



# New Relic Workshop

# New Relic Workshop

While you are waiting:

- WIFI: **AfterShip Guest (postmen39)**
- Slide: <https://github.com/AfterShip/demo-newrelic/blob/master/slides/New%20Relic%20Workshop.pdf>
- GitHub: <https://github.com/AfterShip/demo-newrelic>
- Node 4.2.3

# Agenda

Introduction of New Relic

Quickstart demo application

Application monitoring

Server monitoring

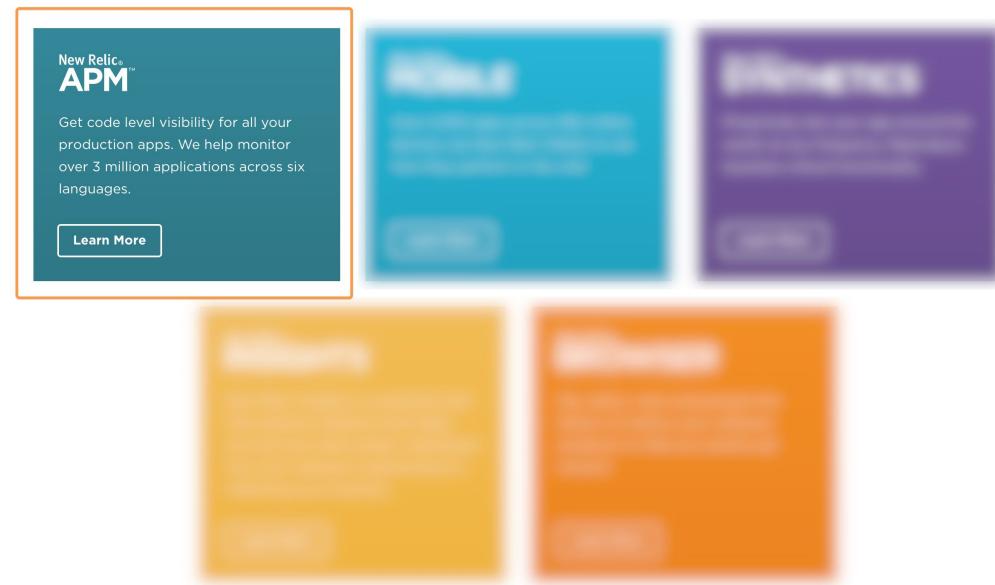
Q&As / Networking

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# New Relic

<https://newrelic.com/products>

- APM (application monitoring)
- Server
- Alerts



Platform capabilities included with your New Relic account.

Plugins, Servers and Alerts are included with any and all of your New Relic products.



# Sign up for New Relic

- <https://newrelic.com/signup>
- Unfortunately, you have to fill in every fields.

Your Name \*

First and last name, please

Please provide your full name

Your Phone Number \*

Numbers only with area/int'l code.

Please enter your phone number

Your Email Address \*

you@yourbusiness.com

Is that an accurate email address?

Your New Relic Password \*

Must include at least one non-letter character.

Please fill out this field.

Select Your Country \*

Where on Earth are you?

Where are you located?

Select Your Role \*

What do you do?

What's your role at your company?

Your Company \*

The full name of your company

Where do you work?

Number of Employees \*

How many people work there?

Approximately?

Number of App Servers \*

Physical or virtual machines

Approximately?

Which platforms would you like to monitor? \*

Choose all that apply

Select at least one

Do you have a [Promo Code](#)?

I agree to the [Terms of Service](#).

**Sign Up for New Relic**

Between 14:45 and 18:01 UTC on 2016-05-16, you may see intermittent flat lines or gaps in your charts which will normalize over time.

Hide  
this

## Welcome Nick let's get started!

Which product would you like to set up first?

New Relic® <b>APM</b>	New Relic® <b>BROWSER</b>	New Relic® <b>MOBILE</b>	New Relic® <b>SERVERS</b>	New Relic® <b>INSIGHTS</b>	New Relic® <b>SYNTHETICS</b>
Our flagship product helps you monitor the performance and availability of your web applications.	Browser specific data so you can understand your software's performance from an end-user's perspective.	Quickly pinpoint performance problems in your mobile apps operating in complex production environments.	Find health issues to things like CPU utilization, memory utilization, disk I/O utilization, and disk capacity.	Query application business metrics, performance data, and customer behaviors at lightning speed.	Test and find issues with your software's business critical functionality before real users do.

Have someone else who will set up New Relic? [Add them to your account now.](#)



AfterShip\_2

1 ✓

# Time zone

- Find “User preferences” on the top-right corner of the page
- Then select your favorite time zone

**Nick Chan**

Account admin

◀ Notifications 1

User preferences

Account settings

Upgrade subscription

Documentation



LOG OUT

# Account Name

- Find “Account settings” on the top-right corner of the page
- Click the “pencil” to change your Account Name
- Change it to “XXX Development”
- It’s good to separate accounts according to different products / projects or environments (e.g. development, production)

Account information

Name

Workshop - Development

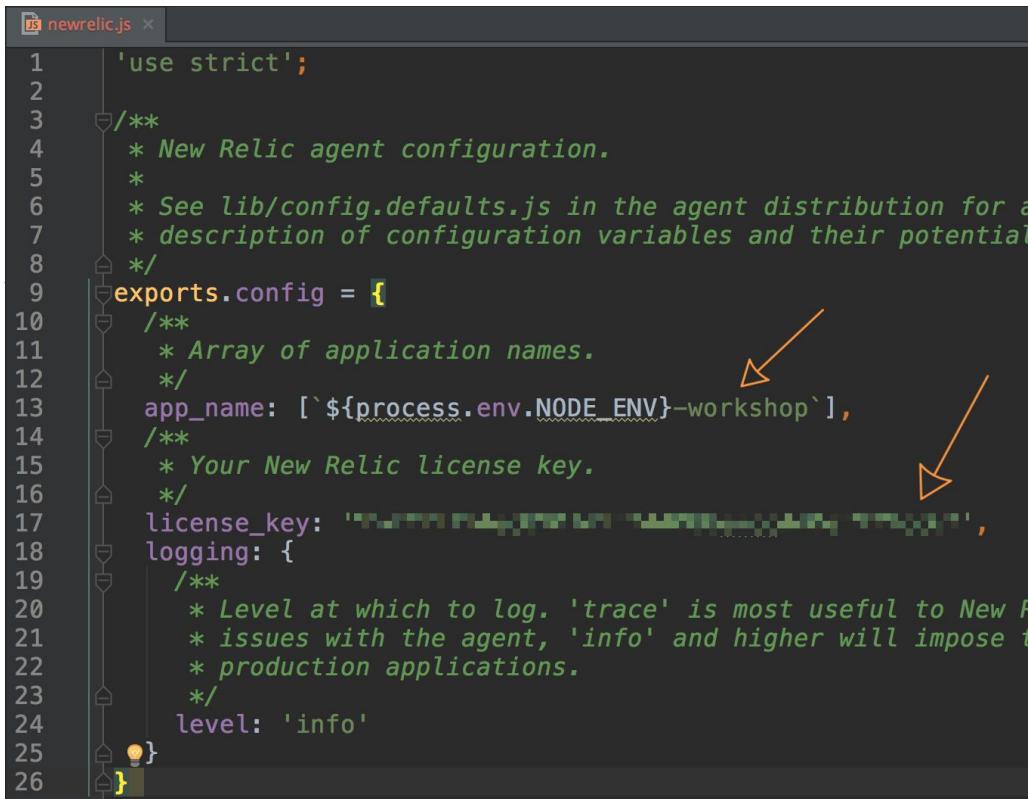


# Running the demo app

- <https://github.com/AfterShip/demo-newrelic>
- git clone
- npm install
- NODE\_ENV=development npm start
- http://localhost:8001

# Enable New Relic

- npm install --save newrelic
- cp node\_modules/newrelic/newrelic.js
- Change the value of "app\_name" to  
[`process.env.NODE\_ENV}-workshop`]



```
JS newrelic.js x
1  'use strict';
2
3  /**
4   * New Relic agent configuration.
5   *
6   * See lib/config.defaults.js in the agent distribution for a
7   * description of configuration variables and their potential
8   */
9  exports.config = {
10    /**
11     * Array of application names.
12     */
13    app_name: [`process.env.NODE_ENV}-workshop`], // ←
14    /**
15     * Your New Relic license key.
16     */
17    license_key: 'REDACTED', // ←
18    logging: {
19      /**
20       * Level at which to log. 'trace' is most useful to New Relic
21       * issues with the agent, 'info' and higher will impose a
22       * production applications.
23       */
24      level: 'info'
25    }
26  }
```

# Find your License key

- Find “Account settings” on the top-right corner of the page
- Note that license key is per account.
- If you have multiple accounts, make sure you switch to the correct account first.
- Edit “newrelic.js” and replace the value of “license\_key”

## Account information

### Name

Workshop - Development 

### Subscription

Web Lite  
Mobile Lite  
Insights None  
Browser Lite  
Synthetics Lite

### Billing CC Email

- 

### License key

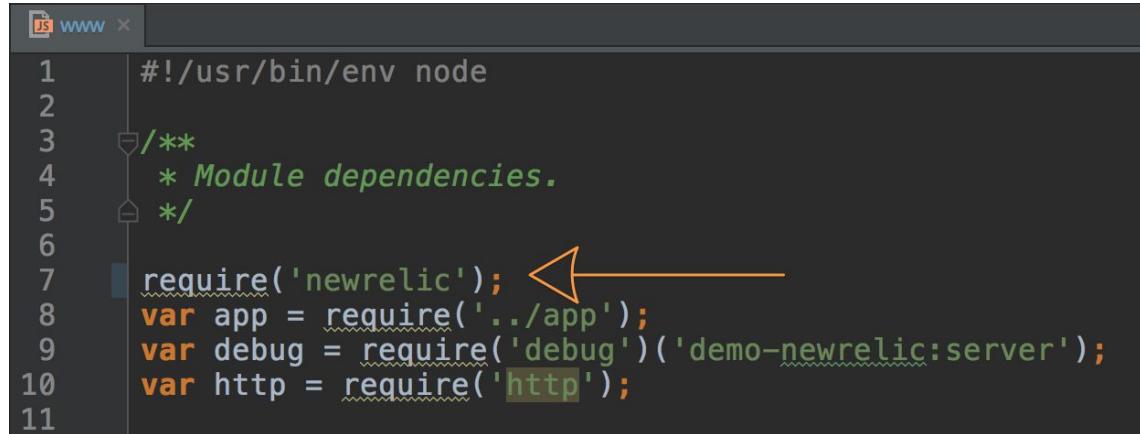


## Update your New Relic agent

*Links without the download icon will take you to installation instructions.*

# Enable New Relic

- Add “require('newrelic');” as the first line of your app.
- Comments does not count
- Run the app with  
“NODE\_ENV=development  
npm start”



```
1  #!/usr/bin/env node
2
3  /**
4   * Module dependencies.
5   */
6
7  require('newrelic'); ←
8  var app = require('../app');
9  var debug = require('debug')('demo-newrelic:server');
10 var http = require('http');
11
```

```
Bossa-iMac:demo-newrelic Bossa$ NODE_ENV=development npm start
> demo-newrelic@1.0.0 start /works/repo/AfterShip/demo-newrelic
> node ./bin/www
```

# Application Monitoring

APPS  
development-workshop **2**TIME PICKER  
30 minutes ending today, 16:20 **3**

## MONITORING

## Overview

Service maps

Transactions

External services

## EVENTS

Error analytics NEW

Errors

Alerts

Deployments

## REPORTS

SLA

Availability

Scalability

Web transactions

Database

## SETTINGS

Application

Availability monitoring

Environment

## ALERTS &gt;

Web transactions time **4**0.434 ms  
APP SERVERApdex score ?1.0 [0.001]  
APP SERVER

0.7 ms

0.6 ms

0.5 ms

0.4 ms

0.3 ms

0.2 ms

0.1 ms

3:55 PM 4:00 PM 4:05 PM 4:10 PM 4:15 PM

node Response time

Transactions **6**

App server time

Error rate

0.00 %

Member of policy Default application alert policy

get /

0.434 ms

Transaction traces: n/a

Throughput **5**318 rpm  
AVERAGE

1500

1000

500

3:55 PM 4:00 PM 4:05 PM 4:10 PM 4:15 PM

## Recent events



Today

DEVELOPMENT-WORKSHOP

Application settings updated by Nick Chan

16:24

DEVELOPMENT-WORKSHOP

Application settings updated by Nick Chan

16:22

1 server **7**

Server name Apdex Resp. time Throughput Error Rate CPU usage Memory

nick-imac.local

1 app instance

1.00 0.001

0.434 ms

318 rpm

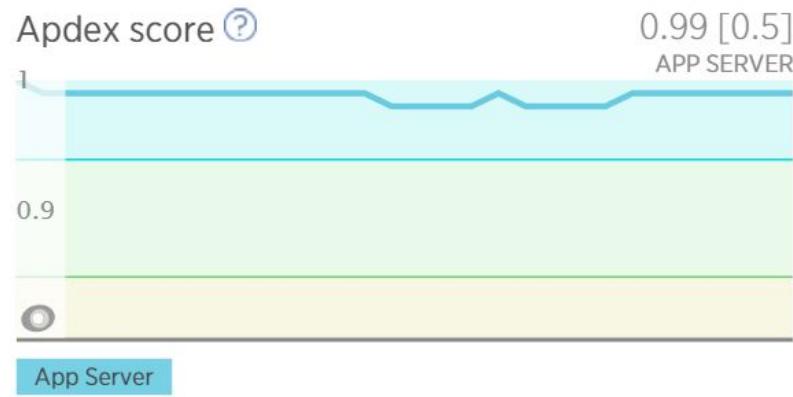
0.00 %

0 %

80 MB

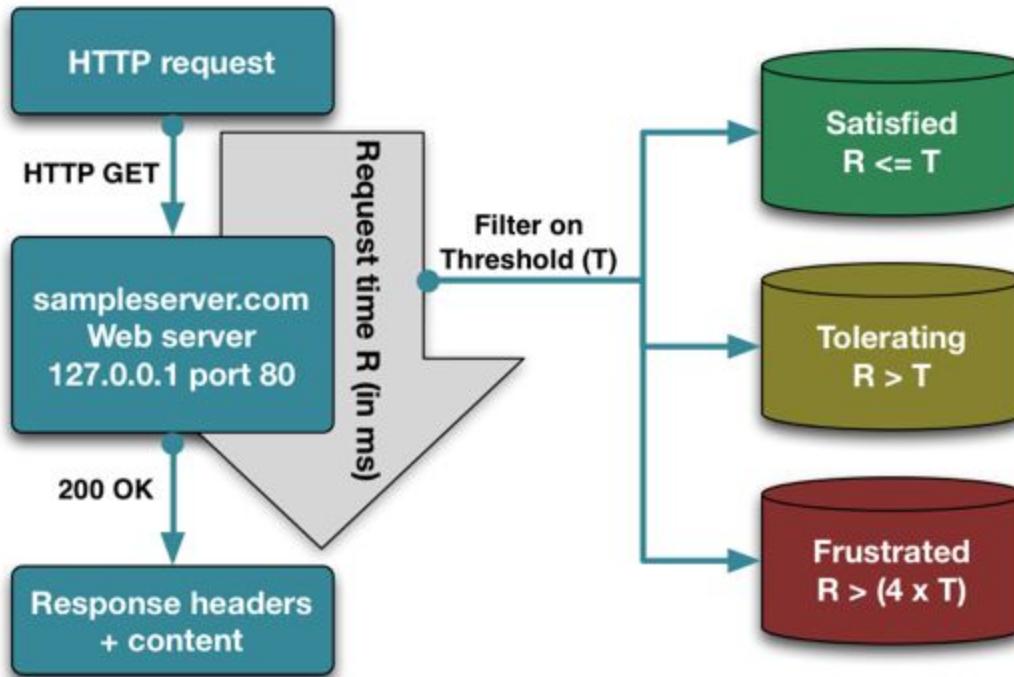
# What is Apdex?

- An industry standard to measure users' satisfaction with the response time of web applications
- You define a response time threshold  $\mathbf{T}$
- All responses handled in  $\mathbf{T}$  or less time satisfy the user
- 3 Apdex levels
  - Satisfied: response time  $\leq \mathbf{T}$
  - Frustrated: response time  $> 4\mathbf{T}$
  - Tolerating: response time  $> \mathbf{T}$  and  $\leq 4\mathbf{T}$
- The value of Apdex is between 0 to 1.
- 1 is the best while 0 is the worse.



# Application Performance Index

How to compute the Apdex score



$$\text{Apdex} = \frac{\text{Satisfied requests} + (\text{Tolerating requests} / 2)}{\text{Total number of requests}}$$

# Apdex Calculator

- <http://bit.do/apdex>

## Apdex Calculator

Given the response times and threshold value below, calculate the Apdex. Enter your answer in the My Apdex field, then click Am I Right? to check your work.

### Response Times (milliseconds)

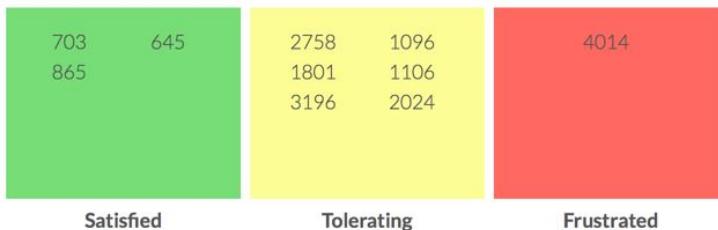
2758	703	645	1096	1801
1106	3196	2024	865	4014

Threshold (apdex\_t):

My Apdex:

[Am I Right?](#) [Give me a hint.](#)

### How Apdex is Calculated



$$\text{Apdex} = \frac{\text{Satisfied Count} + (\text{Tolerating Count} / 2)}{\text{Total Number of Samples}}$$

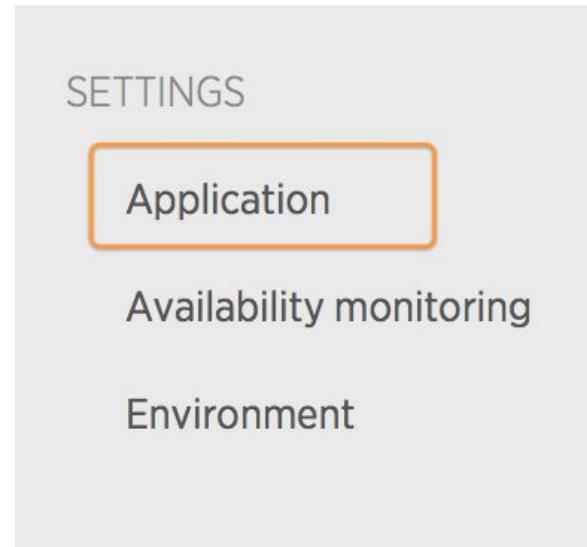
*Tip:* Try changing the threshold to see how it affects the Apdex.

# Determine your Apdex

- Use for triggering alerts when anything go wrong
- Too low: False-positive alert
- Too high: Won't notice performance issue
- Base on your applications average response time

# Change your Apdex

- Settings -> Application
- App Server -> Apdex T



App server

Apdex T

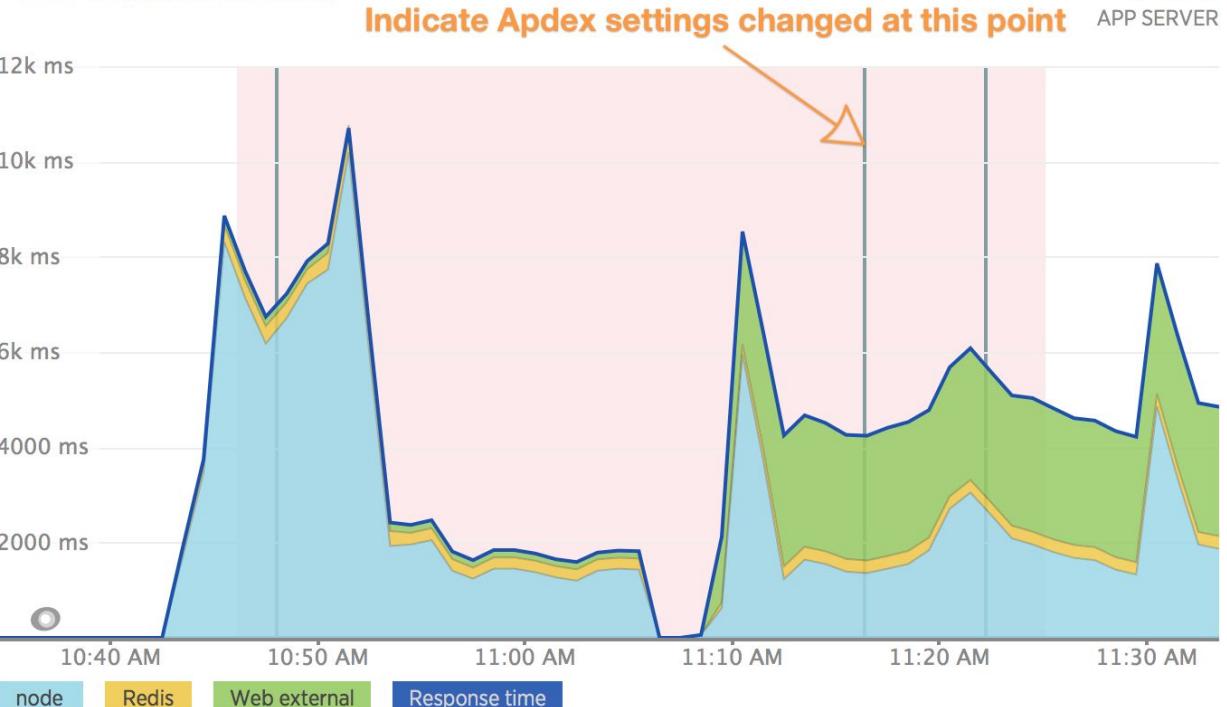
5.0



*Apdex T applies to web transactions only.*

Save application settings

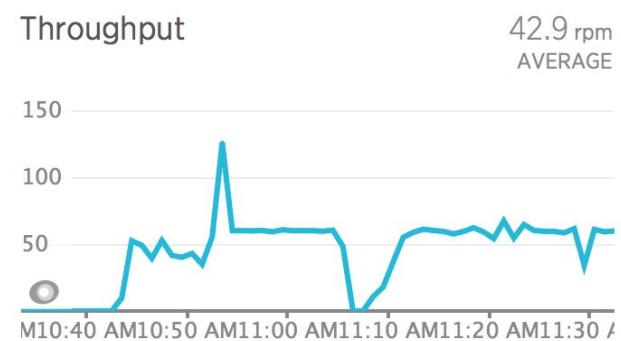
## Web transactions time



## Apdex score



## Throughput



## Web transactions time ▾

171 ms

APP SERVER

1000 ms

900 ms

800 ms

700 ms

600 ms

500 ms

400 ms

300 ms

200 ms

100 ms



4:40 PM

4:45 PM

4:50 PM

4:55 PM

5:00 PM

5:05 P

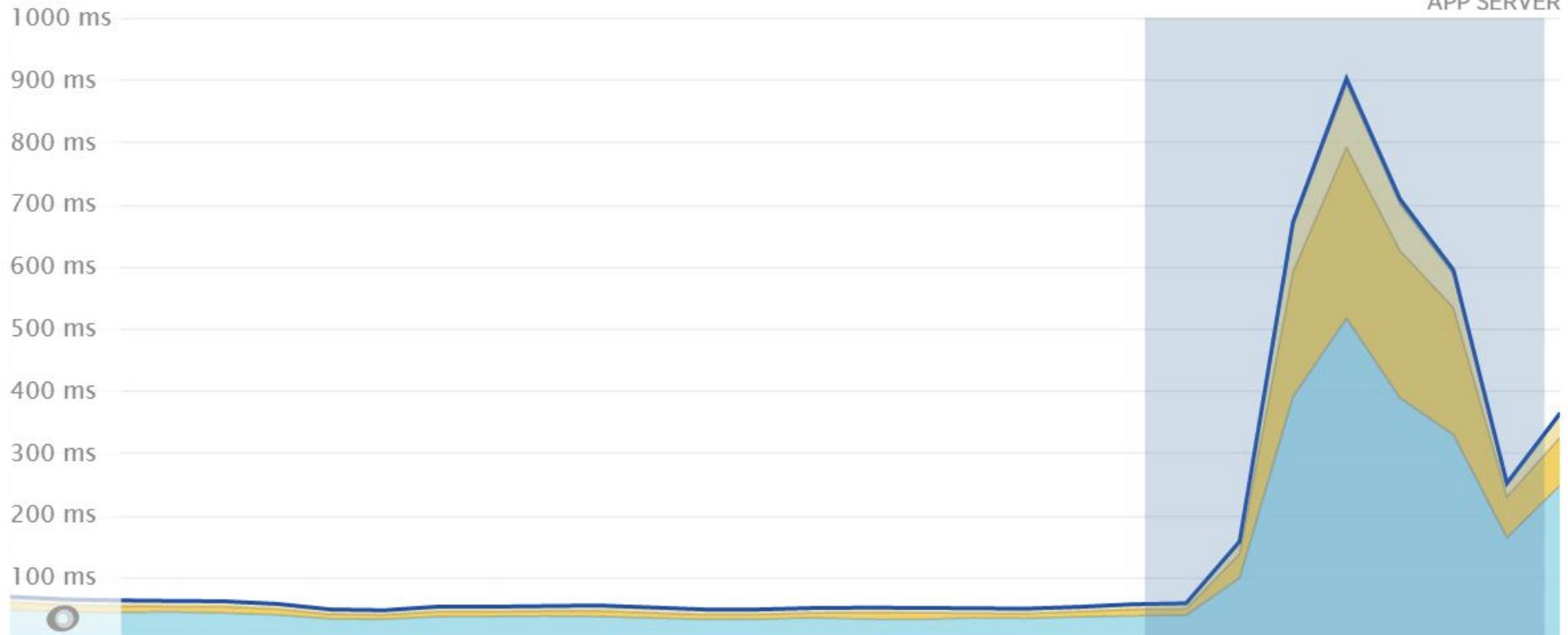
node

Redis

MongoDB

Web external

Response time



TIME PICKER

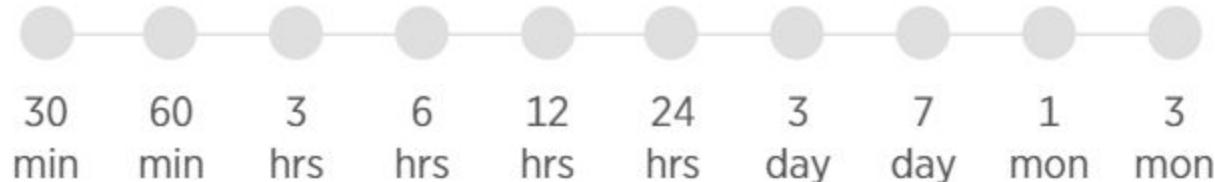
6 minutes ending today, 17:05

SERVERS

All servers

**Ending now**

Custom date



< **Back** 6 minutes

**Forward** to the last 6 minutes >

Start logging deployments to see your performance since your last deploy

Time zone: (GMT+08:00) Hong Kong. [Change it](#)

# Server Monitoring



## Get started with New Relic Servers

### 1 ➔ Choose a platform

Platform	Choose your version below to see instructions
Ubuntu or Debian	Ubuntu 10.04 LTS and up, Debian 5+
Red Hat or CentOS	Red Hat Enterprise Linux 5+, CentOS 5+
SmartOS	Joyent SmartOS
Other Linux	glibc 2.5 or newer
Windows	Windows Server 2003, 2008, or 2012

We currently support Linux and Windows. For Linux, the current packages may work on any RPM or DEB based system, your mileage may vary. We may support more platforms in the future.

### Add a user

Have someone else who will help deploy? Want to add a coworker to your account?

[Add them now, it's easy!](#)

### Why New Relic server?

Watch critical system metrics like cpu, memory, network activity and even your processes with up-to-the minute results.

**NOTE:** Must be **root** user to install

## 2 Add the New Relic yum repository

Install the newrelic-repo package, which configures a new package repository for yum:

```
rpm -Uvh https://download.newrelic.com/pub/newrelic/el5/i386  
/newrelic-repo-5-3.noarch.rpm
```

## 3 Install the Server Monitor package

Run the install command:

```
yum install newrelic-sysmond
```

## 4 Configure & start the Server Monitor daemon

Add license key to config file: (See /etc/newrelic/nrsysmond.cfg for other config options)

```
nrsysmond-config --set  
license_key=XXXXXXXXXXXXXX
```

Start the daemon:

```
/etc/init.d/newrelic-sysmond start
```

**Note:** The configuration file is located at **/etc/newrelic/nrsysmond.cfg** and contains the license key and location for the log file: **/var/log/newrelic/nrsysmond.log**

```
[ec2-user@ip-10-234-0-118 ~]$ sudo rpm -Uvh https://download.newrelic.com/pub/newrelic/el5/i386/newrelic-repo-5-3.noarch.rpm
Retrieving https://download.newrelic.com/pub/newrelic/el5/i386/newrelic-repo-5-3.noarch.rpm
warning: /var/tmp/rpm-tmp.50iPIr: Header V3 DSA/SHA1 Signature, key ID 548c16bf: NOKEY
Preparing...
Updating / installing...
  1:newrelic-repo-5-3          ##### [100%]
[ec2-user@ip-10-234-0-118 ~]$ sudo yum install newrelic-sysmond
Loaded plugins: priorities, update-motd, upgrade-helper
amzn-main/latest                                | 2.1 kB  00:00
amzn-updates/latest                             | 2.3 kB  00:00
newrelic/x86_64                                  | 951 B   00:00
newrelic/x86_64/primary                          | 14 kB   00:00
newrelic
Resolving Dependencies
--> Running transaction check
-->> Package newrelic-sysmond.x86_64 0:2.3.0.132-1 will be installed
-->> Finished Dependency Resolution

Dependencies Resolved

=====


| Package                                                                                                                                                                        | Arch   | Version     | Repository | Size         |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------------|------------|--------------|
| <b>Installing:</b>                                                                                                                                                             |        |             |            |              |
| newrelic-sysmond                                                                                                                                                               | x86_64 | 2.3.0.132-1 | newrelic   | 1.9 M        |
| <b>Transaction Summary</b>                                                                                                                                                     |        |             |            |              |
| Install 1 Package                                                                                                                                                              |        |             |            |              |
| Total download size: 1.9 M                                                                                                                                                     |        |             |            |              |
| Installed size: 4.5 M                                                                                                                                                          |        |             |            |              |
| Is this ok [y/d/N]: y                                                                                                                                                          |        |             |            |              |
| Downloading packages:                                                                                                                                                          |        |             |            |              |
| warning: /var/cache/yum/x86_64/latest/newrelic/packages/newrelic-sysmond-2.3.0.132-1.x86_64.rpm: Header V3 DSA/SHA1 Signature, key ID 548c16bf: NOKEY2 kB/s   1.8 MB 00:00 ETA |        |             |            |              |
| Public key for newrelic-sysmond-2.3.0.132-1.x86_64.rpm is not installed                                                                                                        |        |             |            |              |
| newrelic-sysmond-2.3.0.132-1.x86_64.rpm                                                                                                                                        |        |             |            | 1.9 MB 00:04 |
| Retrieving key from file:///etc/pki/rpm-gpg/RPM-GPG-KEY-NewRelic                                                                                                               |        |             |            |              |
| Importing GPG key 0x548C16BF:                                                                                                                                                  |        |             |            |              |
| Userid : "New Relic <support@newrelic.com>"                                                                                                                                    |        |             |            |              |
| Fingerprint: b60a 3e9 bc01 b99c 2379 0e8c b31b 29e5 548c 16bf                                                                                                                  |        |             |            |              |
| Package : newrelic-repo-5-3.noarch (installed)                                                                                                                                 |        |             |            |              |
| From : /etc/pki/rpm-gpg/RPM-GPG-KEY-NewRelic                                                                                                                                   |        |             |            |              |
| Is this ok [y/N]: y                                                                                                                                                            |        |             |            |              |
| Running transaction check                                                                                                                                                      |        |             |            |              |
| Running transaction test                                                                                                                                                       |        |             |            |              |
| Transaction test succeeded                                                                                                                                                     |        |             |            |              |
| Running transaction                                                                                                                                                            |        |             |            |              |
| Warning: RPMDB altered outside of yum.                                                                                                                                         |        |             |            |              |
| Installing : newrelic-sysmond-2.3.0.132-1.x86_64                                                                                                                               |        |             |            | 1/1          |
| Verifying : newrelic-sysmond-2.3.0.132-1.x86_64                                                                                                                                |        |             |            | 1/1          |
| <b>Installed:</b>                                                                                                                                                              |        |             |            |              |
| newrelic-sysmond.x86_64 0:2.3.0.132-1                                                                                                                                          |        |             |            |              |


```

```
[ec2-user@ip-10-234-0-118 ~]$ sudo nrsysmond-config --set license_key=[REDACTED]  
[ec2-user@ip-10-234-0-118 ~]$ sudo /etc/init.d/newrelic-sysmond start  
Starting newrelic-sysmond:  
[ OK ]
```

4

4

1 server							Critical problem	17:39
ALERTS >	Server name	Apdex	Resp. time	Throughput	Error Rate	CPU usage	Memory	
	ip-10-234-0-118 1 app instance	0.01 <sub>0.1</sub>	5,210 ms	22 rpm	0.00 %	0 %	91 MB	

Servers   Alerts

SERVERS  
ip-10-234-0-118TIME PICKER  
Last 30 minutes ending now ▾

## SERVER

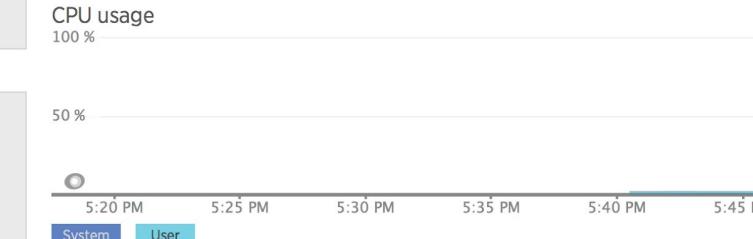
## Overview

Processes

Network

Disks

## ALERTS

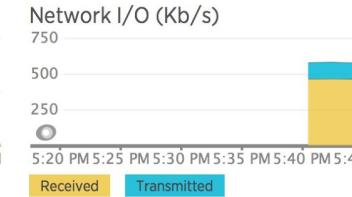
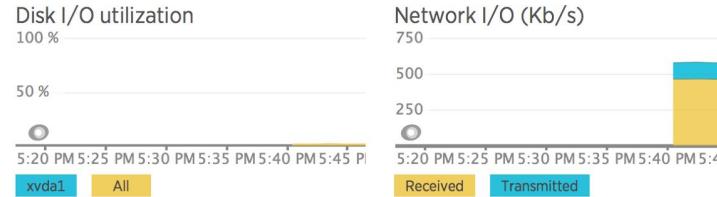


ip-10-234-0-118

1 cores  
 995 MB RAM

Linux 4.4.8-20.46.amzn1.x86\_64

Intel Xeon x86\_64  
New Relic agent 2.3.0.132



Apps Response time Throughput Errors

■ production-workshop (ip-10-234-0-118) 4.84 sec 21.1 rpm 0.00%

Processes	User	Count	CPU	Memory
ec2-	ec2-user	1	1.5%	91.5 MB
PM2 v1.1.3: God	ec2-user	1	0.1%	36.4 MB
sshd	root	2	0.0%	9.45 MB
mingetty	root	6	0.0%	8.28 MB
nrsysmond	newrelic	2	0.0%	7.27 MB

Show 6 more...



Servers   Alerts

 Filter servers Off

Show labels

⊕ Add more



hostname					
Name	CPU	Disk IO	Memory	Fullest disk	
ip-10-234-0-118 production-workshop	1.53%	0%	13.4% 133 MB / 995 MB	16.3% 6 GB free	

1 Servers

1 - 1 of 1



## Recent events

No Events In The Last 3 Days.

# Alerts

# New Relic Alerts

- This is a new feature
- New Relic has moved out of beta and have entered into a phased rollout with a waiting list.
- Click on the “Notify me when new Alerts launches” button

[Incidents](#) [Events](#) [Alert policies](#)[Notification channels](#) [Switch to new Alerts](#)

May 20, 6:08 pm

HKT



## Create an alert policy

[WorkShop](#)[Create policy](#)

### What's an alert policy?

An alert policy specifies what conditions should trigger alerts, and who should get notified when those conditions are violated.

### Create an alert policy based on who should be notified

One way to think about policies is by who gets notified. Create an alert policy per team and add alert conditions that are relevant to that team.

### Create an alert policy based on a set of resources

Another way to think about policies is by resource. Create an alert policy and add alert conditions that help you monitor a specific set of resources.

**Channels**

## Users



## Notification channels

Notification channels are where alerts get sent when alert conditions are violated.

[Create a notification channel](#)

[Incidents](#) [Events](#) [Alert policies](#) [Notification channels](#)[Switch to new Alerts](#)

May 20, 6:08 pm

HKT

## Create a new notification channel

### Channel details

Select a channel type

select a channel type ▾

-  Campfire
-  E-mail
-  HipChat
-  OpsGenie
-  PagerDuty
-  Slack
-  VictorOps
-  Webhook

Incidents

Events

Alert policies

Notification channels

## Create a new notification channel

### Channel details

Select a channel type

 E-mail

Email

Include JSON attachment

Cancel

Create channel

## Create a new notification channel

### Channel details

Select a channel type

 Webhook

Channel name

My Channel

Base Url

http://

Basic Auth

 Add basic auth

Custom Headers

Name

Value



 Add custom headers

Use Custom Payload

Payload

```
  "account_id": "$ACCOUNT_ID",
  "account_name": "$ACCOUNT_NAME",
  "condition_id": "$CONDITION_ID",
  "condition_name": "$CONDITION_NAME",
  "severity": "SEVERITY",
  "details": "SEVENT DETAILS",
  "event_type": "SEVENT_TYPE",
  "incident_acknowledge_url": "$INCIDENT_ACKNOWLEDGE_URL",
  "incident_id": "$INCIDENT_ID",
  "incident_url": "$INCIDENT_URL",
  "owner": "SEVENT_OWNER",
  "policy_name": "SPOLICY_NAME",
  "policy_url": "$POLICY_URL",
  "runbook_url": "$RUNBOOK_URL",
  "severity": "$SEVERITY",
  "targets": "$TARGETS",
  "timestamp": "$TIMESTAMP"
```

Incidents Events Alert policies

Notification channels

Switch to new Alerts

May 20, 6:23 pm

HK

## devops

Channel details

Alert policies

Last modified 6:12 pm

## Slack

Channel name

devops



required

URL

\*\*\*\*\*lyypfw1d

Show URL



Team channel

#channelName

Cancel

Save changes

**AfterShip - New ...**

nick

CHANNELS (3)

**devops**

# general

# random

DIRECT MESSAGES (2)

slackbot

bossa

+ Invite People

**devops**

2 members | Add a topic



Search

@ ⭐ :

Today

new messages

**bossa** 6:13 PM

added an integration to this channel: incoming-webhook

**incoming-webhook** BOT 6:14 PM ☆**Notification Channel Test - devops****Notification Channel Test:****Nick Chan**

requested this test on May 20, '16 10:14 AM UTC.

**Policy name(s)**

There are currently no policies assigned to this channel.

For more details, see:

<https://alerts.newrelic.com/accounts/1335176/channels/304962>

[Incidents](#)   [Events](#)   [Alert policies](#)[Notification channels](#)[Switch to new Alerts](#)

May 20, 6:25 pm

HKT

# WorkShop



Incident preference : By policy



Delete this policy

0 Alert conditions

0 Notification channels

Last modified 6:09 pm



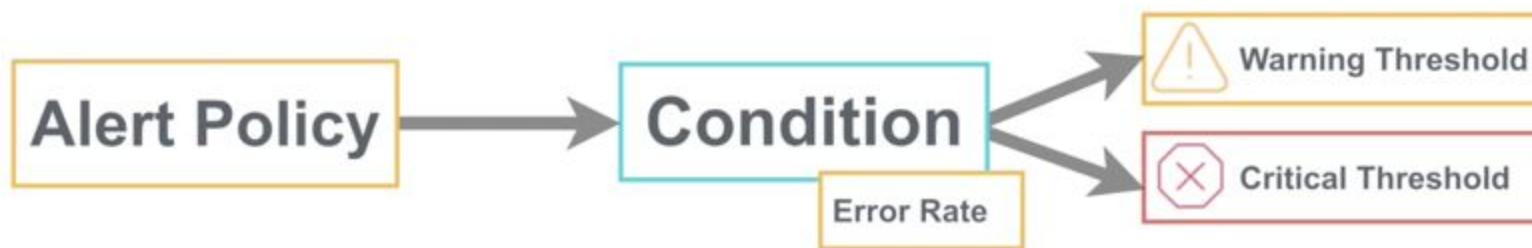
## This policy doesn't have any conditions

Alert conditions are the criteria for creating incidents.

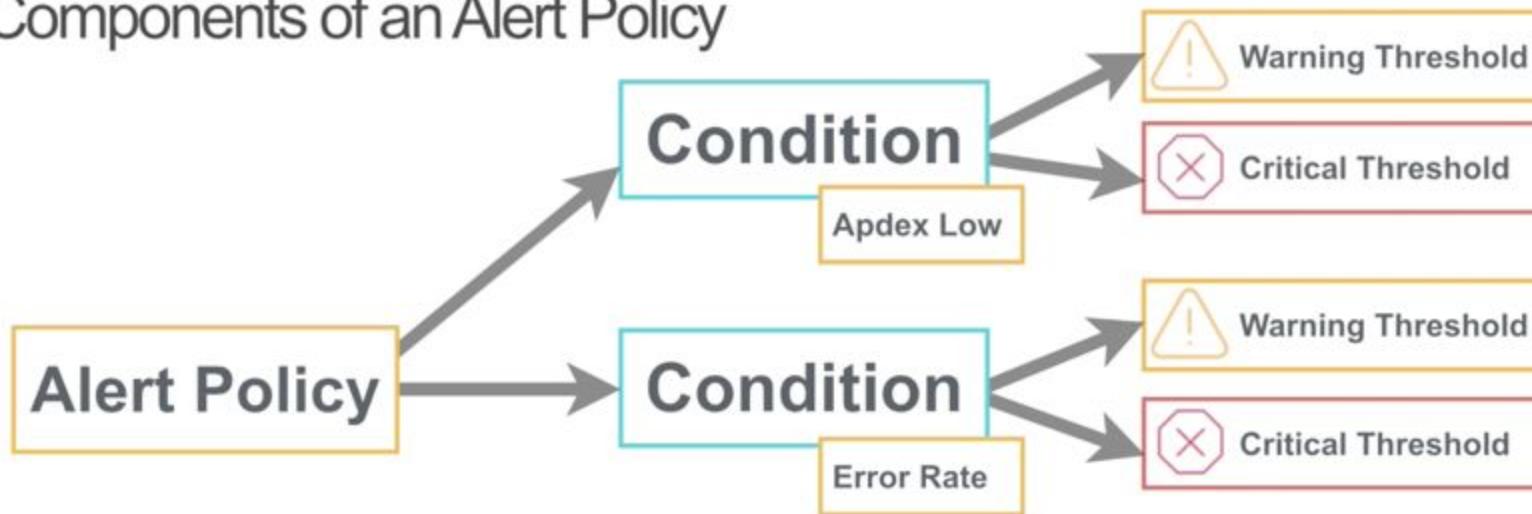
Notifications are sent when incidents are created.

[Create a condition](#)

## Components of an Alert Policy



## Components of an Alert Policy



Incidents

Events

Alert policies

Notification channels

Switch to new Alerts

May 20, 6:26 pm

HKT

# WorkShop



Incident preference : By policy



Delete this policy

0 Alert conditions

0 Notification channels

Last modified 6:09 pm

## New condition

Cancel

### 1. Categorize

Select a product

APM

Browser

Servers

Mobile

Plugins

Synthetics

Select a type of condition

Application metric

Key transaction metric

External service

Next, select entities

### 2. Select entities

### 3. Define thresholds

Incidents Events Alert policies

Notification channels Switch to new Alerts

May 20, 6:26 pm

HKT

# WorkShop



Incident preference : By policy



Delete this policy

0 Alert conditions

0 Notification channels

Last modified 6:09 pm

## New condition

Cancel

### 1. Categorize

APM - Application metric

### 2.1 entity selected

Browse all &gt; All Applications



Search applications

Select: All (1) None

View: All (1) Selected (1) Unselected (0)

 production-workshop

Incidents

Events

Alert policies

Notification channels

Switch to new Alerts

May 20, 6:27 pm

HKT

# WorkShop



Incident preference : By policy



Delete this policy

0 Alert conditions

0 Notification channels

Last modified 6:09 pm

## New condition

Cancel

1. Categorize

APM - Application metric

2. Select entities

3. Define thresholds

When target application

 Error percentage has a percentage above  1 % for at least 5 mins 

Add a warning threshold

Condition name

 Error percentage (High)

Add runbook URL

Back to Targets

Create condition

# WorkShop



Incident preference : By policy



Delete this policy

1 Alert condition

0 Notification channels

Last modified 6:09 pm



## This policy doesn't have any notification channels

Notification channels added to this policy will receive alerts when incidents are opened, acknowledged, and closed.

[Add notification channels](#)

[Incidents](#) [Events](#) [Alert policies](#)

## WorkShop

1 Alert condition

1 channels selected



May 20, 6:27 pm HKT

[Browse all](#) > [Slack](#)[Delete this policy](#) Search channels

Select: All (1) None

View: All (1) Selected (1) Unselected (0)

 devops

Last modified 6:09 pm

Noti

[Cancel](#)[Update policy](#)

**AfterShip - New ...**

nick

CHANNELS (3)

**devops**

# general

# random

DIRECT MESSAGES (2)

slackbot

bossa

+ Invite People

**devops**

2 members | Add a topic



Search



Today

requested this test on May 20, '16 10:14 AM UTC.

**Policy name(s)**

There are currently no policies assigned to this channel.

For more details, see:

<https://alerts.newrelic.com/accounts/1335176/channels/304962>**incoming-webhook** BOT 6:36 PM

new messages

**WorkShop (production-workshop violated Error percentage (High))**

Incident #1 open

Policy: WorkShop

Violation: 'Error percentage &gt; 1% at least once in 5 minutes' was violated by production-workshop



Applications Service maps Key transactions

 APPS  
production-workshopTIME PICKER  
Last 30 minutes ending now ▾

## MONITORING

## Overview

Service maps

Transactions

Databases

External services

## EVENTS

Error analytics NEW

Errors

Violations

Deployments

## REPORTS

SLA

Availability

Scalability

Web transactions

Database

## SETTINGS

Application

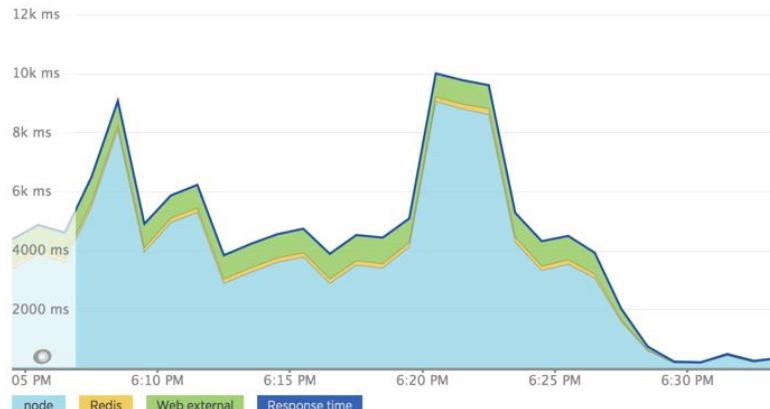
Alert conditions

Environment

## Web transactions time ▾

1,070 ms  
APP SERVER

Apdex score ⓘ

0.72 [5.0]  
APP SERVER

## Throughput

300 rpm  
AVERAGE Compare with yesterday and last week

## Transactions

App server time

## Error rate

23.20 %

get /mix

5.69 sec

30 %

Transaction traces: 29.9 s 29.5 s 28.6 s

get /ping

102 ms

20 %

Transaction traces: n/a

get /

2.72 ms

10 %

Transaction traces: n/a

post /ping

1.27 ms

0 %

Transaction traces: n/a

## Application activity

In progress (1)

Event log

Filter

CRITICAL VIOLATION OPEN

6:28 pm

production-workshop

Error percentage &gt; 1% at least once in 5 minutes

AfterShip - New ...  nick

CHANNELS (3) 

# devops   
# general  
# random

DIRECT MESSAGES (2) 

slackbot  
bossa

+ Invite People 

**devops** 2 members | Add a topic   Search @ ★ :

Today For more details, see:  
<https://alerts.newrelic.com/accounts/1335176/channels/304962> 

 incoming-webhook BOT 6:36 PM  
WorkShop (production-workshop violated Error percentage (High))  
Incident #1 open  
Policy: WorkShop  
Violation: 'Error percentage > 1% at least once in 5 minutes' was violated by production-workshop

 incoming-webhook BOT 6:46 PM  
WorkShop (production-workshop violated Error percentage (High))  
Incident #1 closed

# Extra

# How to add another account?

- Logout from New Relic
- Go to <https://newrelic.com/signup>
- Fill in the form again (make sure to use the same email as previous sign up)
- Forgot which email you used before? Go to User preferences to check

# Switch account

- Notice that there's a new option called "Switch account"
- Switch to the new account and modify the account name
- Then refresh the page

The screenshot shows a user profile menu with the following structure:

- User icon: A circular icon containing a stylized letter 'N'.
- User Name: Nick Chan
- User Role: Account admin
- Notifications: 0 notifications
- Switch account: A link labeled "Switch account".
- User preferences
- Account settings
- Upgrade subscription
- Documentation
- LOG OUT

# Getting support

- <https://support.newrelic.com>
- You can also find the link from the Help menu

The screenshot shows the New Relic Support website. At the top, there is a dark header bar with a "Help" dropdown, a user icon, the text "Workshop - Development", and a dropdown arrow. Below the header is a search bar containing "Search documentation" and a blue "Go!" button. To the right of the search bar is a vertical sidebar with several links: "Community forum", "Documentation", "API Explorer", "Learn", and "Get support".

Any questions?

# Upcoming Event

June 11  
Design Patterns