

Troubleshooting problems using Dynatrace

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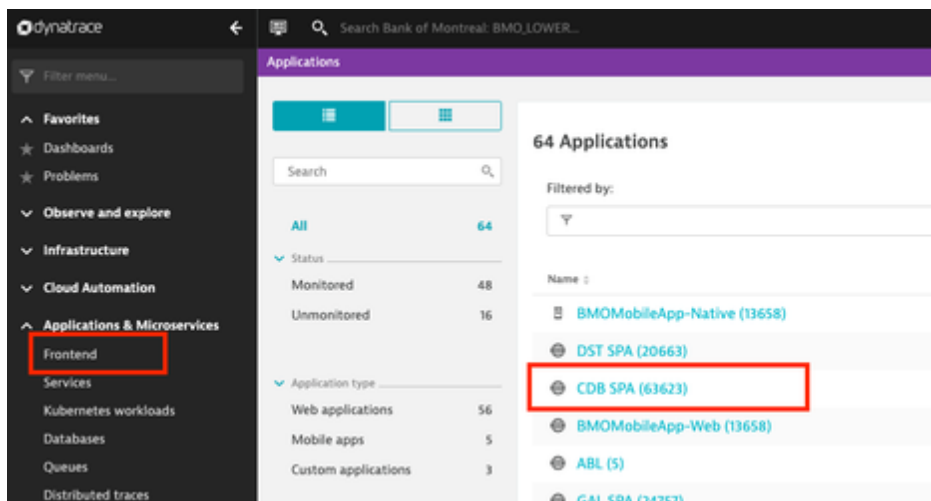
Accessing Dynatrace

Use your BMO network credentials to access the system

Lower Environments	https://zuy24864.live.dynatrace.com/
Production	https://tno14693.live.dynatrace.com/

How to get to the CDB information

To go to CDB, look for "**CDB SPA (*****)**" item inside the "**Frontend**" category.



There you will be presented by a several gauges and graphics. They combine all CDB related information on **all** lower environments in one view.

Finding a User Session

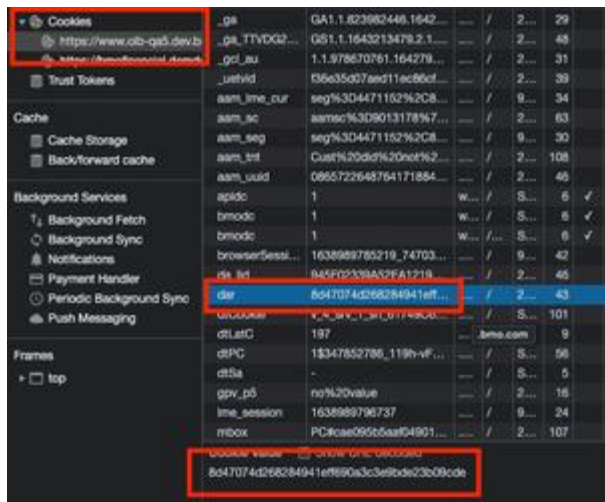
If you need to inspect a specific user session, you need the DAR ID, otherwise, you can skip this step if you are interested in a more generalist troubleshooting.

A **DAR ID** is a generated UUID given by a BOS endpoint (/getDarId) during the login process, this information is saved in a browser cookie (dar) so future calls to the endpoint are not needed. Assuming you access CDB using a card "7520 2917 1738 9963", your User Session in Dynatrace will be something like: **728d13009af9b3cc5443b325f9c6af6ea13059fd+9963**

How to find the DAR ID

DAR ID is only obtainable if you have access to the browser you ran the session, if you don't (eg.: Debugging a client's issue in production) skip next.

Look for "dar" cookie in your developer tools:

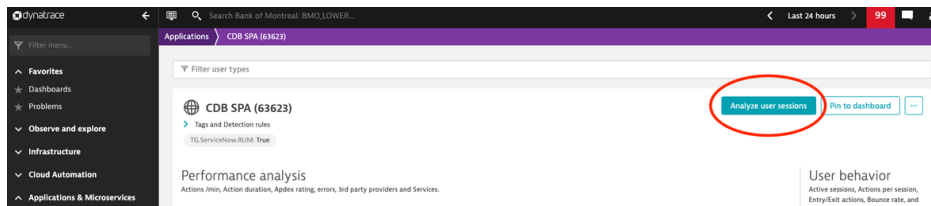


How to find the DAR ID without access to a user's browser

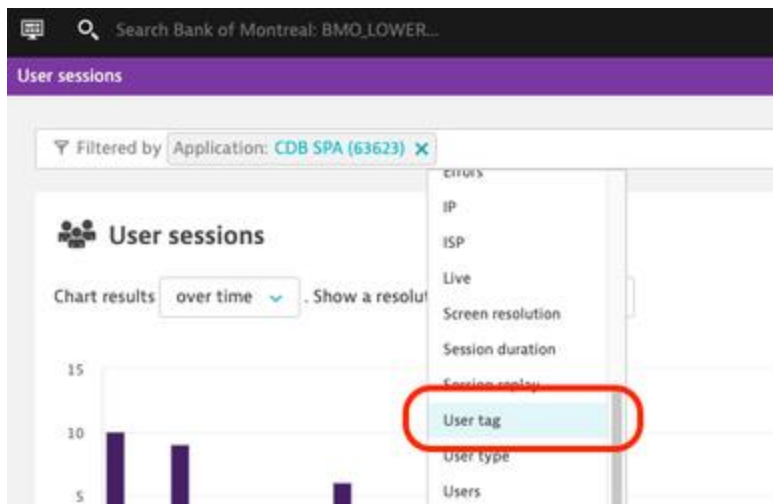
Get hold of the user card number you want to inspect - you will only need the 4 last digits. Hold on to that, move to next step.

Querying Dynatrace

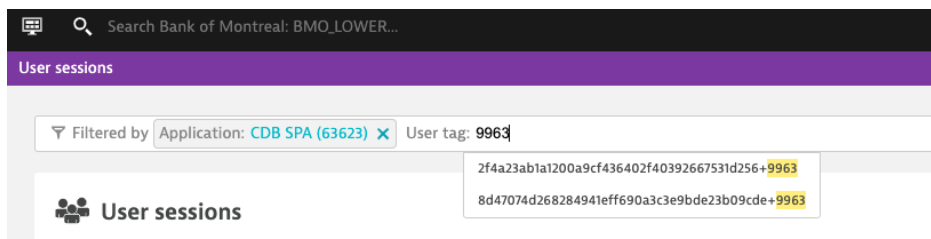
With either DAR ID or the 4 last digits of a card number, head on to Analyze User Sessions green button:



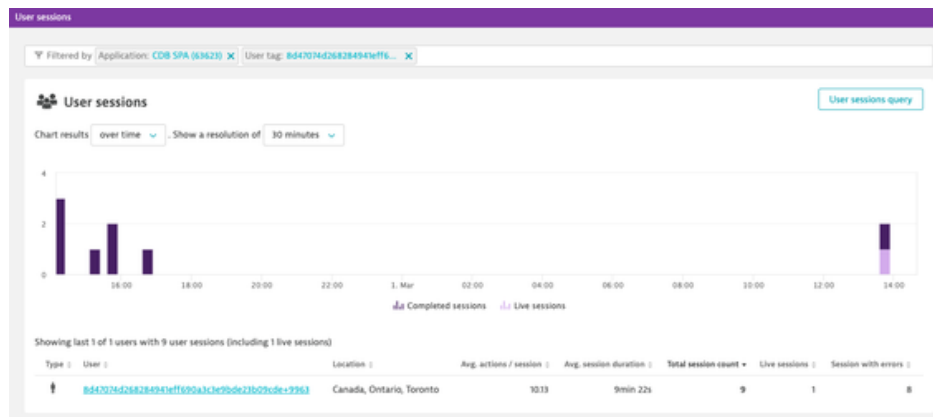
Then filter by User Tag



When it prompts, type either the DAR ID or the Last 4 Digits of the User Card. In this example I'm using the 4 digits of a card I just logged in:



Because cookies can be cleaned, sometimes you can end with more than one DAR ID, have to select one now, but you can try exclude unwanted sessions by filtering further the dates for example. I know for example the one I need starts with "8d47...".



Now you can have a look on my sessions using this card. Click on the link bellow so we can drill down further.

Diving to a specific session

Once you click the link, you will be taken to a list of all users sessions made with the criteria above. Select a date and time in the list to see even more details. Red indicators will give you a hint where a user experience was bad due to reasons like: Time it took the UI to render, performance of backend calls to get back to the user, JavaScript errors, BOS errors, etc. This might give you a hint where problems are, if dates of incidents are not clear.

8 sessions (including 0 live sessions)

Showing 1 - 8 of 8 sessions

User session	Replay	User	User experience score	Duration	User action count	Conversions	Errors and annoyances
Mar 01, 2022 - 13:53	-	8647074d268284941eff690a3ce9bde23b09cde+9963	Tolerable	2 min 33 s	6	0	0
Feb 28, 2022 - 16:54	-	8647074d268284941eff690a3ce9bde23b09cde+9963	Tolerable	32 min 24 s	48	0	11
Feb 28, 2022 - 15:34	-	8647074d268284941eff690a3ce9bde23b09cde+9963	Frustrating	59 s	2	0	1
Feb 28, 2022 - 15:33	-	8647074d268284941eff690a3ce9bde23b09cde+9963	Frustrating	48 s	4	0	8
Feb 28, 2022 - 15:20	-	8647074d268284941eff690a3ce9bde23b09cde+9963	Frustrating	36 min 33 s	9	0	16
Feb 28, 2022 - 14:29	-	8647074d268284941eff690a3ce9bde23b09cde+9963	Frustrating	9 s	2	0	4
Feb 28, 2022 - 14:28	-	8647074d268284941eff690a3ce9bde23b09cde+9963	Tolerable	39 s	4	0	4
Feb 28, 2022 - 14:19	-	8647074d268284941eff690a3ce9bde23b09cde+9963	Frustrating	53 s	6	0	8

Troubleshoot scenario: User complains that Get Linked Accounts doesn't work

- Card number ends with 9963
- Issue happened on Feb 28th, 2022, around 3pm

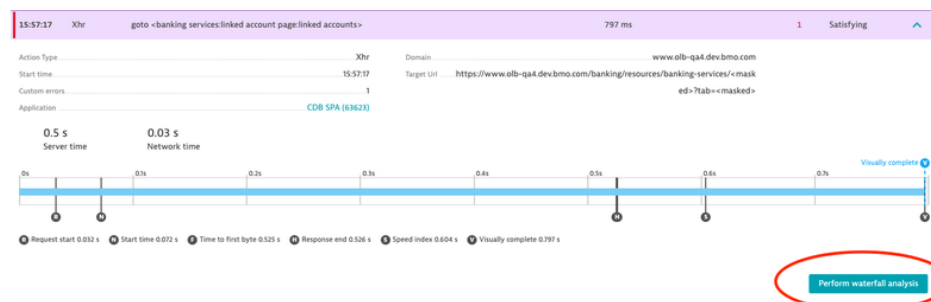
From the list above, since the user managed to navigate down to the Link Accounts, we can assume it's the session with more than 30 minutes, so we chose "Feb 28, 2022 - 15:20".

You will see all the requests and user interactions, [this is why you enable Dynatrace to an Adobe call](#).

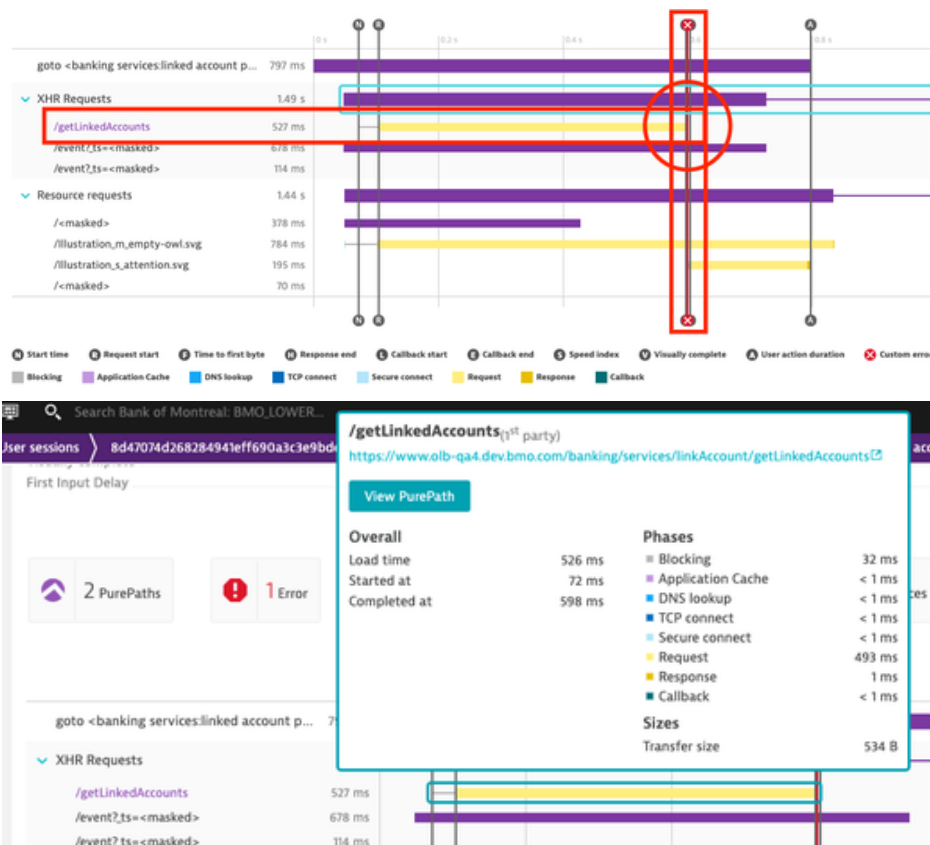
User sessions					
Session details					
Session started by 804707628284947f7f30a3c3e3bde23809de=9963 on Feb 28, 2022 - 15:25 This session consumed 1 user session of your licensed quota View details					
15:40:47	Page change	/banking/resources/link-retail-accounts/input-details	-	-	✓
15:41:37	Page change	/banking/resources/banking-services/*masked*	-	-	✓
15:41:33	Page change	/banking/resources/link-retail-accounts/input-details	-	-	✓
15:41:46	Page change	/banking/resources/banking-services/*masked*	-	-	✓
15:41:55	Page change	/banking/resources/link-retail-accounts/input-details	-	-	✓
15:41:59	Page change	/banking/resources/banking-services/*masked*	-	-	✓
15:42:06	Page change	/banking/resources/banking-services	-	-	✓
15:51:41	Xhr	goto <banking-services>	889 ms	-	Satisfying ✓
15:57:17	Xhr	goto <banking-services>linked account page<linked accounts>	797 ms	1	Satisfying ✓
15:57:17	Page change	/banking/resources/banking-services/*masked*	-	-	✓
15:57:17	Page change	/banking/resources/banking-services/*masked*	-	-	✓

There is a <1> in Red, it might be an error. Expand it to see details.

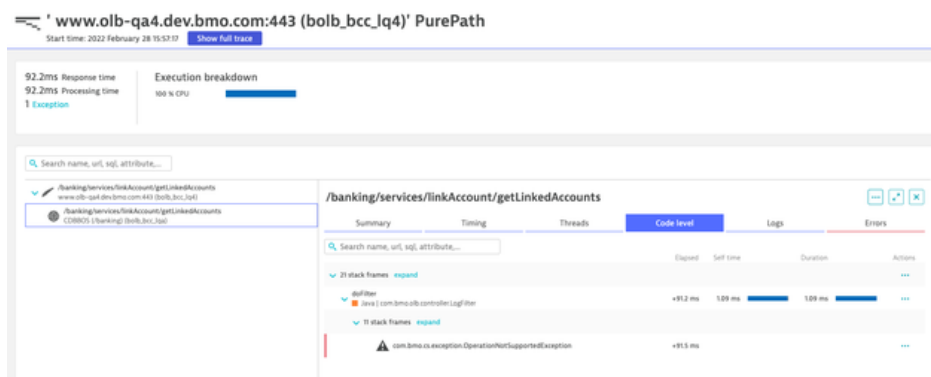
Most XHR calls that makes a journey to Channel Services, ISAM and BOS will have an extra button enabled called Perform waterfall analysis.



Clicking on it, Dynatrace will do much like Chrome Developer Tools does with network calls, but considering all calls deep inside our banking systems. We can now see that an error occurred at the end of the request. Click "View PurePath" to inspect even further.



And here we spot the issue with this request



Going to the Errors tab will give you more details about the issue, which file it happened, and which service.

