

Plugin Webhook

JL Lormeau





Plugin Automic


- Livrable

- Plugin

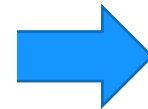
Copie des notifications webhook en plugin webhook

 Create_webhook_from_notification.py

 custom.remote.python.webhook.zip

 Dynatrace_PluginWebhook.pptx

This ppt



 internal_webhook.py

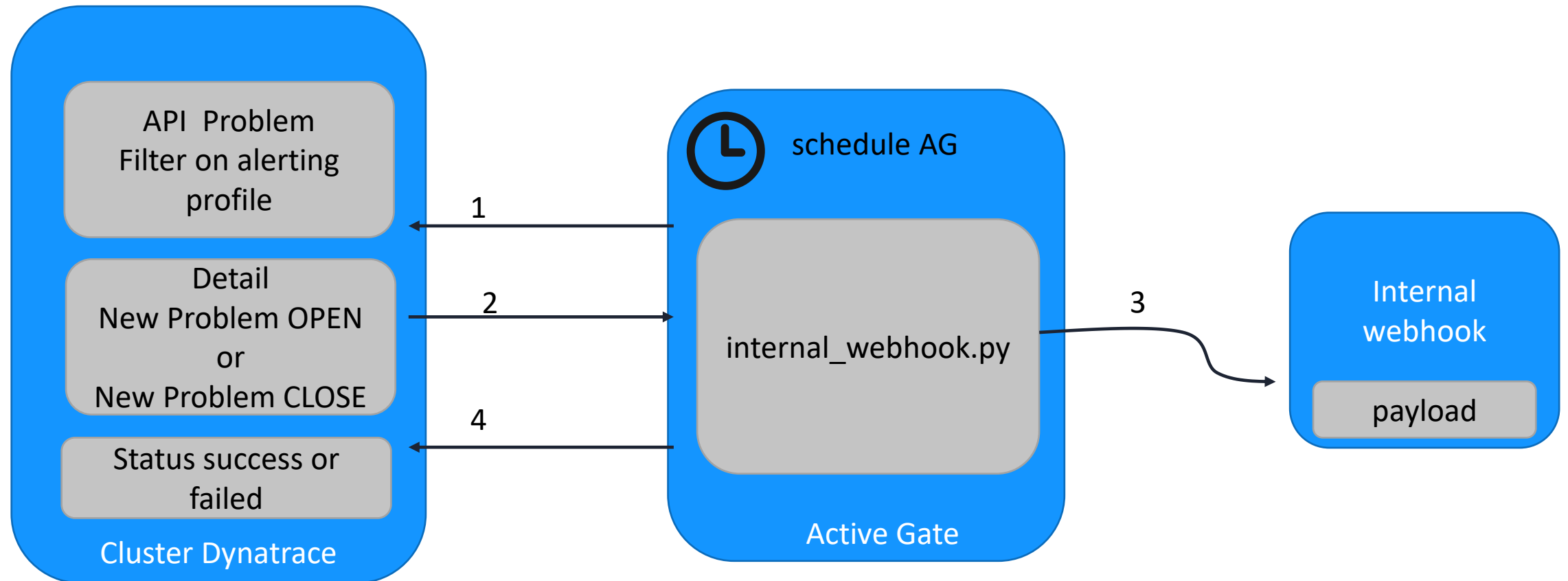
 plugin.json

plugin



Overview

Par AlertingProfile



Payload

- Exemple

```
{
  "tenant": "OPE-INTRA",
  "state": "{State}",
  "problemid": "{PID}",
  "problemid": "{ProblemID}",
  "environment": "OPERATIONNEL",
  "problemimpact": "{ProblemImpact}",
  "origin": "dynmo.intra.renault.fr",
  "impactedentity": "{ImpactedEntity}",
  "impactedentities": "{ImpactedEntities}",
  "tags": "{Tags}",
  "problemtitle": "{ProblemTitle}",
  "problemdetailtext": "{ProblemDetailsText}",
  "problemseverity": "{ProblemSeverity}",
  "alertingprofile": "ciim-esx-hsf_vll_vcenter-vll"
}
```

- Identical
- Small difference
- Not included

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= jzq02463.live.dynatrace.com`
(sans https)
 - `export MyToken=xxx`
 - `export ActiveGateId= 2255808504741848081`
 - run `Create_webhook_from_notification.py`

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

Selected scopes

Read problems ✕

Write problems ✕

Read configuration ✕

Write configuration ✕

(*) Pour `Create_webhook_from_notification.py`



Deployment

Dynatrace UI

- Dynatrace tenant

Settings > Monitoring > Monitored technologies

Endpoint name: demo2

Custom device name: demo2

tenant: Saas tenant: https://jq02463.live.dynatrace.com

Token:

Scope: problems.read and problems.write

AlertingProfile name: Default

WebhookUrl: https://webhook.site/92721077-ebb4-4b23-ba79-5c28d3

CustomPayload: { "tenant": "OPE-INTRA", "state": "State", "problemId": "PID" }

Enable proxy: ☐

proxyuser: test2

base64creds:

proxy_address: test

proxy_port: test

proxypass:

Sent a test notification to the webhook url: ☐

Enable debug logging: ☒

Choose ActiveGate: DT-D6GY1T3(id: -2255808504741848081)

Cancel Update

ActiveGate

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



Validation

Settings > Monitoring > Monitored technologies

 Webhook notification from ActiveGate (version 0.4) Webhook

Endpoint configuration

Metrics

Changelog

Add new endpoint

Endpoint name	Status	On/Off	Delete	Edit
Demo	<div><div></div>OK</div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>

Endpoint configuration

Metrics

Display name ▼

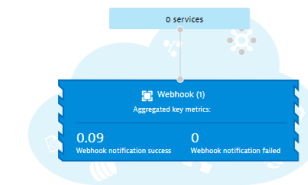
Webhook notification success

Webhook notification failed

Technologies > Webhook

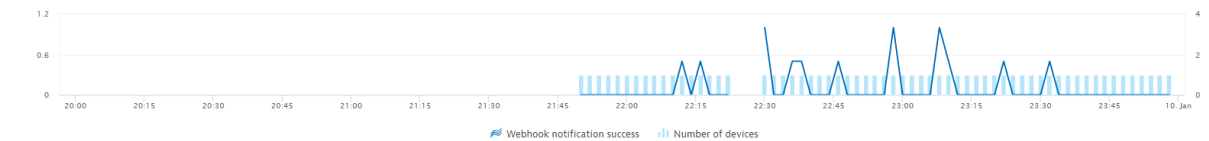
 webhook

> Properties and tags



1 device

Show chart for: Webhook notification success ▼



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
```



Endpoint name

Status

demo2

■ Ok

Endpoint name

demo2

CustomDevice Name

demo2

Saas tenant

https://[redacted].live.dynatrace.com

Token

.....

Scope problems.read and problems.write

AlertingProfile name

Default

WebhookUrl

https://webhook.site/[redacted]

CustomPayload

```
{
  "tenant": "OPE-INTRA",
  "state": "{State}",
  "problemid": "{PID}"
}
```

☐ Enable proxy

proxyuser

test2

base64creds

.....

proxy_address

test

proxy_port

test

proxypass

.....

☐ Sent a test notification to the webhook url

☒ Enable debug logging

Choose ActiveGate

[redacted] v

Cancel

Update



dynatrace.com