22, 172.18.147.61, 172.18.159.79, 172.18.147.132, 10.42.0.1, 172.18.148.284, 172.18.149.158, 172.18.158.167, 10.42.0.1, 172.18.159.285, 172.18.159.67, 172.18.147.162, 172.18.149.181

OS type: Linux

Monitoring mode: Full stack

Optional parameters

Get OneAgent

```
wget -O Dynatrace-OneAgent-Linux-x86-1.281.0.20231116-162518.sh "https://umsawsjou.dev.dynatracelabs.com/api/v1/deployment/installer/agent/unix/default/latest?arch=x86&flavor=default" --header="Authorization: Api-Token <TOKEN_VALUE>"
```

or [Download](#)

Get OneAgent

```
wget https://ca.dynatrace.com/dt-root.cert.pem ; ( echo 'Content-Type: multipart/signed; protocol="application/x-pkcs7-signature"; micalg="sha-256"; boundary="--SIGNED-INSTALLER"'; echo ; echo "-----SIGNED-INSTALLER" ; cat Dynatrace-OneAgent-Linux-x86-1.281.0.20231116-162518.sh ) | openssl cms -verify -CAfile dt-root.cert.pem > /dev/null
```

Get OneAgent

```
/bin/sh Dynatrace-OneAgent-Linux-1.281.0.20231116-162518.sh --set-monitoring-mode=fullstack --set-app-log-content-access=true
```

Provide best practice monitoring recommendations

Monitoring Coverage

Host coverage

Discovery findings

Criticality

Category

Discovery findings

Criticality

Category

Status Priority Category

Status	Priority	Category	Finding	Recommendation	Actions
Actionable	Databases	2 / 2	Undermonitored Oracle databases	Oracle databases are a critical part of your infrastructure. Infrastructure Mode and a database extension are highly recommended. Without adequate monitoring, Davis can only tell that the database is the rootcause, not why the database is causing slow performance.	<a href="#">Apply to all</a>
n/a	Databases	0 / 0	Undermonitored MSSQL databases		<a href="#">Apply to all</a>
n/a	Databases	0 / 0	Undermonitored PostgreSQL databases		<a href="#">Apply to all</a>
n/a	Databases	0 / 0	Undermonitored MySQL databases	Set monitoring mode, Activate extension	<a href="#">Apply to all</a>
n/a	Databases	0 / 0	Undermonitored MongoDB databases	Set monitoring mode	<a href="#">Apply to all</a>
Muted	Databases	0 / 0	Undermonitored HANA databases	Set monitoring mode, Activate extension	<a href="#">Apply to all</a>
Compliant	Deep monitoring	0 / 2	Hosts with injectable processes	Set monitoring mode	<a href="#">Apply to all</a>
n/a	Deep monitoring	0 / 0	Hosts with external services	Set monitoring mode	<a href="#">Apply to all</a>

# **Troubleshooting with Dynatrace**

DEMO



CLOUD DONE RIGHT