Plugin Webhook

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dynatrace

Plugin Automic

- Livrable

Copie des notifications webhook en plugin webhook

Create_webhook_from_notification.py

custom.remote.python.webhook.zip

Dynatrace_PluginWebhook.pptx

This ppt

plugin

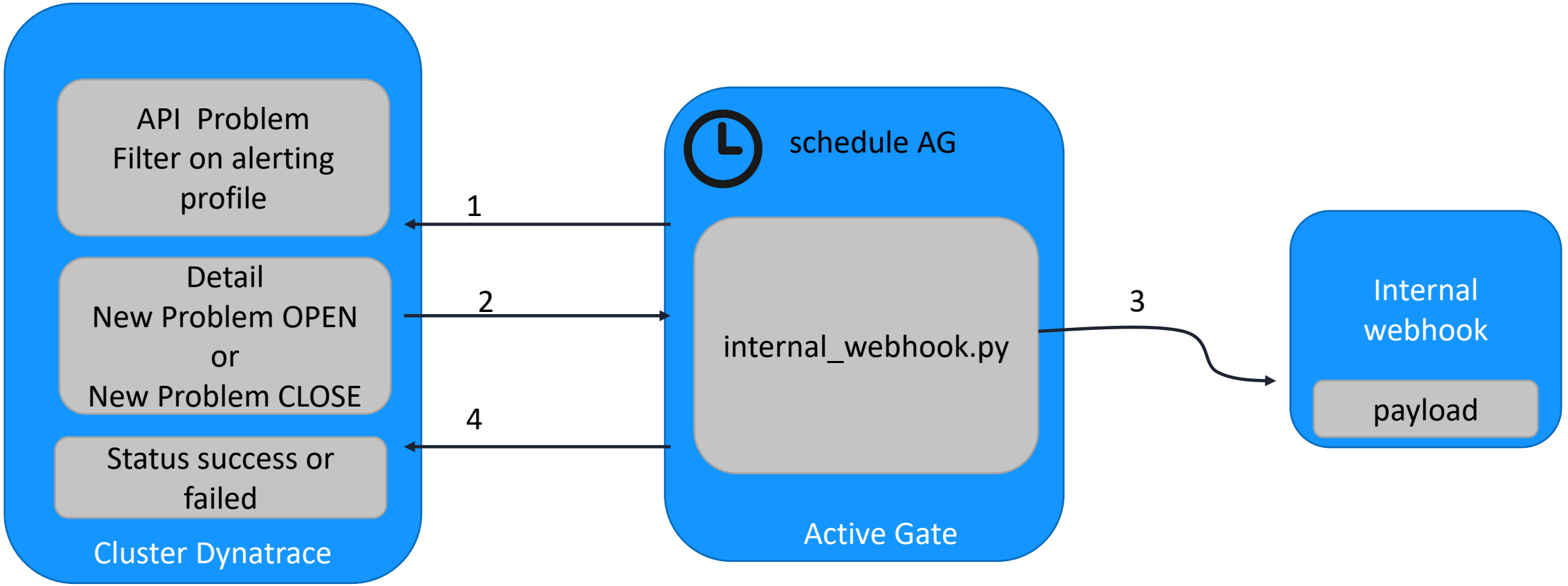
- Plugin

internal_webhook.py

plugin.json

Overview

Par AlertingProfile



Payload

- Identical
- Small difference
- Not included

- Exemple

```
{
        "tenant": “My Tenant",
        "state": "{State}",
        "problempid": "{PID}",
        "problemid": "{ProblemID}",
        "environment": “Prod",
        "problemimpact": "{ProblemImpact}",
        "origin": "dynmo.intra.renault.fr",
        "impactedentity": "{ImpactedEntity}",
        "impactedentities": "{ImpactedEntities}",
        "tags": "{Tags}",
        "problemtitle" : "{ProblemTitle}",
        "problemdetailstext" : "{ProblemDetailsText}",
        "problemseverity": "{ProblemSeverity}",
         "alertingprofile": “profile“
}
```

Available placeholders

{ImpactedEntities}: Details about the entities impacted by the problem in form of a json array.

{ImpactedEntity}: A short description of the problem and impacted entity (or multiple impacted entities).

{ImpactedEntityNames}: The entity impacted by the problem (or multiple impacted entities).

{PID}: Unique system identifier of the reported problem.

{ProblemDetailsHTML}: All problem event details including root cause as an HTML-formatted string.

{ProblemDetailsJSONv2}: Problem as json object following the structure from the Dynatrace Problems V2 API. The optional fields evidenceDetails and impactAnalysis are included, but recentComments is not.

{ProblemDetailsJSON}: Problem as json object following the structure from the Dynatrace Problems V1 API.

{ProblemDetailsMarkdown}: All problem event details including root cause as a Markdown-formatted string.

{ProblemDetailsText}: All problem event details including root cause as a text-formatted string.

{ProblemID}: Display number of the reported problem.

{ProblemImpact}: Impact level of the problem. Possible values are APPLICATION, SERVICE, or INFRASTRUCTURE.

{ProblemSeverity}: Severity level of the problem. Possible values are AVAILABILITY, ERROR, PERFORMANCE, RESOURCE_CONTENTION, or CUSTOM_ALERT.

{ProblemTitle}: Short description of the problem.

{ProblemURL}: URL of the problem within Dynatrace.

{State}: Problem state. Possible values are OPEN or RESOLVED.

{Tags}: Comma separated list of tags that are defined for all impacted entities. To refer to the value of a specific tag, specify the tag's key in square brackets: **{Tags[key]}**. If the tag does not have any assigned value, the placeholder will be replaced by an empty string. The placeholder will not be replaced if the tag key does not exist.

Default configuration

- pageSize='50'
- delay='from=now-5m’
- If new OPEN problem
  - Ajout du comment
  - the open ticket has been sent to the webhook
- If new CLOSED problem
  - Ajout du comment
  - the closed ticket has been sent to the webhook

- Custom Device Group = Webhook
- ContextComment = webhook integration
- Payload pour le test de connection URL

```
{
 "State": "OPEN",
 "ProblemID": "888",
 "ProblemTitle": "Dynatrace problem notification test run for webhook"
}
```

Installation

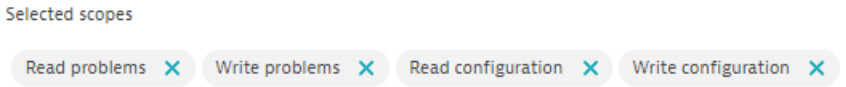
Deploiement

1) Installation du plugin sur l'UI sur AG
2) Installation du plugin sur l'activegate

   * Restart service remotepluginmodule

3) Copie des configs Notification Webhook sur le plugin webhook
   - Set variable
     - export MyTenan= yyyy.live.dynatrace.com (sans https)
     - export MyToken=xxx
     - export ActiveGateId= zzz
   - run Create_webhook_from_notification.py

- Token scope
  - problems read
  - problems write
  - configurations read(*)
  - configurations write(*)



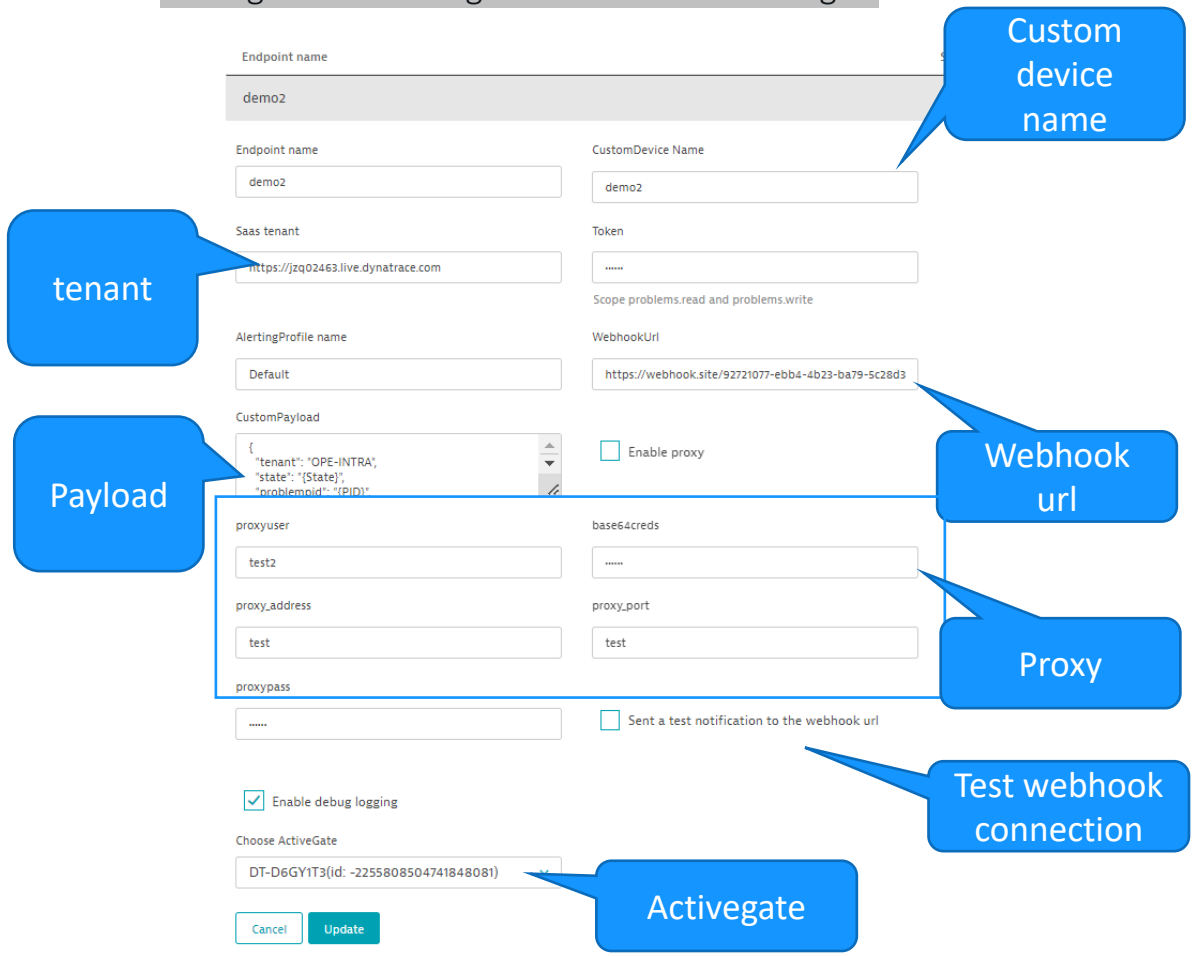
(*) Pour Create_webhook_from_notification.py

Deployment

Dynatrace UI

- Dynatrace tenant

Settings > Monitoring > Monitored technologies



ActiveGate

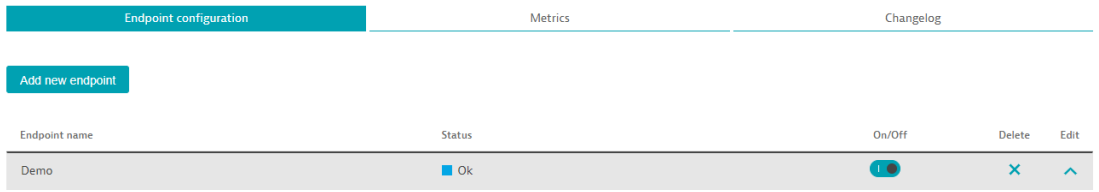
- ActiveGate (sudo)
  - ActiveGate path: /softwares/dynatrace/
  - Data path: /softwares/dynatrace/remotepluginmodule/internalwebhook
- Unzip custom.remote.python.webhook.zip
- Restart the service
  - sudo service remotepluginmodule restart
- Logs :

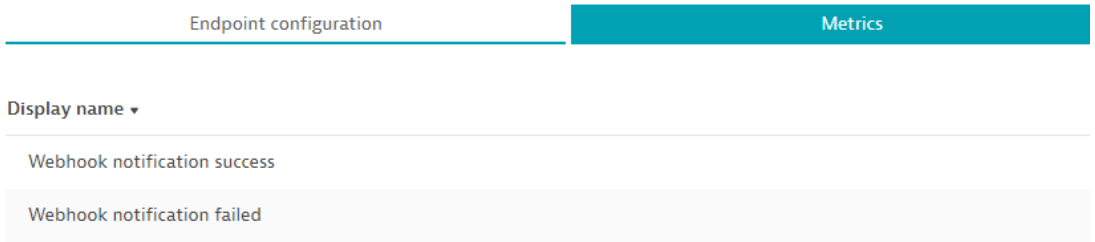
/var/lib/dynatrace/remotepluginmodule/log/remoteplugin/custom.remote.python.webhook

Validation

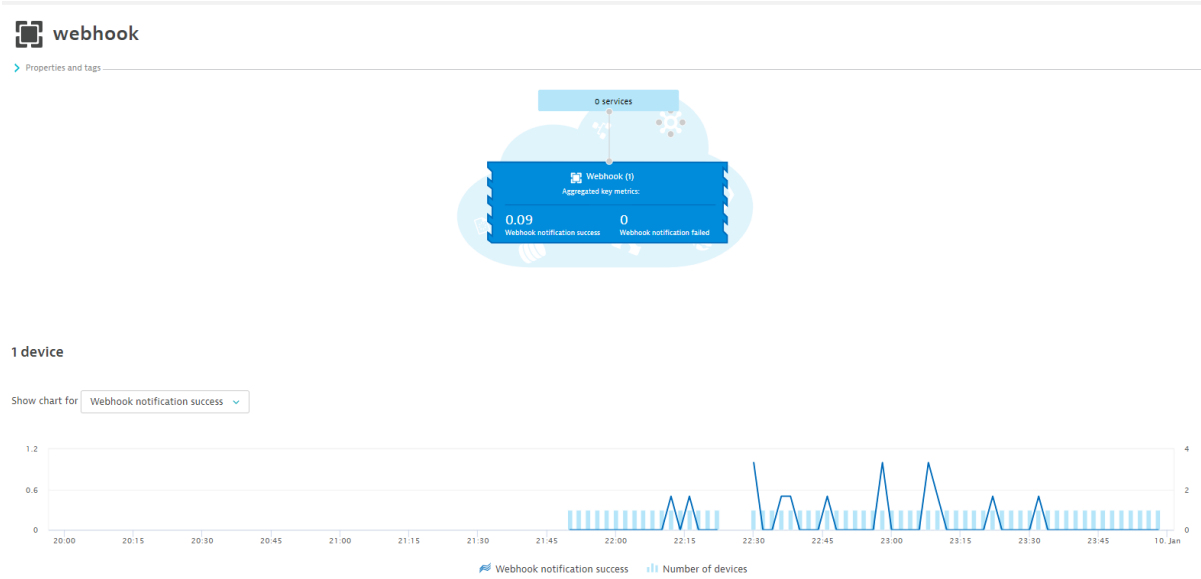
Settings > Monitoring > Monitored technologies

Webhook notifiation from ActiveGate (version 0.4) Webhook





Technologies > Webhook



Exemple de Paylaod

Infra - Pod

```
OPEN ProblemP-23025930 in environment ofg98687
Problem detected at: 19:28 (UTC) 15-02-23

1 impacted Infrastructure

pod
deploy-ess-dev-gcp-5cf9b85b54-l2dfq

DXS container restart
 Event description: The Kubernetes: Container - restart count value was above normal behavior.
 Metric description: This metric measures the amount of container restarts. The most detailed level of aggregation is container.
 The value corresponds to the delta of the 'restartCount' defined in the pod resource's container status. The metric is only written if there was at least one container restart.
 Metric threshold: 0.0
 Kube name: mpc-74181-dev
 Namespace: aircard-mobilize
 Workload: deploy-ess-dev-gcp
```

Appli et service

```
RESOLVED Problem P-2302568 in environment jzq02463
Problem detected at: 11:02 (UTC) 14-02-23 - 12:00 (UTC) 14-02-23

1 impacted Application

application
easytravel09
Total affected users: 17

User action duration degradation
 The current response time (7.79 s) exceeds your customer threshold
 Affected user actions: 2.4 /min

6 impacted Services

service
[easytravel09] - BookingService

Failure rate increase
 Request: Default requests
 Failure rate 25.0% exceeds your customer threshold
 Affected requests: 4.0 /min

service
[easytravel09] - easyTravel Customer Frontend

Response time degradation
 Request: Dynamic web requests
 The current response time (210.32 s) exceeds your customer threshold
 Affected requests: 2.0 /min

service
[easytravel09] - Nginx:9079
Total affected service calls: 3275

Failure rate increase
 Request: /easytravel/rest/journeys
 Failure rate 100.0% exceeds your customer threshold
 Affected requests: 2.0 /min
Failure rate increase
 Request: Dynamic web requests
 Failure rate 94.29% exceeds your customer threshold
 Affected requests: 14.2 /min
Response time degradation
 Request: Dynamic web requests
 The current response time (30.02 s) exceeds your customer threshold
 Affected requests: 8.8 /min
Response time degradation
```

Infra disk

```
OPEN ProblemP-2302807 in environment ofg98687
Problem detected at: 01:02 (UTC) 02-02-23

1 impacted Infrastructure

host
s1211ads.mc2.renault.fr

Low number of inodes available
 Disk: /soddev01
 Metric description: Percentage of available inodes
 Metric threshold: 5.0
Low disk space
 Disk: /soddev01
 Metric description: Percentage of available space on disk
 Metric threshold: 3.0
```

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