



Technical Specifications

DYNATRACE – Management of alerts



FOLLOW UP

INFORMATIONS GENERALES

Nom du fichier	DYNATRACE – Technical Specifications to manage alerts.docx
Version courante	V1.0
Date de la version	05/05/2025
Référence	
Statut du document	
Approuvé par	
Autorisé par	

HISTORIC

VER.	DATE	AUTOR(S)	MODIFICATION(S)

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4 PROCESS62

1 GOALS

Goals of this document are :

- Describe how Dynatrace sends alerts in Servicenow instance.
- Indicate the list of information sent in Servicenow for each type of event (depend on technology, infrastructure type, database, application).
- Specify rules activated to be sure that only events to manage are sending in the express list on target
- Explain the process to add a new infrastructure/application scope in alerting rules.

By these information, the reader could manage activities around Dynatrace alerting and allow support teams to manage alerts on the best way.

Express List View NOC - All Network Events	
number	
severity	
initial_remote_time	
node	
cmdb_ci.ip_address	
resource	
description	
cmdb_ci.company	
cmdb_ci.location	
cmdb_ci.assignment_group	
cmdb_ci.support_group	
cmdb_ci.u_support_group_l3	
configuration_items	
impacted_services	
assigned_to	
source	
sn_priority_group	
assignment_group	
metric_name	
Express List View = Default Xpress List View	
<input type="checkbox"/>	<input type="checkbox"/> Field
number	
u_alert_criticality	
last_remote_time	
cmdb_ci.operational_status	
cmdb_ci.u_criticality	
cmdb_ci.company	
configuration_items	
initial_remote_time	
resource	
description	
source	
severity	
impacted_services	

2 CONNECTOR CONFIGURATION

Configure the Dynatrace connector instance to receive raw data metrics analysis from the Dynatrace server.

Prerequisites :

To enable metrics collection, ensure that the MID Server extension that retrieves metrics is configured with the Metrics Analysis extension and that the extension is in started mode.

- Create a Dynatrace access token with the Read Metrics scope permissions (metrics.read) to enable the retrieval of metric data. This token is used in the connector to call the Dynatrace REST API.
- Configure the Service Graph Connector for Dynatrace. This option configures Dynatrace in the instance and detects CIs.



Required role: evt_mgmt_admin

By default, Dynatrace Connector detects CIs and supports metric collection for the following entity types:

- HOST
- APPLICATION
- SERVICE
- PROCESS_GROUP_INSTANCE

To configure others information to collect, apply steps below.

- Go to Event Management > Integrations > Connector Instances.
- Select New and create a connector instance.
- Select and hold (or right-click) the form header, then select Save.
- The connector instance values are added to the form, and the relevant connector settings are displayed.
- In the MID Servers section for connectors, add a MID Server for the Dynatrace connector to use.
- In the Related Links section, select Configure Metrics to Collect. Only metrics with the value Active=true are collected by the instance.
- Configure the metrics you want the instance to collect with the value Active=true.
- Metrics with the value Active=false are not collected by the instance.

3 TYPES OF ALERTS

A Dynatrace alert is defined by this list of mandatory information to allow Support teams to manage it easily:

- Configuration Item
- Resource
- Description
- Support Group L1
- Support Group L2
- Support Group L3
- Environment
- Node

Beyond these information, some tags can be specified in Additional information to help to define the best rule to find the good value in the CMDB.



Right now, the list of rules actives is :

[Dynatrace VM Event Rule \[AWS and Google\]](#)

[Dynatrace Metrics Process Binding](#)

[Dynatrace - General](#)

[Dynatrace VM Event Rule \[Azure\]](#)

[Dynatrace Metrics Service/Application Bi...](#)

[Dynatrace service event rule](#)

[Dynatrace general event rule](#)

Dynatrace VM Event Rule [AWS and Google]

Dynatrace – General

Enrichi le CI pour ce qui vient de AWS, Google, Azure

Dynatrace – General Event Rule

Enrichi le CI pour tous les cas

Dynatrace Metrics Process Binding

Enrichi le CI par le Process ou l'application trouvée

Crée une variable Name pour faire le lien

Dynatrace Metrics Service/Application Binding

Enrichi le CI par le Service ou l'application trouvée

Crée une variable Name pour faire le lien

Dynatrace Service Event rule

Enrichi le CI qui est un service et pas un host
Cr  e une variable Name pour faire le lien

Dynatrace VM Event rule AWS and Google
Match avec Virtual Machine Object

3.1 Network devices

Example of alert view :

<input type="checkbox"/> Number	Initial event generation time ▾	Configuration item	Node	Description	Managed by	Resource	4
<input type="checkbox"/> Alert27011949	2025-04-09 15:14:00	(empty)	SAF-FRWRG1-FW01B10.248.68.224	The Fault severity value was above normal behavior. Dimensions: device.address=10.248.68.224, device.name=10.248.68.224, device.port=161, ...	(empty)	SAF-FRWRG1-FW01B	

Table of use cases

Use case	Rule name in target	Operational status
Firewall		
Switch		
Metric check (url, latence,...)		
Appliance		
Load balancer		
Router		
Chassis		
VPN		
Wireless LAN Controller		
Wireless Access Point		

Details of rules

3.1.1 Alert types manageable

3.1.2 Alert types not working

3.1.2.1 Network access issue

Number	Group	Parent	Criticality	Severity	Company	Configuration item	Class	State	Task	Resource	Source	Description
Alert232904	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	=dynatracc	<input type="text" value="Search"/>
Alert23290478		(empty)		● Critical	(empty)	(empty)		Open	(empty)	DSIC - NAM test	DYNATRACE	Network availability monitor outage.

Check definition :

Use case	Rule name in target
Description title	Network availability monitor outage
Check definition	Communication check
Information missing or to adapt	<ul style="list-style-type: none">Configuration Item not defined/recoverResource corresponding at a functional test and not a hostname
JSON	<pre>{ "assignment_group" : "77949d561bd6f510c06cfc49cd4bcbef", "correlation_id" : "MULTIPROTOCOL_MONITOR-C56ABA775D716B03", "discovered_name" : "DSIC - NAM test", "dynatrace_severity" : "AVAILABILITY", "environmentId" : "44017881-d777-4f8c-9267-68d9008cfe42", "environmentName" : "Safran Group", "event_properties" : [{ "key" : "dt.event.description", "value" : "Network availability monitor outage." }, { "key" : "dt.event.group_label", "value" : "Network availability monitor global outage" }, { "key" : "dt.event.impact_level", "value" : "Application" }, { "key" : "dt.event.is_rootcause_relevant", "value" : "true" }, { "key" : "dt.event.synthetic_affected_locations", "value" : "{WRG DC Z08=SYNTHETIC_LOCATION-B543A79409B9EA9A, CRY DC Z08=SYNTHETIC_LOCATION-D52488724C00F7D1}" }]</pre>

	<pre> }, { "key": "dt.event.synthetic_configured_locations", "value": "[SYNTHETIC_LOCATION-B543A79409B9EA9A, SYNTHETIC_LOCATION-D52488724C00F7D1]" }, { "key": "dt.event.synthetic_first_failed_execution", "value": "1742376643190" }, { "key": "dt.event.synthetic_outage_details", "value": "[{\"locationId\": {\"type\": \"SYNTHETIC_LOCATION\", \"longId\": -5385276475144803686\n }, \"syntheticEntityOutageInfo\": {\" \"entityId\": 0, \"properties\": {\"multi_protocol.step.id\": [\"0\"], \"failure reasons\": [\"SUCCESS_RATE_PERCENT\"], \" \"multi_protocol.request.id\": [\"5\"], \"requestsTrimmed\": [\"false\"], \"multi_protocol.request.type\": [\"icmp\"]\n }, \" \"statusMessage\": \"Expected success rate for step: 95% of requests, was: 88% of requests (operator: '>=')\", \"status\": 1401\n }, \"childEntities\" : [{\"entityId\": 641211348, \"properties\": {\"execution timestamp\": [\"1742376674417\"], \"multi_protocol.step.id\": [\"0\"], \"failure reasons\": [\"ICMP_SUCCESS_RATE_PERCENT\"], \" \"multi_protocol.request.target_address\": [\"10.57.234.50\"], \" \"multi_protocol.request.id\": [\"5\"], \"multi_protocol.request.type\": [\"icmp\"]\n }, \"statusMessage\": \"Expected success rate for request: 100% of packets, was: 87% of packets (operator: '=')\", \"status\": 1401\n }], \"statusCode\": 1401, \"entityId\": 0, \"statusMessage\": \"Expected success rate for step: 95% of requests, was: 88% of requests (operator: '>=')\" }, {\"locationId\": {\"type\": \"SYNTHETIC_LOCATION\", \"longId\": -3088193419986536495\n }, \" \"syntheticEntityOutageInfo\": {\"entityId\": 0, \"properties\": {\" \"multi_protocol.step.id\": [\"0\"], \"failure reasons\": [\"SUCCESS_RATE_PERCENT\"], \"multi_protocol.request.id\": [\"1\"], \" \"requestsTrimmed\": [\"false\"], \"multi_protocol.request.type\": [\"icmp\"]\n }, \"statusMessage\": \"Expected success rate for step: 95% of requests, was: 88% of requests (operator: '>=')\", \"status\": 1401\n }, \" \"childEntities\": [{\"entityId\": 1662636443, \"properties\": {\" \"execution timestamp\": [\"1742376643190\"], \" \"multi_protocol.step.id\": [\"0\"], \"failure reasons\": [\"ICMP_SUCCESS_RATE_PERCENT\"], \" \"multi_protocol.request.target_address\": [\"10.109.234.40\"], \" \"multi_protocol.request.id\": [\"1\"], \"multi_protocol.request.type\": [\"icmp\"]\n }, \"statusMessage\": \"Expected success rate for request: 100% of packets, was: 87% of packets (operator: '=')\", \"status\": 1401\n }], \"statusCode\": 1401, \"entityId\": 0, \"statusMessage\": \"Expected success rate for step: 95% of requests, was: 88% of requests (operator: '>=')\" }]" }, { "key": "dt.event.timeout", </pre>
--	--

	<pre> "value" : "10" }], "isRootCause" : "false", "managementZones" : [], "problemDescription" : "OPEN APPLICATION Problem P-25039655: Network availability monitor global outage", "problem_displayId" : "P-25039655", "problem_id" : "7753319408931013546", "t_environment" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_environment_id" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_problem_id" : "7753319408931013546", "t_url" : "https://dynatrace.group.safran/e/44017881-d777-4f8c-9267- 68d9008cfe42/#problems/problemdetails;pid=7753319408931013546", "tags" : ["SOC:DSIC", "ENV:PRD", "APP:Dynatrace"] } </pre>
--	---

3.1.2.2 Fault severity issue

Number	Group	Parent	Criticality	Severity	Company	Configuration Item	Class	State	Task	Resource	Source	Description
Alert270119	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	=dynatrace	<input type="text" value="Search"/>
Alert27011995		(empty)		Minor	(empty)	(empty)		Open	(empty)	SAF-FRWRG1-FW01B	DYNATRACE	The Fault severity value was above norma...

Check definition :

Use case	Rule name in target
Description title	The Fault severity value was above normal behavior...
Check definition	Davis alerting for a specific technology
Information missing or to	<ul style="list-style-type: none"> Configuration Item not defined/recover Resource corresponding at the network device name

ada pt	
JSON	<pre>{ "assignment_group" : "77949d561bd6f510c06cfc49cd4bcbe", "correlation_id" : "CUSTOM_DEVICE-2CAED1C6465FCE99", "discovered_name" : "SAF-FRWRG1-FW01B", "dynatrace_severity" : "CUSTOM_ALERT", "environmentId" : "44017881-d777-4f8c-9267-68d9008cfe42", "environmentName" : "Safran Group", "event_properties" : [{ "key" : "dt.davis.analysis_time_budget", "value" : "0" }, { "key" : "dt.davis.analysis_trigger_delay", "value" : "3600" }, { "key" : "dt.event.allow_davis_merge", "value" : "false" }, { "key" : "dt.event.allow_frequent_issue_detection", "value" : "false" }, { "key" : "dt.event.description", "value" : "The Fault severity value was above normal behavior. Dimensions: device.address=10.248.68.224, device.name=10.248.68.224, device.port=161, device.type=firepower, device=10.248.68.224:161, dt.entity.network:device.name=SAF-FRWRG1- FW01B, dt.entity.network:device=CUSTOM_DEVICE-2CAED1C6465FCE99, dt.entity.snmp:firepower.name=Firepower - SAF-FRWRG1-FW01B - 10.248.68.224, dt.entity.snmp:firepower=CUSTOM_DEVICE-3947506D77ECFBDD, dt.entity.snmp:firepower_fault.name=Firepower - SAF-FRWRG1-FW01B - sec-svc/ld-SAF-FRWRG1- FW01B/ext-portlink-PC1_ftd/fault-F1758, dt.entity.snmp:firepower_fault=CUSTOM_DEVICE- C97B277E6C995BC6, dt.metrics.source=custom:com.safran.extension.firepower, fault.acknowledged=true(1), fault.created=_!_%, fault.description=The external-port-link PC1_ftd conflict with the application. Port-channel1: interface not present for update! (vlan = 1001, innerVlan = -1). To correct it, synchronize and remove the conflict sub-interface, save and deploy from Firepower Management Cente, fault.displayname=sec-svc/ld-SAF-FRWRG1-FW01B/ext- portlink-PC1_ftd/fault-F1758, fault.severity=major(5), fault.type=configuration(1), if.count=881, monitoring.mode=Extension, sys.contact=n/a, sys.description=Cisco FX-OS(tm) fxos, Software (fxos-k9-system), Version 5.0(3)N2(4.141), Interim version 5.0(3)N2(4.141., RELEASE SOFTWARE Copyright (c) 2002-2025 by Cisco Systems, Inc. Compiled 1/14/2025 15:00:00, sys.location=BASTION, sys.name=SAF-FRWRG1-FW01B" }, {</pre>

```

"key" : "dt.event.disable_davis_merge_reason",
"value" : "Set by event reporter"
}, {
"key" : "dt.event.group_label",
"value" : "Custom alert"
}, {
"key" : "dt.event.impact_level",
"value" : "Infrastructure"
}, {
"key" : "dt.event.is_rootcause_relevant",
"value" : "true"
}, {
"key" : "dt.event.metric_selector",
"value" :
"(com.safran.extension.firepower.fault.severity:avg):filter(eq(device,\"10.248.68.224:161\"),eq(\"
device.address\", \"10.248.68.224\"),eq(\"device.name\", \"10.248.68.224\"),eq(\"device.port\", \"
161\"),eq(\"device.type\", firepower),eq(\"dt.entity.network:device\", CUSTOM_DEVICE-
2CAED1C6465FCE99),eq(\"dt.entity.snmp:firepower\", CUSTOM_DEVICE-
3947506D77ECFBDD),eq(\"dt.entity.snmp:firepower_fault\", CUSTOM_DEVICE-
C97B277E6C995BC6),eq(\"dt.metrics.source\", \"custom:com.safran.extension.firepower\"),eq(\"f
ault.acknowledged\", \"true(1)\"),eq(\"fault.created\", \"_!_%\"),eq(\"fault.description\", \"The
external-port-link PC1_ftd conflict with the application. Port-channel1: interface not present for
update! (vlan = 1001, innerVlan = -1). To correct it, synchronize and remove the conflict sub-
interface, save and deploy from Firepower Management Cente\"),eq(\"fault.displayname\", \"sec-
svc/Id-SAF-FRWRG1-FW01B/ext-portlink-PC1_ftd/fault-
F1758\"),eq(\"fault.severity\", \"major(5)\"),eq(\"fault.type\", \"configuration(1)\"),eq(\"if.count\",
\"881\"),eq(\"monitoring.mode\", Extension),eq(\"sys.contact\", \"n/a\"),eq(\"sys.description\", \"
Cisco FX-OS(tm) fxos, Software (fxos-k9-system), Version 5.0(3)N2(4.141), Interim version
5.0(3)N2(4.141., RELEASE SOFTWARE Copyright (c) 2002-2025 by Cisco Systems, Inc. Compiled
1/14/2025 15:00:00\"),eq(\"sys.location\", BASTION),eq(\"sys.name\", SAF-FRWRG1-FW01B))"
}, {
"key" : "dt.event.metric_threshold",
"value" : "4.0"
}, {
"key" : "dt.event.timeout",
"value" : "15"
}, {
"key" : "dt.event.title",
"value" : "Firepower - Fault alert"
}],
"isRootCause" : "false",

```

	<pre>"managementZones" : ["DSIC - Bastion"], "metricName" : "(com.safran.extension.firepower.fault.severity:avg):filter(eq(device,\"10.248.68.224:161\"),eq(\" device.address\", \"10.248.68.224\"),eq(\"device.name\", \"10.248.68.224\"),eq(\"device.port\", \" 161\"),eq(\"device.type\", firepower),eq(\"dt.entity.network:device\", CUSTOM_DEVICE- 2CAED1C6465FCE99),eq(\"dt.entity.snmp:firepower\", CUSTOM_DEVICE- 3947506D77ECFBDD),eq(\"dt.entity.snmp:firepower_fault\", CUSTOM_DEVICE- C97B277E6C995BC6),eq(\"dt.metrics.source\", \"custom:com.safran.extension.firepower\"),eq(\"f ault.acknowledged\", \"true(1)\"),eq(\"fault.created\", \"!_%\"),eq(\"fault.description\", \"The external-port-link PC1_ftd conflict with the application. Port-channel1: interface not present for update! (vlan = 1001, innerVlan = -1). To correct it, synchronize and remove the conflict sub- interface, save and deploy from Firepower Management Cente\"),eq(\"fault.displayname\", \"sec- svc/Id-SAF-FRWRG1-FW01B/ext-portlink-PC1_ftd/fault- F1758\"),eq(\"fault.severity\", \"major(5)\"),eq(\"fault.type\", \"configuration(1)\"),eq(\"if.count\", \"881\"),eq(\"monitoring.mode\", Extension),eq(\"sys.contact\", \"n/a\"),eq(\"sys.description\", \" Cisco FX-OS(tm) fxos, Software (fxos-k9-system), Version 5.0(3)N2(4.141), Interim version 5.0(3)N2(4.141., RELEASE SOFTWARE Copyright (c) 2002-2025 by Cisco Systems, Inc. Compiled 1/14/2025 15:00:00\"),eq(\"sys.location\", BASTION),eq(\"sys.name\", SAF-FRWRG1-FW01B))\", "problemDescription" : "OPEN INFRASTRUCTURE Problem P-25044308: Firepower - Fault alert", "problem_displayId" : "P-25044308", "problem_id" : "6142797576208148797", "t_environment" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_environment_id" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_node" : "SAF-FRWRG1-FW01B10.248.68.224", "t_problem_id" : "6142797576208148797", "t_url" : "https://dynatrace.group.safran/e/44017881-d777-4f8c-9267- 68d9008cfe42/#problems/problemdetails;pid=6142797576208148797", "tags" : ["SOC:SAF-FRWRG1-FW01B", "APP", "HOST:SAF-FRWRG1-FW01B10.248.68.224", "HOST:10.248.68.224", "ENV"], "title" : "Firepower - Fault alert" }</pre>
--	--

3.1.2.3 Transaction time issue

Number	Group	Parent	Criticality	Severity	Company	Configuration item	Class	State	Task	Resource	Source	Description
Alert215444	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	=dynatrace	<input type="text" value="Search"/>
Alert21544492		(empty)		Minor	(empty)	(empty)		Open	(empty)	Web Gateway - SAF- FRCRY1- NA71B	DYNATRACE	The Transaction time value was above nor...

Check definition :

Use case	Rule name in target
-------------	---------------------

Des crip tion title	The Transaction time value was above normal behavior (X s) for Web Gateway - XXXXXXXX
Che ck defi niti on	Performance event to check a web gateway from a network device
Info rma tion mis sing or to ada pt	<ul style="list-style-type: none"> Node and Resource contained are on type "Web Gateway – network device name" Configuration Item don't receive the network device name
JSO N	<pre>{ "assignment_group" : "77949d561bd6f510c06cfc49cd4bcbe", "correlation_id" : "CUSTOM_DEVICE-F668CD8439BC5DF0", "discovered_name" : "Web Gateway - SAF-FRCRY1-NA71B", "dynatrace_severity" : "PERFORMANCE", "environmentId" : "44017881-d777-4f8c-9267-68d9008cfe42", "environmentName" : "Safran Group", "event_properties" : [{ "key" : "dt.event.allow_davis_merge", "value" : "true" }, { "key" : "dt.event.allow_frequent_issue_detection", "value" : "false" }, { "key" : "dt.event.description", "value" : "The Transaction time value was above normal behavior (6 s) for Web Gateway - SAF-FRCRY1-NA71B." }, { "key" : "dt.event.group_label", "value" : "Performance" }, { "key" : "dt.event.impact_level", "value" : "Infrastructure" }, {</pre>


```

"key" : "dt.event.is_rootcause_relevant",
"value" : "true"
}, {
"key" : "dt.event.metric_selector",
"value" :
"(com.safran.extension.mcafee.statistics.stTimeForTransaction:avg):filter(eq(\"cpu.count\", \"96\"),eq(device,\"10.248.80.87:161\"),eq(\"device.address\", \"10.248.80.87\"),eq(\"device.name\", \"10.248.80.87\"),eq(\"device.port\", \"161\"),eq(\"device.type\", skyhigh-web-gateway),eq(\"dt.entity.network:device\", CUSTOM_DEVICE-4201490294F07CD8),eq(\"dt.entity.snmp:mcafee_proxy_statistics\", CUSTOM_DEVICE-F668CD8439BC5DF0),eq(\"dt.metrics.source\", \"custom:com.safran.extension.mcafee\"),eq(\"if.cout\", \"15\"),eq(\"monitoring.mode\", Extension),eq(\"sys.contact\", \"root@localhost\"),eq(\"sys.description\", \"Skyhigh Secure Web Gateway 7;WBG-5500-F;Skyhigh Security LLC\"),eq(\"sys.location\", Unknown),eq(\"sys.name\", SAF-FRCRY1-NA71B))"
}, {
"key" : "dt.event.metric_threshold",
"value" : "6000.0"
}, {
"key" : "dt.event.timeout",
"value" : "15"
}, {
"key" : "dt.event.title",
"value" : "Skyhigh Security Web Gateway - Transaction time alert"
} ],
"isRootCause" : "true",
"managementZones" : [ "DSIC - Bastion" ],
"metricName" :
"(com.safran.extension.mcafee.statistics.stTimeForTransaction:avg):filter(eq(\"cpu.count\", \"96\"),eq(device,\"10.248.80.87:161\"),eq(\"device.address\", \"10.248.80.87\"),eq(\"device.name\", \"10.248.80.87\"),eq(\"device.port\", \"161\"),eq(\"device.type\", skyhigh-web-gateway),eq(\"dt.entity.network:device\", CUSTOM_DEVICE-4201490294F07CD8),eq(\"dt.entity.snmp:mcafee_proxy_statistics\", CUSTOM_DEVICE-F668CD8439BC5DF0),eq(\"dt.metrics.source\", \"custom:com.safran.extension.mcafee\"),eq(\"if.cout\", \"15\"),eq(\"monitoring.mode\", Extension),eq(\"sys.contact\", \"root@localhost\"),eq(\"sys.description\", \"Skyhigh Secure Web Gateway 7;WBG-5500-F;Skyhigh Security LLC\"),eq(\"sys.location\", Unknown),eq(\"sys.name\", SAF-FRCRY1-NA71B))",
"problemDescription" : "OPEN INFRASTRUCTURE Problem P-25032787: Skyhigh Security Web Gateway - Transaction time alert",
"problem_displayId" : "P-25032787",
"problem_id" : "-2721593353527394068",
"t_environment" : "44017881-d777-4f8c-9267-68d9008cfe42",
"t_environment_id" : "44017881-d777-4f8c-9267-68d9008cfe42",

```

```
"t_problem_id" : "-2721593353527394068",  
"t_url" : "https://dynatrace.group.safran/e/44017881-d777-4f8c-9267-  
68d9008cfe42/#problems/problemdetails;pid=-2721593353527394068",  
"tags" : [ "APP", "SOC:Web Gateway - SAF-FRCRY1-NA71B", "gen:2", "ENV",  
"networkScope:bastion" ],  
"title" : "Skyhigh Security Web Gateway - Transaction time alert"  
}
```

3.2 Server systems

3.2.1 Alert types manageable

Example of alert view :

Number	Initial event generation time	Configuration item	Node	Description	Managed by	Resource
Alert27011949	2025-04-09 15:14:00	(empty)	SAF-FRWRG1-FW01B10.248.68.224	The Fault severity value was above normal behavior. Dimensions: device.address=10.248.68.224, device.name=10.248.68.224, device.port=161, ...	(empty)	SAF-FRWRG1-FW01B

Table of use cases

Use case	Rule name in target	Operational status
Firewall		
Switch		
Metric check (url, latence,...)		
Appliance		
Load balancer		
Router		
Chassis		
VPN		
Wireless LAN Controller		
Wireless Access Point		

Details of rules

3.2.2 Alert types not working

3.2.2.1 URL check from a Safran server

Number	Group	Parent	Criticality	Severity	Company	Configuration item	Class	State	Task	Resource	Source	Description
Alert223427	Search	Search	Search	Search	Search	Search	Search	Open	Search	Search	=dynatrax	Search
Alert22342770		(empty)		Minor	(empty)	(empty)		Open	(empty)	https://si002012m.one.ad:443-0/1	DYNATRACE	{dims:dt.entity.python:com_dynatrace_ext...

Check definition :

Use case	Rule name in target
Description title	{dims:dt.entity.python:com_dynatrace_extension_netscaler_interface.interface_id} State changed from UP
Check definition	Alerts from Synthetic agent to check an application url with hostname specified into the url
Information missing or to adapt	<ul style="list-style-type: none">Configuration Item not defined/recoverResource contained the url checked (like in Description cell)

JSON	<pre>{ "assignment_group" : "77949d561bd6f510c06cfc49cd4bcbef", "correlation_id" : "CUSTOM_DEVICE-212DE5470B0D5D50", "discovered_name" : "https://sl002012m.one.ad:443 - 0/1", "dynatrace_severity" : "CUSTOM_ALERT", "environmentId" : "44017881-d777-4f8c-9267-68d9008cfe42", "environmentName" : "Safran Group", "event_properties" : [{ "key" : "dt.davis.analysis_time_budget", "value" : "0" }, { "key" : "dt.davis.analysis_trigger_delay", "value" : "3600" }, { "key" : "dt.event.allow_davis_merge", "value" : "false" }, { "key" : "dt.event.allow_frequent_issue_detection", "value" : "false" }, { "key" : "dt.event.description", "value" : "{dims:dt.entity.python:com_dynatrace_extension_netscaler_interface.interface_id} State changed from UP" }, { "key" : "dt.event.disable_davis_merge_reason", "value" : "Set by event reporter" }, { "key" : "dt.event.group_label", "value" : "Custom alert" }, { "key" : "dt.event.impact_level", "value" : "Infrastructure" }, { "key" : "dt.event.is_rootcause_relevant", "value" : "true" }]</pre>
------	--

```

}, {
  "key" : "dt.event.metric_selector",
  "value" :
"(func:netcaler.Interface.up_percent:splitBy(\"dt.entity.python:com_dynatrace_extensio
n_netcaler\", \"dt.entity.python:com_dynatrace_extension_netcaler_interface\"):filter(
eq(\"dt.entity.python:com_dynatrace_extension_netcaler\",CUSTOM_DEVICE-
045272EE55AAA67D),eq(\"dt.entity.python:com_dynatrace_extension_netcaler_interfac
e\",CUSTOM_DEVICE-212DE5470B0D5D50))"
}, {
  "key" : "dt.event.metric_threshold",
  "value" : "100.0"
}, {
  "key" : "dt.event.timeout",
  "value" : "15"
}, {
  "key" : "dt.event.title",
  "value" : "Citrix Netscaler - Interface status"
}],
"isRootCause" : "false",
"managementZones" : [ "DSIC - Quantum PRD" ],
"metricName" :
"(func:netcaler.Interface.up_percent:splitBy(\"dt.entity.python:com_dynatrace_extensio
n_netcaler\", \"dt.entity.python:com_dynatrace_extension_netcaler_interface\"):filter(
eq(\"dt.entity.python:com_dynatrace_extension_netcaler\",CUSTOM_DEVICE-
045272EE55AAA67D),eq(\"dt.entity.python:com_dynatrace_extension_netcaler_interfac
e\",CUSTOM_DEVICE-212DE5470B0D5D50))",
  "problemDescription" : "OPEN INFRASTRUCTURE Problem P-25035623: Citrix Netscaler -
Interface status",
  "problem_displayId" : "P-25035623",
  "problem_id" : "-6487560447325387087",
  "t_environment" : "44017881-d777-4f8c-9267-68d9008cfe42",
  "t_environment_id" : "44017881-d777-4f8c-9267-68d9008cfe42",
  "t_problem_id" : "-6487560447325387087",
  "t_url" : "https://dynatrace.group.safran/e/44017881-d777-4f8c-9267-
68d9008cfe42/#problems/problemdetails;pid=-6487560447325387087",
  "tags" : [ "SOC:https://sl002012m.one.ad:443 - 0/1", "APP", "ENV" ],
  "title" : "Citrix Netscaler - Interface status"
}

```

3.2.2.2 Http check

Number	Group	Parent	Criticality	Severity	Company	Configuration item	Class	State	Task	Resource	Source	Description
Alert225785	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	=dynatrac	<input type="text" value="Search"/>
Alert22578523		(empty)		● Critical	(empty)	(empty)		Open	(empty)	DSIC - Safran Google.fr	DYNATRACE	Connection refused from 2 locations

Check definition :

Use case	Rule name in target
Description title	Connection refused from X locations
Check definition	Alerts from Synthetic agent to check any urls
Information missing or to adapt	<ul style="list-style-type: none">Configuration Item not defined/recover
JSON	<pre>{ "assignment_group" : "77949d561bd6f510c06cfc49cd4bcbef", "correlation_id" : "HTTP_CHECK-4F980AF418D2B66C", "discovered_name" : "DSIC - Safran Google.fr", "dynatrace_severity" : "AVAILABILITY", "environmentId" : "44017881-d777-4f8c-9267-68d9008cfe42", "environmentName" : "Safran Group", "event_properties" : [{ "key" : "dt.event.description", "value" : "Connection refused from 2 locations" }, { "key" : "dt.event.group_label", "value" : "Http monitor global outage" }, { "key" : "dt.event.impact_level", "value" : "Application" }, { "key" : "dt.event.is_rootcause_relevant", "value" : "true" }, { "key" : "dt.event.synthetic_affected_locations", "value" : "{CRY DC Z08 - Ext=SYNTHETIC_LOCATION-10FFB9C108712249, WRG DC Z08 - Ext=SYNTHETIC_LOCATION-AA4B78B3DFD6DE1E}" }, { "key" : "dt.event.synthetic_affected_steps", "value" : "{google.fr=HTTP_CHECK_STEP-A69D04FB841ACF66}" }]</pre>

```

}, {
  "key" : "dt.event.synthetic_affected_urls",
  "value" : "[https://www.google.fr/]"
}, {
  "key" : "dt.event.synthetic_configured_locations",
  "value" : "[SYNTHETIC_LOCATION-AA4B78B3DFD6DE1E,
SYNTHETIC_LOCATION-10FFB9C108712249]"
}, {
  "key" : "dt.event.synthetic_connected_applications",
  "value" : "{}"
}, {
  "key" : "dt.event.synthetic_connected_services",
  "value" : "{}"
}, {
  "key" : "dt.event.synthetic_first_failed_execution",
  "value" : "1741880868591"
}, {
  "key" : "dt.event.synthetic_last_cv_config_update",
  "value" : "0"
}, {
  "key" : "dt.event.synthetic_last_monitor_config_update",
  "value" : "1721059447976"
}, {
  "key" : "dt.event.synthetic_status_codes_and_messages",
  "value" : "{16=}"
}, {
  "key" : "dt.event.timeout",
  "value" : "15"
} ],
"isRootCause" : "false",
"managementZones" : [ "DSIC - Bastion" ],
"problemDescription" : "OPEN APPLICATION Problem P-25036601: Http
monitor global outage",
"problem_displayId" : "P-25036601",
"problem_id" : "5507080967769521835",
"syntheticErrorCodes" : [ 16 ],

```

	<pre> "t_environment" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_environment_id" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_problem_id" : "5507080967769521835", "t_url" : "https://dynatrace.group.safran/e/44017881-d777-4f8c-9267-68d9008cfe42/#problems/problemdetails;pid=5507080967769521835", "tags" : ["SOC:DSIC", "APP:Safran", "ENV:Google.fr", "ENV:not found", "networkScope:bastion"] } </pre>
--	---

3.2.2.3 Timeout from Http check

Number	Group	Parent	Criticality	Severity	Company	Configuration item	Class	State	Task	Resource	Source	Description
Alert287836	Search	Search	Search	Search	Search	Search	Search	Search	Search	Search	=dynatrac	Search
Alert28783628		(empty)		Critical	(empty)	(empty)		Open	(empty)	[Office365] portal.office.com	DYNATRACE	Connection refused, Request timeout from...

Check definition :

Use case	Rule name in target
Description title	Connection refused, Request timeout from X locations
Check definition	Alerts from Synthetic agent to check any urls. Timeout issue
Information missing or to adapt	<ul style="list-style-type: none"> Configuration Item not defined/recover
JSON	<pre> { "assignment_group" : "77949d561bd6f510c06cfc49cd4bcbef", "correlation_id" : "HTTP_CHECK-9314D71FF2ED670E", "discovered_name" : "[Office365] portal.office.com", "dynatrace_severity" : "AVAILABILITY", "environmentId" : "44017881-d777-4f8c-9267-68d9008cfe42", "environmentName" : "Safran Group", "event_properties" : [{ "key" : "dt.event.description", "value" : "Connection refused, Request timeout from 2 locations" }, { "key" : "dt.event.group_label", "value" : "Http monitor global outage" }, { "key" : "dt.event.impact_level", "value" : "Application" }, { </pre>


```

"key" : "dt.event.is_rootcause_relevant",
"value" : "true"
}, {
"key" : "dt.event.synthetic_affected_locations",
"value" : "{CRY DC Z08 - Ext=SYNTHETIC_LOCATION-10FFB9C108712249,
WRG DC Z08 - Ext=SYNTHETIC_LOCATION-AA4B78B3DFD6DE1E}"
}, {
"key" : "dt.event.synthetic_affected_steps",
"value" : "{portal.office.com=HTTP_CHECK_STEP-B5DB291784EB9C7C}"
}, {
"key" : "dt.event.synthetic_affected_urls",
"value" : "[https://portal.office.com]"
}, {
"key" : "dt.event.synthetic_configured_locations",
"value" : "[SYNTHETIC_LOCATION-AA4B78B3DFD6DE1E,
SYNTHETIC_LOCATION-10FFB9C108712249]"
}, {
"key" : "dt.event.synthetic_connected_applications",
"value" : "{}"
}, {
"key" : "dt.event.synthetic_connected_services",
"value" : "{}"
}, {
"key" : "dt.event.synthetic_first_failed_execution",
"value" : "1745338772358"
}, {
"key" : "dt.event.synthetic_last_cv_config_update",
"value" : "0"
}, {
"key" : "dt.event.synthetic_last_monitor_config_update",
"value" : "1727190954800"
}, {
"key" : "dt.event.synthetic_status_codes_and_messages",
"value" : "{16=, 24=}"
}, {
"key" : "dt.event.timeout",

```

	<pre> "value" : "15" }], "isRootCause" : "false", "managementZones" : ["DSIC - O365"], "problemDescription" : "OPEN APPLICATION Problem P-250413507: Http monitor global outage", "problem_displayId" : "P-250413507", "problem_id" : "9123999750657439251", "syntheticErrorCodes" : [24, 16], "t_environment" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_environment_id" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_problem_id" : "9123999750657439251", "t_url" : "https://dynatrace.group.safran/e/44017881-d777-4f8c-9267- 68d9008cfe42/#problems/problemdetails;pid=9123999750657439251", "tags" : ["APP", "Office365", "SOC:[Office365]", "ENV:not found", "ENV"] } </pre>
--	--

3.2.2.4 Error message from Http check

Number	Group	Parent	Criticality	Severity	Company	Configuration item	Class	State	Task	Resource	Source	Description
Alert239713	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	=dynatrace	<input type="text" value="Search"/>
Alert23971310		(empty)		● Critical	(empty)	(empty)		Open	(empty)	DSIC - Safran Jitsi groupe	DYNATRACE	Connection refused, Response status code...

Check definition :

Use case	Rule name in target
Description title	Connection refused, Response status code rules violated, 500...
Check definition	Alerts from Synthetic agent to check any urls. Connection issue
Information missing or to adapt	<ul style="list-style-type: none"> Configuration Item not defined/recover
JSON	<pre> { "assignment_group" : "77949d561bd6f510c06cfc49cd4bcbe", "correlation_id" : "HTTP_CHECK-32BB4F904442C911", "discovered_name" : "DSIC - Safran Jitsi groupe", "dynatrace_severity" : "AVAILABILITY", "environmentId" : "44017881-d777-4f8c-9267-68d9008cfe42", "environmentName" : "Safran Group", "event_properties" : [{ </pre>

	<pre> "key" : "dt.event.description", "value" : "Connection refused, Response status code rules violated, 500: Internal server error from 4 locations" }, { "key" : "dt.event.group_label", "value" : "Http monitor global outage" }, { "key" : "dt.event.impact_level", "value" : "Application" }, { "key" : "dt.event.is_rootcause_relevant", "value" : "true" }, { "key" : "dt.event.synthetic_affected_locations", "value" : "{WRG DC Z08=SYNTHETIC_LOCATION-B543A79409B9EA9A, CRY DC Z08=SYNTHETIC_LOCATION-D52488724C00F7D1, WRG DC Z08 - Ext=SYNTHETIC_LOCATION-AA4B78B3DFD6DE1E, CRY DC Z08 - Ext=SYNTHETIC_LOCATION-10FFB9C108712249}" }, { "key" : "dt.event.synthetic_affected_steps", "value" : "{meeting.safran-group.com=HTTP_CHECK_STEP- 9CA95B0A8F00D8FF}" }, { "key" : "dt.event.synthetic_affected_urls", "value" : "[https://meeting.safran-group.com]" }, { "key" : "dt.event.synthetic_configured_locations", "value" : "[SYNTHETIC_LOCATION-B543A79409B9EA9A, SYNTHETIC_LOCATION-AA4B78B3DFD6DE1E, SYNTHETIC_LOCATION- 10FFB9C108712249, SYNTHETIC_LOCATION-D52488724C00F7D1]" }, { "key" : "dt.event.synthetic_connected_applications", "value" : "{}" }, { "key" : "dt.event.synthetic_connected_services", "value" : "{}" }, { "key" : "dt.event.synthetic_first_failed_execution", </pre>
--	---

	<pre> "value" : "1742806147327" }, { "key" : "dt.event.synthetic_last_cv_config_update", "value" : "0" }, { "key" : "dt.event.synthetic_last_monitor_config_update", "value" : "1719307543169" }, { "key" : "dt.event.synthetic_status_codes_and_messages", "value" : "{16=, 500=}" }, { "key" : "dt.event.timeout", "value" : "15" }], "isRootCause" : "false", "managementZones" : [], "problemDescription" : "OPEN APPLICATION Problem P-250312662: Http monitor global outage", "problem_displayId" : "P-250312662", "problem_id" : "-5932881157734767370", "syntheticErrorCodes" : [16, 500], "t_environment" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_environment_id" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_problem_id" : "-5932881157734767370", "t_url" : "https://dynatrace.group.safran/e/44017881-d777-4f8c-9267- 68d9008cfe42/#problems/problemdetails;pid=-5932881157734767370", "tags" : ["SOC:DSIC", "APP:Safran", "ENV:not found", "ENV"] } </pre>
--	--

3.2.2.5 DNS error

Number	Group	Parent	Criticality	Severity	Company	Configuration Item	Class	State	Task	Resource	Source	Description
Alert230917	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	=dynatrac	<input type="text" value="Search"/>
Alert23091703		(empty)		● Critical	(empty)	(empty)		Open	(empty)	DNS Check - dns2.ddl.safran	DYNATRACE	DNS lookup failed for dynatrace.group.sa...

Check definition :

Use case	Rule name in target
Description title	DNS lookup failed for dynatrace.group.safran (DNS:...
Check definition	Synthetic monitor outage to check DNS address
Information missing or to adapt	<ul style="list-style-type: none"> Configuration Item not defined/recover
JSON	<pre>{ "assignment_group" : "77949d561bd6f510c06cfc49cd4bcbe", "correlation_id" : "EXTERNAL_SYNTHETIC_TEST-24C631BDD1EF6F83", "discovered_name" : "DNS Check - dns2.ddi.safran", "dynatrace_severity" : "AVAILABILITY", "environmentId" : "44017881-d777-4f8c-9267-68d9008cfe42", "environmentName" : "Safran Group", "event_properties" : [{ "key" : "dt.event.allow_frequent_issue_detection", "value" : "false" }, { "key" : "dt.event.description", "value" : "DNS lookup failed for dynatrace.group.safran (DNS: 10.108.194.14)" }, { "key" : "dt.event.group_label", "value" : "Third-party monitor outage" }, { "key" : "dt.event.impact_level", "value" : "Application" }, { "key" : "dt.event.is_rootcause_relevant", "value" : "true" }, { "key" : "dt.event.timeout", "value" : "10" }], "isRootCause" : "false", "managementZones" : ["DSIC - Bastion"], "problemDescription" : "OPEN APPLICATION Problem P-25038991: Third-party monitor outage", "problem_displayId" : "P-25038991", }</pre>

	<pre> "problem_id" : "-3433800243615694379", "t_environment" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_environment_id" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_problem_id" : "-3433800243615694379", "t_url" : "https://dynatrace.group.safran/e/44017881-d777-4f8c-9267-68d9008cfe42/#problems/problemdetails;pid=-3433800243615694379", "tags" : ["networkScope:dc"] } </pre>
--	---

3.2.2.6 Connectivity issue with a CI

Number	Group	Parent	Criticality	Severity	Company	Configuration item	Class	State	Task	Resource	Source	Description
Alert111387	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	=dynatrac	<input type="text" value="Search"/>
Alert11138796		(empty)		● Critical	(empty)	(empty)		Open	(empty)	WV003105.one.ad	DYNATRACE	Host or monitoring unavailable due to co...

Check definition :

Use case	Rule name in target
Description title	Host or monitoring unavailable due to connectivity issues or server outage
Check definition	Host or monitoring unavailable
Information missing or to adapt	<ul style="list-style-type: none"> Hostname is recover in Resource cell instead of Configuration Item
JSON	<pre> { "assignment_group" : "77949d561bd6f510c06cfc49cd4bcbef", "correlation_id" : "HOST-1796789D3814350A", "discovered_name" : "WV003105.one.ad", "dynatrace_severity" : "AVAILABILITY", "environmentId" : "44017881-d777-4f8c-9267-68d9008cfe42", "environmentName" : "Safran Group", "event_properties" : [{ "key" : "dt.event.description", "value" : "Host or monitoring unavailable due to connectivity issues or server outage" }, { "key" : "dt.event.group_label", "value" : "Host or monitoring unavailable" }, { "key" : "dt.event.impact_level", "value" : "Infrastructure" }] } </pre>

	<pre>}, { "key" : "dt.event.is_rootcause_relevant", "value" : "true" }, { "key" : "dt.event.timeout", "value" : "20" }], "ip_addresses" : ["10.0.136.221"], "isRootCause" : "true", "managementZones" : ["DSIC - Quantum PRD"], "problemDescription" : "OPEN INFRASTRUCTURE Problem P-24123286: Host or monitoring unavailable", "problem_displayId" : "P-24123286", "problem_id" : "-5652832607315783637", "t_environment" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_environment_id" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_node" : "WV003105.one.ad", "t_problem_id" : "-5652832607315783637", "t_url" : "https://dynatrace.group.safran/e/44017881-d777-4f8c-9267- 68d9008cfe42/#problems/problemdetails;pid=-5652832607315783637", "tags" : ["HOST:WV003105.one.ad", "host_group:DSIC_Quantum_PRD", "APP:Quantum", "SOC:DSIC", "serviceareaBySOC:DSIC", "ENV:PRD"] }</pre>
--	---

3.2.2.7 Service status issue (from a specific technology)

Number	Group	Parent	Criticality	Severity	Company	Configuration item	Class	State	Task	Resource	Source	Description
Alert183166	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="=dynatrace"/>	<input type="text" value="Search"/>
Alert18316661		(empty)		Minor	(empty)	(empty)		Open	(empty)	HPC-SSL443-1	DYNATRACE	HPC-SSL443-1 State changed from UP

Check definition :

Use case	Rule name in target
Description title	Service status changed
Check defi	Change status for a service (can be different by technology)

nitio n	
Info rma tion miss ing or to ada pt	<ul style="list-style-type: none"> • Hostname is recover in Resource cell instead of Configuration Item
JSO N	<pre>{ "assignment_group" : "77949d561bd6f510c06cfc49cd4bcbef", "correlation_id" : "CUSTOM_DEVICE-DCE983E036A111BD", "discovered_name" : "HPC-SSL443-1", "dynatrace_severity" : "CUSTOM_ALERT", "environmentId" : "44017881-d777-4f8c-9267-68d9008cfe42", "environmentName" : "Safran Group", "event_properties" : [{ "key" : "dt.davis.analysis_time_budget", "value" : "0" }, { "key" : "dt.davis.analysis_trigger_delay", "value" : "3600" }, { "key" : "dt.event.allow_davis_merge", "value" : "false" }, { "key" : "dt.event.allow_frequent_issue_detection", "value" : "false" }, { "key" : "dt.event.description", "value" : "HPC-SSL443-1 State changed from UP" }, { "key" : "dt.event.disable_davis_merge_reason", "value" : "Set by event reporter" }, { "key" : "dt.event.group_label", "value" : "Custom alert" }]</pre>


```

}, {
  "key" : "dt.event.impact_level",
  "value" : "Infrastructure"
}, {
  "key" : "dt.event.is_rootcause_relevant",
  "value" : "true"
}, {
  "key" : "dt.event.metric_selector",
  "value" :
  "(func:netcaler.service.up_percent:splitBy(\"dt.entity.python:com_dynatrace_extension_netscaler\", \"dt.entity.python:com_dynatrace_extension_netscaler_service\")).filter(eq(\"dt.entity.python:com_dynatrace_extension_netscaler\", CUSTOM_DEVICE-045272EE55AAA67D), eq(\"dt.entity.python:com_dynatrace_extension_netscaler_service\", CUSTOM_DEVICE-DCE983E036A111BD))"
}, {
  "key" : "dt.event.metric_threshold",
  "value" : "100.0"
}, {
  "key" : "dt.event.timeout",
  "value" : "15"
}, {
  "key" : "dt.event.title",
  "value" : "Citrix Netscaler - Service status"
}],
"isRootCause" : "false",
"managementZones" : [ "DSIC - Quantum PRD" ],
"metricName" :
"(func:netcaler.service.up_percent:splitBy(\"dt.entity.python:com_dynatrace_extension_netscaler\", \"dt.entity.python:com_dynatrace_extension_netscaler_service\")).filter(eq(\"dt.entity.python:com_dynatrace_extension_netscaler\", CUSTOM_DEVICE-045272EE55AAA67D), eq(\"dt.entity.python:com_dynatrace_extension_netscaler_service\", CUSTOM_DEVICE-DCE983E036A111BD))",
"problemDescription" : "OPEN INFRASTRUCTURE Problem P-25028815: Citrix Netscaler - Service status",
"problem_displayId" : "P-25028815",
"problem_id" : "-4333756854290957794",
"t_environment" : "44017881-d777-4f8c-9267-68d9008cfe42",
"t_environment_id" : "44017881-d777-4f8c-9267-68d9008cfe42",
"t_problem_id" : "-4333756854290957794",

```

```
"t_url" : "https://dynatrace.group.safran/e/44017881-d777-4f8c-9267-68d9008cfe42/#problems/problemdetails;pid=-4333756854290957794",  
"tags" : [ "APP", "SOC:HPC-SSL443-1", "ENV" ],  
"title" : "Citrix Netscaler - Service status"  
}
```

3.2.2.8 Latency issue

Number	Group	Parent	Criticality	Severity	Company	Configuration item	Class	State	Task	Resource	Source	Description
Alert249399	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	=dynatrace	<input type="text" value="Search"/>
Alert24939972	<input checked="" type="checkbox"/> Secondary	Alert24930728		Minor	(empty)	(empty)		Open	(empty)	Safran Group	DYNATRACE	Latency above 100 ms ms in 10_POV from W...

Check definition :

Use case	Rule name in target
Description title	Access time issues or server outage
Check definition	Threshold past for delay
Information missing or to adapt	<ul style="list-style-type: none">Hostname is recover in Resource cell instead of Configuration Item
JSON	<pre>{ "assignment_group" : "77949d561bd6f510c06cfc49cd4bcbef", "correlation_id" : "ENVIRONMENT-0000000000000001", "discovered_name" : "Safran Group", "dynatrace_severity" : "PERFORMANCE", "environmentId" : "44017881-d777-4f8c-9267-68d9008cfe42", "environmentName" : "Safran Group", "event_properties" : [{ "key" : "dt.event.allow_davis_merge", "value" : "true" }, { "key" : "dt.event.allow_frequent_issue_detection", "value" : "false" }, { "key" : "dt.event.description", "value" : "Latency above 100 ms ms in 10_POV from WRG DC Z08 - Ext" }, { "key" : "dt.event.group_label",</pre>

	<pre> "value" : "Performance" }, { "key" : "dt.event.impact_level", "value" : "Environment" }, { "key" : "dt.event.is_rootcause_relevant", "value" : "true" }, { "key" : "dt.event.metric_selector", "value" : "(sna.\"3dexp\".latency:avg):filter(eq(environment,\"10_POV\"),eq(location,\"WRG DC Z08 - Ext\"))" }, { "key" : "dt.event.metric_threshold", "value" : "100.0" }, { "key" : "dt.event.timeout", "value" : "100" }, { "key" : "dt.event.title", "value" : "SNA - 3DExp - high latency" }], "isRootCause" : "false", "managementZones" : ["SNA - 3DExp"], "metricName" : "(sna.\"3dexp\".latency:avg):filter(eq(environment,\"10_POV\"),eq(location,\"WRG DC Z08 - Ext\"))", "problemDescription" : "OPEN ENVIRONMENT Problem P-250316385: SNA - 3DExp - high latency", "problem_displayId" : "P-250316385", "problem_id" : "-184640988143013024", "t_environment" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_environment_id" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_problem_id" : "-184640988143013024", "t_url" : "https://dynatrace.group.safran/e/44017881-d777-4f8c-9267- 68d9008cfe42/#problems/problemdetails;pid=-184640988143013024", "tags" : [], "title" : "SNA - 3DExp - high latency" </pre>
--	---

	}
--	---

3.2.2.9 Application low traffic

Number	Group	Parent	Criticality	Severity	Company	Configuration item	Class	State	Task	Resource	Source	Description
Alert249402	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	-dynatrac	<input type="text" value="Search"/>
Alert24940217	<input type="checkbox"/> Secondary	Alert24935121		● Critical	(empty)	(empty)		Open	(empty)	SEP_DM_Etracea V3_PRD	DYNATRACE	Observed 10.8 actions/min, expected valu...

Check definition :

Use case	Rule name in target
Description title	Observed xx.xx actions/min, expected value was xx.xx actions/min Or The current number of user actions (X.X) dropped below the auto-detected baseline (X.X) Or The current response time (~ X.X ms) exceeds the auto-detected baseline (~ X.X ms) by XX.XX %
Check definition	Check number of actions. If not corresponding at a normal/classic value, send an alert
Information missing or to adapt	<ul style="list-style-type: none">• Hostname is recover in Resource cell instead of Configuration Item
JSON	{ "assignment_group" : "77949d561bd6f510c06cfc49cd4bcbef", "correlation_id" : "APPLICATION-1931B940FDBFB409", "discovered_name" : "SEP_DM_Etracea V3_PRD", "dynatrace_severity" : "AVAILABILITY", "environmentId" : "44017881-d777-4f8c-9267-68d9008cfe42", "environmentName" : "Safran Group", "event_properties" : [{ "key" : "dt.event.baseline.affected_load", "value" : "10.8" }, { "key" : "dt.event.baseline.affected_load_reference", "value" : "80.5154" }, { "key" : "dt.event.description", "value" : "Observed 10.8 actions/min, expected value was 80.52 actions/min." } }

```

}, {
  "key" : "dt.event.group_label",
  "value" : "Application low traffic"
}, {
  "key" : "dt.event.impact_level",
  "value" : "Application"
}, {
  "key" : "dt.event.is_rootcause_relevant",
  "value" : "true"
}, {
  "key" : "dt.event.timeout",
  "value" : "9"
}],
"isRootCause" : "false",
"managementZones" : [ "SEP - DM-Apps PRD" ],
"problemDescription" : "OPEN APPLICATION Problem P-250316514:
Unexpected low traffic",
"problem_displayId" : "P-250316514",
"problem_id" : "372401180972423937",
"t_environment" : "44017881-d777-4f8c-9267-68d9008cfe42",
"t_environment_id" : "44017881-d777-4f8c-9267-68d9008cfe42",
"t_problem_id" : "372401180972423937",
"t_url" : "https://dynatrace.group.safran/e/44017881-d777-4f8c-9267-
68d9008cfe42/#problems/problemdetails;pid=372401180972423937",
"tags" : [ "APP", "serviceareaBySOC:SEP_DM_Etracea", "ENV",
"SOC:SEP_DM_Etracea" ]
}

```

3.2.2.10 Request timeout

Number	Group	Parent	Criticality	Severity	Company	Configuration item	Class	State	Task	Resource	Source	Description
Alert07019	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	=dynatrace	<input type="text" value="Search"/>
Alert0701984		(empty)		● Critical	(empty)	(empty)		Open	(empty)	DSIC - Safran Google.fr	DYNATRACE	Request timeout, Response status code ru...

Check definition :

Use case	Rule name in target
----------	---------------------

Description title	Response status code rules violated, 502: Bad gateway from X locations
Check definition	Check communication status from X locations
Information missing or to adapt	<ul style="list-style-type: none"> • Hostname is recover in Resource cell instead of Configuration Item
JSON	<pre>{ "assignment_group" : "77949d561bd6f510c06cfc49cd4bcbe", "correlation_id" : "HTTP_CHECK-4F980AF418D2B66C", "discovered_name" : "DSIC - Safran Google.fr", "dynatrace_severity" : "AVAILABILITY", "environmentId" : "44017881-d777-4f8c-9267-68d9008cfe42", "environmentName" : "Safran Group", "event_properties" : [{ "key" : "dt.event.description", "value" : "Request timeout, Response status code rules violated, 502: Bad gateway from 2 locations" }, { "key" : "dt.event.group_label", "value" : "Http monitor global outage" }, { "key" : "dt.event.impact_level", "value" : "Application" }, { "key" : "dt.event.is_rootcause_relevant", "value" : "true" }, { "key" : "dt.event.synthetic_affected_locations", "value" : "{CRY DC Z08 - Ext=SYNTHETIC_LOCATION-10FFB9C108712249, WRG DC Z08 - Ext=SYNTHETIC_LOCATION-AA4B78B3DFD6DE1E}" }, { "key" : "dt.event.synthetic_affected_steps", "value" : "{google.fr=HTTP_CHECK_STEP-A69D04FB841ACF66}" }, { "key" : "dt.event.synthetic_affected_urls", "value" : "[https://www.google.fr/]" }, { "key" : "dt.event.synthetic_configured_locations",</pre>

	<pre> "value" : "[SYNTHETIC_LOCATION-AA4B78B3DFD6DE1E, SYNTHETIC_LOCATION-10FFB9C108712249]" }, { "key" : "dt.event.synthetic_connected_applications", "value" : "{}" }, { "key" : "dt.event.synthetic_connected_services", "value" : "{}" }, { "key" : "dt.event.synthetic_first_failed_execution", "value" : "1721850181548" }, { "key" : "dt.event.synthetic_last_cv_config_update", "value" : "0" }, { "key" : "dt.event.synthetic_last_monitor_config_update", "value" : "1721059447976" }, { "key" : "dt.event.synthetic_status_codes_and_messages", "value" : "{24=, 502=}" }, { "key" : "dt.event.timeout", "value" : "15" }], "isRootCause" : "false", "managementZones" : ["DSIC - Bastion"], "problemDescription" : "OPEN APPLICATION Problem P-240710414: Http monitor global outage", "problem_displayId" : "P-240710414", "problem_id" : "-6395386573485716680", "syntheticErrorCodes" : [24, 502], "t_environment" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_environment_id" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_problem_id" : "-6395386573485716680", "t_url" : "https://dynatrace.group.safran/e/44017881-d777-4f8c-9267- 68d9008cfe42/#problems/problemdetails;pid=-6395386573485716680", </pre>
--	---

	<pre>"tags" : ["SOC:DSIC", "ENV:Google.fr", "APP:Safran", "ENV:not found", "networkScope:bastion"] }</pre>
--	---

3.2.2.11 File System full

Number	Group	Parent	Criticality	Severity	Company	Configuration item	Class	State	Task	Resource	Source	Description
Alert66308	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	=dynatrac	<input type="text" value="Search"/>
Alert6630897	<input type="checkbox"/> Secondary	Alert6630927		● Warning	(empty)	(empty)		Open	(empty)	TOR-NewPLMW10-1.ud6.uf6	DYNATRACE	The total available space on disk \\mol-...

Check definition :

Use case	Rule name in target
Description title	The total available space on disk XXXXXXXXXX is lower than XX %
Check definition	Check free disk space
Information missing or to adapt	<ul style="list-style-type: none">• Hostname is recover in Resource cell instead of Configuration Item• Resource is a functional name, not the hostname on target
JSON	<pre>{ "assignment_group" : "77949d561bd6f510c06cfc49cd4bcbef", "correlation_id" : "HOST-E6523083522416C5", "discovered_name" : "TOR-NewPLMW10-1.ud6.uf6", "dynatrace_severity" : "RESOURCE_CONTENTION", "environmentId" : "44017881-d777-4f8c-9267-68d9008cfe42", "environmentName" : "Safran Group", "event_properties" : [{ "key" : "dt.event.allow_davis_merge", "value" : "true" }, { "key" : "dt.event.description", "value" : "The total available space on disk \\\\mol-file-p02\\repgrp is lower than 10 %" }, { "key" : "dt.event.group_label", "value" : "Low disk space" }, { "key" : "dt.event.impact_level", "value" : "Infrastructure" }]</pre>


```

}, {
  "key" : "dt.event.is_rootcause_relevant",
  "value" : "true"
}, {
  "key" : "dt.event.metric_selector",
  "value" : "(builtin:host.disk.free:avg):filter(eq(\"dt.entity.disk\",DISK-
D820ECB1DD072E89),eq(\"dt.entity.host\",HOST-E6523083522416C5))"
}, {
  "key" : "dt.event.metric_threshold",
  "value" : "10.0"
}, {
  "key" : "dt.event.timeout",
  "value" : "15"
}, {
  "key" : "dt.event.title",
  "value" : "SLS - PLM4.0 PRD"
}],
"ip_addresses" : [ "10.2.106.23" ],
"isRootCause" : "false",
"managementZones" : [ "SLS - PLM 4.0 PRD", "DSIC - Cloud vCenter/ESX" ],
"metricName" : "(builtin:host.disk.free:avg):filter(eq(\"dt.entity.disk\",DISK-
D820ECB1DD072E89),eq(\"dt.entity.host\",HOST-E6523083522416C5))",
"problemDescription" : "OPEN INFRASTRUCTURE Problem P-241013921: SLS -
PLM4.0 PRD",
"problem_displayId" : "P-241013921",
"problem_id" : "3060688668506844820",
"t_environment" : "44017881-d777-4f8c-9267-68d9008cfe42",
"t_environment_id" : "44017881-d777-4f8c-9267-68d9008cfe42",
"t_node" : "TOR-NewPLMW10-1.ud6.uf6",
"t_problem_id" : "3060688668506844820",
"t_url" : "https://dynatrace.group.safran/e/44017881-d777-4f8c-9267-
68d9008cfe42/#problems/problemdetails;pid=3060688668506844820",
"tags" : [ "host_group:SLS_PLM4.0_PRD", "serviceareaBySOC:SLS",
"[Environment]SLS_PRD", "SOC:SLS", "APP:PLM4.0", "ENV:PRD", "SLS",
"[Environment]SLS_PLM4.0", "SLS_PRD", "HOST:TOR-NewPLMW10-1.ud6.uf6"
],
"title" : "SLS - PLM4.0 PRD"
}

```

3.2.2.12 Http check (Unknown host)

Number	Group	Parent	Criticality	Severity	Company	Configuration item	Class	State	Task	Resource	Source	Description
Alert270940	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	=dynatrac	<input type="text" value="Search"/>
Alert27094074		(empty)		● Critical	(empty)	(empty)		Open	(empty)	DSIC - Safran Surf groupe	DYNATRACE	Unknown host, Request timeout, Response ...

Check definition :

Use case	Rule name in target
Description title	Unknown host, Request timeout, Response status code rules violated, 502: Bad gateway from X locations
Check definition	Http check
Information missing or to adapt	<ul style="list-style-type: none"> • Hostname is recover in Resource cell instead of Configuration Item • Resource is a functional name, not the hostname on target
JSON	<pre>{ "assignment_group" : "77949d561bd6f510c06cfc49cd4bcbe", "correlation_id" : "HTTP_CHECK-E0CABDEAF8D51FCC", "discovered_name" : "DSIC - Safran Surf groupe", "dynatrace_severity" : "AVAILABILITY", "environmentId" : "44017881-d777-4f8c-9267-68d9008cfe42", "environmentName" : "Safran Group", "event_properties" : [{ "key" : "dt.event.description", "value" : "Unknown host, Request timeout, Response status code rules violated, 502: Bad gateway from 5 locations" }, { "key" : "dt.event.group_label", "value" : "Http monitor global outage" }, { "key" : "dt.event.impact_level", "value" : "Application" }, { "key" : "dt.event.is_rootcause_relevant", "value" : "true" }, { "key" : "dt.event.synthetic_affected_locations", "value" : "{SLS - Vélizy WKS (FR)=SYNTHETIC_LOCATION-DB35DCA0D07D698F, SAE - WRS (FR)=SYNTHETIC_LOCATION-</pre>

	<pre> E336CF7AA0C260E0, SCA - Jacarei (BR)=SYNTHETIC_LOCATION- 9320994B3E7372D5, SHE - Tarnos (FR)=SYNTHETIC_LOCATION- D908C44344D5017F, SNA - Le Havre (FR)=SYNTHETIC_LOCATION- 90AEA05B80F0792C}" }, { "key" : "dt.event.synthetic_affected_steps", "value" : "{safran-group.com=HTTP_CHECK_STEP-6B0092F9C424B5D6}" }, { "key" : "dt.event.synthetic_affected_urls", "value" : "[https://www.safran-group.com/]" }, { "key" : "dt.event.synthetic_configured_locations", "value" : "[SYNTHETIC_LOCATION-F8B7409CC6E65F09, SYNTHETIC_LOCATION-16464D5AFFDC2264, SYNTHETIC_LOCATION- CF265B40F7A34C69, SYNTHETIC_LOCATION-909D0867FCBAAA8E, SYNTHETIC_LOCATION-E336CF7AA0C260E0, SYNTHETIC_LOCATION- DB35DCA0D07D698F, SYNTHETIC_LOCATION-130B13AECCFDF0B8, SYNTHETIC_LOCATION-D908C44344D5017F, SYNTHETIC_LOCATION- E02E10E195250893, SYNTHETIC_LOCATION-9320994B3E7372D5, SYNTHETIC_LOCATION-10FFB9C108712249, SYNTHETIC_LOCATION- 3752D305351C36EC, SYNTHETIC_LOCATION-90AEA05B80F0792C, SYNTHETIC_LOCATION-40E048B95429A1F1, SYNTHETIC_LOCATION- 4313926685561D3F, SYNTHETIC_LOCATION-DBD4C21A1BFDC89B, SYNTHETIC_LOCATION-AA4B78B3DFD6DE1E, SYNTHETIC_LOCATION- 633FC5314DE03F8B, SYNTHETIC_LOCATION-7D2BD647A2965D29, SYNTHETIC_LOCATION-FCB489AFAC461E62, SYNTHETIC_LOCATION- 9829BBC2237F5B0C, SYNTHETIC_LOCATION-34A04BEB873E714C, SYNTHETIC_LOCATION-4FF6DF451E64D216, SYNTHETIC_LOCATION- C329CBCDFF5D1923]" }, { "key" : "dt.event.synthetic_connected_applications", "value" : "{}" }, { "key" : "dt.event.synthetic_connected_services", "value" : "{}" }, { "key" : "dt.event.synthetic_first_failed_execution", "value" : "1734006232473" }, { "key" : "dt.event.synthetic_last_cv_config_update", "value" : "0" }, { </pre>
--	---

```

"key" : "dt.event.synthetic_last_monitor_config_update",
"value" : "1735910966163"
}, {
"key" : "dt.event.synthetic_status_codes_and_messages",
"value" : "{24=, 3=, 502=}"
}, {
"key" : "dt.event.timeout",
"value" : "15"
}],
"isRootCause" : "false",
"managementZones" : [ "DSIC - Bastion" ],
"problemDescription" : "OPEN APPLICATION Problem P-25044545: Http
monitor global outage",
"problem_displayId" : "P-25044545",
"problem_id" : "1757102959983426770",
"syntheticErrorCodes" : [ 24, 3, 502 ],
"t_environment" : "44017881-d777-4f8c-9267-68d9008cfe42",
"t_environment_id" : "44017881-d777-4f8c-9267-68d9008cfe42",
"t_problem_id" : "1757102959983426770",
"t_url" : "https://dynatrace.group.safran/e/44017881-d777-4f8c-9267-
68d9008cfe42/#problems/problemdetails;pid=1757102959983426770",
"tags" : [ "SOC:DSIC", "APP:Safran", "ENV:not found", "ENV",
"networkScope:bastion" ]
}

```

3.3 Applications

3.3.1 Alert types not working

3.3.1.1 URL check from a Safran server

Number	Group	Parent	Criticality	Severity	Company	Configuration item	Class	State	Task	Resource	Source	Description
Alert183797	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	=dynatrace	<input type="text" value="Search"/>
Alert18379767	(empty)	(empty)	● Critical	(empty)	(empty)	(empty)		Open	(empty)	DSIC - Safran GXP groupe	DYNATRACE	Request timeout from 2 locations

Check definition :

Use case	Rule name in target
Description title	Request timeout from X locations
Check definition	Check delay to send an application packet of datas in several locations
Information missing or to adapt	<ul style="list-style-type: none">Configuration Item not defined/recoverResource contained a functional name instead of hostname or application service
JSON	<pre>{ "assignment_group" : "77949d561bd6f510c06cfc49cd4bcbef", "correlation_id" : "HTTP_CHECK-868924F85587C4B3", "discovered_name" : "DSIC - Safran GXP groupe", "dynatrace_severity" : "AVAILABILITY", "environmentId" : "44017881-d777-4f8c-9267-68d9008cfe42", "environmentName" : "Safran Group", "event_properties" : [{ "key" : "dt.event.description", "value" : "Request timeout from 2 locations" }, { "key" : "dt.event.group_label", "value" : "Http monitor global outage" }, { "key" : "dt.event.impact_level", "value" : "Application" }, { "key" : "dt.event.is_rootcause_relevant", "value" : "true" }, { </pre>

```

"key" : "dt.event.synthetic_affected_locations",
"value" : "{CRY DC Z08 - Ext=SYNTHETIC_LOCATION-10FFB9C108712249,
WRG DC Z08 - Ext=SYNTHETIC_LOCATION-AA4B78B3DFD6DE1E}"
}, {
"key" : "dt.event.synthetic_affected_steps",
"value" : "{hr-services.fr.adp.com/=HTTP_CHECK_STEP-5F51B09FF292AD2F}"
}, {
"key" : "dt.event.synthetic_affected_urls",
"value" : "[https://hr-services.fr.adp.com/]"
}, {
"key" : "dt.event.synthetic_configured_locations",
"value" : "[SYNTHETIC_LOCATION-AA4B78B3DFD6DE1E,
SYNTHETIC_LOCATION-10FFB9C108712249]"
}, {
"key" : "dt.event.synthetic_connected_applications",
"value" : "{}"
}, {
"key" : "dt.event.synthetic_connected_services",
"value" : "{}"
}, {
"key" : "dt.event.synthetic_first_failed_execution",
"value" : "1739556976696"
}, {
"key" : "dt.event.synthetic_last_cv_config_update",
"value" : "0"
}, {
"key" : "dt.event.synthetic_last_monitor_config_update",
"value" : "1726580369202"
}, {
"key" : "dt.event.synthetic_status_codes_and_messages",
"value" : "{24=}"
}, {
"key" : "dt.event.timeout",
"value" : "15"
} ],
"isRootCause" : "false",

```

	<pre> "managementZones" : ["DSIC - GXP PRD", "DSIC - Bastion"], "problemDescription" : "OPEN APPLICATION Problem P-25028958: Http monitor global outage", "problem_displayId" : "P-25028958", "problem_id" : "3140232036398917951", "syntheticErrorCodes" : [24], "t_environment" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_environment_id" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_problem_id" : "3140232036398917951", "t_url" : "https://dynatrace.group.safran/e/44017881-d777-4f8c-9267- 68d9008cfe42/#problems/problemdetails;pid=3140232036398917951", "tags" : ["SOC:DSIC", "APP:Safran", "ENV:not found", "ENV", "networkScope:bastion"] } </pre>
--	--

3.3.1.2 SSL communication error

Number	Group	Parent	Criticality	Severity	Company	Configuration item	Class	State	Task	Resource	Source	Description
Alert07009	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	=dynatrace	<input type="text" value="Search"/>
Alert0700955	<input type="checkbox"/> Secondary	(empty)		● Critical	(empty)	(empty)		Open	(empty)	SNA - ConeCT - Availability VAL	DYNATRACE	SSL communication error from 2 locations

Check definition :

Use case	Rule name in target
Description title	SSL communication error
Check definition	<p>Check access to the application on target</p> <p>Several causes for SSL alerts :</p> <ul style="list-style-type: none"> • SSL communication error from X locations • SSL communication error, Connection refused from X locations • SSL communication error, Connection refused, Request timeout from X locations • SSL communication error, Connection refused, Response status code rules violated, 500: Internal server error from X locations • SSL communication error, Request timeout from X locations • SSL communication error, Request timeout, Response status code rules violated, 502: Bad gateway from X locations • SSL communication error, Response status code rules violated, 500: Internal server error from X locations

	<ul style="list-style-type: none"> • SSL communication error, Response status code rules violated, 500: Internal server error, Response status code rules violated, 502: Bad gateway from X locations • SSL communication error, Response status code rules violated, 502: Bad gateway from X locations
Information missing or to adapt	<ul style="list-style-type: none"> • Configuration Item not defined/recover • Resource contained a functional name instead of hostname or application service
JSON	<pre>{ "assignment_group" : "77949d561bd6f510c06cfc49cd4bcbe", "correlation_id" : "HTTP_CHECK-733425F74231BFB2", "discovered_name" : "SNA - ConeCT - Availability VAL", "dynatrace_severity" : "AVAILABILITY", "environmentId" : "44017881-d777-4f8c-9267-68d9008cfe42", "environmentName" : "Safran Group", "event_properties" : [{ "key" : "dt.event.description", "value" : "SSL communication error from 2 locations" }, { "key" : "dt.event.group_label", "value" : "Http monitor global outage" }, { "key" : "dt.event.impact_level", "value" : "Application" }, { "key" : "dt.event.is_rootcause_relevant", "value" : "true" }, { "key" : "dt.event.synthetic_affected_locations", "value" : "{CRY DC Z08 - Ext=SYNTHETIC_LOCATION-10FFB9C108712249, WRG DC Z08 - Ext=SYNTHETIC_LOCATION-AA4B78B3DFD6DE1E}" }, { "key" : "dt.event.synthetic_affected_steps", "value" : "{Homepage=HTTP_CHECK_STEP-243BB4CA11BD2DE6}" }, { "key" : "dt.event.synthetic_affected_urls", "value" : "[https://conect-sna-v.crm4.dynamics.com/]" }]</pre>


```

}, {
  "key" : "dt.event.synthetic_configured_locations",
  "value" : "[SYNTHETIC_LOCATION-AA4B78B3DFD6DE1E,
SYNTHETIC_LOCATION-10FFB9C108712249]"
}, {
  "key" : "dt.event.synthetic_connected_applications",
  "value" : "{SNA - ConeCT VAL=APPLICATION-F9F2558BEE85E8DB}"
}, {
  "key" : "dt.event.synthetic_connected_services",
  "value" : "{}"
}, {
  "key" : "dt.event.synthetic_first_failed_execution",
  "value" : "1721848482989"
}, {
  "key" : "dt.event.synthetic_last_cv_config_update",
  "value" : "0"
}, {
  "key" : "dt.event.synthetic_last_monitor_config_update",
  "value" : "1715761070479"
}, {
  "key" : "dt.event.synthetic_status_codes_and_messages",
  "value" : "{1=}"
}, {
  "key" : "dt.event.timeout",
  "value" : "15"
} ],
"isRootCause" : "false",
"managementZones" : [ "SNA - ConeCT", "SNA" ],
"problemDescription" : "OPEN APPLICATION Problem P-240710370: Http
monitor global outage",
"problem_displayId" : "P-240710370",
"problem_id" : "-6503420390042489208",
"syntheticErrorCodes" : [ 1 ],
"t_environment" : "44017881-d777-4f8c-9267-68d9008cfe42",
"t_environment_id" : "44017881-d777-4f8c-9267-68d9008cfe42",
"t_problem_id" : "-6503420390042489208",

```

	<pre>"t_url" : "https://dynatrace.group.safran/e/44017881-d777-4f8c-9267-68d9008cfe42/#problems/problemdetails;pid=-6503420390042489208", "tags" : ["APP:ConeCT", "ENV:not found", "ENV:VAL", "SOC:SNA"] }</pre>
--	--

3.3.1.3 URL check from a Safran server

Number	Group	Parent	Criticality	Severity	Company	Configuration item	Class	State	Task	Resource	Source	Description
Alert07011	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	=dynatrace	<input type="text" value="Search"/>
Alert0701132		(empty)		Minor	(empty)	(empty)		Open	(empty)	SNA - 3DExp - Availability DEV	DYNATRACE	Synthetic monitor duration slowdown from...

Check definition :

Use case	Rule name in target
Description title	Synthetic monitor duration slowdown from ...
Check definition	<p>Check an application from multiple global locations.</p> <p>Alert is sending as soon as an user-defined performance threshold on one of the configured locations isn't met</p>
Information missing or to adapt	<ul style="list-style-type: none"> Configuration Item not defined/recover Resource contained a functional name instead of hostname or application service
JSON	<pre>{ "assignment_group" : "77949d561bd6f510c06cfc49cd4bcbef", "correlation_id" : "HTTP_CHECK-3E6895EF1B722A1D", "discovered_name" : "SNA - 3DExp - Availability DEV", "dynatrace_severity" : "PERFORMANCE", "environmentId" : "44017881-d777-4f8c-9267-68d9008cfe42", "environmentName" : "Safran Group", "event_properties" : [{ "key" : "dt.event.description", "value" : "Synthetic monitor duration slowdown from CRY DC Z08 - Ext" }, { "key" : "dt.event.group_label", "value" : "Http monitor slowdown" }, { "key" : "dt.event.impact_level", "value" : "Application" }] }</pre>

	<pre> }, { "key": "dt.event.is_rootcause_relevant", "value": "true" }, { "key": "dt.event.synthetic_affected_urls", "value": "[https://r1132101765334-geuw1-p23040010s- ifwe.3dexperience.3ds.com/]" }, { "key": "dt.event.timeout", "value": "10" }], "isRootCause": "false", "managementZones": ["SNA - 3DExp", "SNA"], "problemDescription": "OPEN APPLICATION Problem P-240710371: Http monitor performance threshold violation", "problem_displayId": "P-240710371", "problem_id": "-4170670426750502710", "t_environment": "44017881-d777-4f8c-9267-68d9008cfe42", "t_environment_id": "44017881-d777-4f8c-9267-68d9008cfe42", "t_problem_id": "-4170670426750502710", "t_url": "https://dynatrace.group.safran/e/44017881-d777-4f8c-9267- 68d9008cfe42/problems/problemdetails;pid=-4170670426750502710", "tags": ["ENV:DEV", "APP:3DExp", "SOC:SNA"] } </pre>
--	--

3.3.1.4 Html address issue

Number	Group	Parent	Criticality	Severity	Company	Configuration item	Class	State	Task	Resource	Source	Description
Alert223416	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	=dynatrace	<input type="text" value="Search"/>
Alert22341603		(empty)		● Critical	(empty)	(empty)		Open	(empty)	SED - MyPLM PRD Test xxx	DYNATRACE	The html element could not be found to p...

Check definition :

Use case	Rule name in target
Description title	The html element could not be found to perform action from ...
Check definition	<p>Check an application from multiple global locations.</p> <p>The message indicates that one of the elements defined in your clickpath can't be found. You can have a look at the locators used to find the element in the clickpath settings.</p>

Information missing or to adapt	<ul style="list-style-type: none"> Configuration Item not defined/recover Resource contained a functional name instead of hostname or application service
JSON	<pre>{ "assignment_group" : "77949d561bd6f510c06cfc49cd4bcbef", "correlation_id" : "SYNTHETIC_TEST-7CECF21AF47C54E7", "discovered_name" : "SED - MyPLM PRD Test xxx", "dynatrace_severity" : "AVAILABILITY", "environmentId" : "44017881-d777-4f8c-9267-68d9008cfe42", "environmentName" : "Safran Group", "event_properties" : [{ "key" : "dt.event.allow_frequent_issue_detection", "value" : "false" }, { "key" : "dt.event.description", "value" : "The html element could not be found to perform action from SED - Massy 102 PM fixe" }, { "key" : "dt.event.group_label", "value" : "Browser monitor global outage" }, { "key" : "dt.event.impact_level", "value" : "Application" }, { "key" : "dt.event.is_rootcause_relevant", "value" : "false" }, { "key" : "dt.event.synthetic_affected_events", "value" : "{click=SYNTHETIC_TEST_STEP-0839B0D319E4F29E}" }, { "key" : "dt.event.synthetic_affected_locations", "value" : "{SED - Massy 102 PM fixe=GEOLOCATION-55C3715A138A74FA}" }, { "key" : "dt.event.synthetic_affected_urls", "value" : "[https://pprod.3dspace.electronics-defense.safran/3dspace/]" }, {</pre>

	<pre> "key" : "dt.event.synthetic_automatically_connected_apps", "value" : "{}" }, { "key" : "dt.event.synthetic_configured_locations", "value" : "[GEOLOCATION-55C3715A138A74FA]" }, { "key" : "dt.event.synthetic_connected_applications", "value" : "{}" }, { "key" : "dt.event.synthetic_first_failed_execution", "value" : "1741785602873" }, { "key" : "dt.event.synthetic_last_cv_config_update", "value" : "0" }, { "key" : "dt.event.synthetic_last_monitor_config_update", "value" : "1741785563467" }, { "key" : "dt.event.timeout", "value" : "9" }], "isRootCause" : "false", "managementZones" : ["SED - MyPLM PRD"], "problemDescription" : "OPEN APPLICATION Problem P-25035613: Browser monitor global outage", "problem_displayId" : "P-25035613", "problem_id" : "-766272437352716899", "syntheticErrorCodes" : [1502], "t_environment" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_environment_id" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_problem_id" : "-766272437352716899", "t_url" : "https://dynatrace.group.safran/e/44017881-d777-4f8c-9267- 68d9008cfe42/#problems/problemdetails;pid=-766272437352716899", "tags" : ["SOC:SED", "APP:MyPLM", "ENV"] } </pre>
--	---

3.3.1.5 Unexpected error

Number	Group	Parent	Criticality	Severity	Company	Configuration item	Class	State	Task	Resource	Source	Description
Alert58328	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	=dynatrac	<input type="text" value="Search"/>
Alert5832828	<input type="checkbox"/> Secondary	(empty)		● Critical	(empty)	(empty)		Open	(empty)	SNA - ConeCT - Availability VAL	DYNATRACE	Unexpected error from 2 locations

Check definition :

Use case	Rule name in target
Description title	Unexpected error from X locations
Check definition	Synthetic location check. Several titles possibles : <ul style="list-style-type: none">• Unexpected error from X locations• Unexpected error, Connection refused from X locations• Unexpected error, Connection timeout, Request timeout from X locations
Information missing or to adapt	<ul style="list-style-type: none">• Configuration Item not defined/recover• Resource contained a functional name instead of hostname or application service
JSON	<pre>{ "assignment_group" : "77949d561bd6f510c06cfc49cd4bcbef", "correlation_id" : "HTTP_CHECK-733425F74231BFB2", "discovered_name" : "SNA - ConeCT - Availability VAL", "dynatrace_severity" : "AVAILABILITY", "environmentId" : "44017881-d777-4f8c-9267-68d9008cfe42", "environmentName" : "Safran Group", "event_properties" : [{ "key" : "dt.event.description", "value" : "Unexpected error from 2 locations" }, { "key" : "dt.event.group_label", "value" : "Http monitor global outage" }, { "key" : "dt.event.impact_level", "value" : "Application" }, { "key" : "dt.event.is_rootcause_relevant", "value" : "true" }] }</pre>

```

}, {
  "key" : "dt.event.synthetic_affected_locations",
  "value" : "{CRY DC Z08 - Ext=SYNTHETIC_LOCATION-10FFB9C108712249,
WRG DC Z08 - Ext=SYNTHETIC_LOCATION-AA4B78B3DFD6DE1E}"
}, {
  "key" : "dt.event.synthetic_affected_steps",
  "value" : "{Homepage=HTTP_CHECK_STEP-243BB4CA11BD2DE6}"
}, {
  "key" : "dt.event.synthetic_affected_urls",
  "value" : "[https://conect-sna-v.crm4.dynamics.com/ ]"
}, {
  "key" : "dt.event.synthetic_configured_locations",
  "value" : "[SYNTHETIC_LOCATION-AA4B78B3DFD6DE1E,
SYNTHETIC_LOCATION-10FFB9C108712249]"
}, {
  "key" : "dt.event.synthetic_connected_applications",
  "value" : "{SNA - ConeCT VAL=APPLICATION-F9F2558BEE85E8DB}"
}, {
  "key" : "dt.event.synthetic_connected_services",
  "value" : "{}"
}, {
  "key" : "dt.event.synthetic_first_failed_execution",
  "value" : "1729587715904"
}, {
  "key" : "dt.event.synthetic_last_cv_config_update",
  "value" : "0"
}, {
  "key" : "dt.event.synthetic_last_monitor_config_update",
  "value" : "1715761070479"
}, {
  "key" : "dt.event.synthetic_status_codes_and_messages",
  "value" : "{4=}"
}, {
  "key" : "dt.event.timeout",
  "value" : "15"
} ],

```

	<pre> "isRootCause" : "false", "managementZones" : ["SNA - ConeCT", "DSIC - CRM ConeCT", "SNA"], "problemDescription" : "OPEN APPLICATION Problem P-24109767: Http monitor global outage", "problem_displayId" : "P-24109767", "problem_id" : "2651213157456265247", "syntheticErrorCodes" : [4], "t_environment" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_environment_id" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_problem_id" : "2651213157456265247", "t_url" : "https://dynatrace.group.safran/e/44017881-d777-4f8c-9267- 68d9008cfe42/#problems/problemdetails;pid=2651213157456265247", "tags" : ["APP:ConeCT", "ENV:not found", "ENV:VAL", "SOC:SNA"] } </pre>
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3.4 Databases

3.4.1 Alert types not working

3.4.1.1 Database service issue

Number	Group	Parent	Criticality	Severity	Company	Configuration item	Class	State	Task	Resource	Source	Description
Alert251842	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	=dynatracc	<input type="text" value="Search"/>
Alert25184215	Rules-based	(empty)		Major	(empty)	(empty)		Open	(empty)	tacdb	DYNATRACE	The error rate increased to 0.24 % Serv...

Check definition :

Use case	Rule name in target
Description title	The error rate increased to X.XX %. Service XXXXXX has a failure rate increase.
Check definition	Failure rate increase
Information missing or to adapt	<ul style="list-style-type: none">• Hostname is recover in Resource cell instead of Configuration Item• No link between SQL database and the server• Node contained the SQL instance name with fqdn from subsidiary
JSON	<pre>{ "assignment_group" : "77949d561bd6f510c06cfc49cd4bcbef", "correlation_id" : "SERVICE-6B2634F80B764896", "discovered_name" : "tacdb", "dynatrace_severity" : "ERROR", "environmentId" : "44017881-d777-4f8c-9267-68d9008cfe42", "environmentName" : "Safran Group", "event_properties" : [{ "key" : "dt.event.baseline.affected_load", "value" : "253.6" }, { "key" : "dt.event.baseline.error_rate", "value" : "0.0023659307" }, { "key" : "dt.event.baseline.error_rate_reference", "value" : "1.0285786E-5" }, { "key" : "dt.event.baseline.service_method", "value" : "SERVICE_METHOD_GROUP-07CFCA1F3B9414B1" }, { "key" : "dt.event.baseline.static_user_override",</pre>

	<pre> "value" : "false" }, { "key" : "dt.event.baseline.total_load", "value" : "253.6" }, { "key" : "dt.event.description", "value" : "The error rate increased to 0.24 %.\nService tacdb has a failure rate increase." }, { "key" : "dt.event.group_label", "value" : "Service failure rate increase" }, { "key" : "dt.event.impact_level", "value" : "Services" }, { "key" : "dt.event.is_rootcause_relevant", "value" : "true" }, { "key" : "dt.event.timeout", "value" : "9" }], "isRootCause" : "false", "managementZones" : ["SAE - _Full overview", "SAE - TALEND OP"], "problemDescription" : "OPEN SERVICES Problem P-250317471: Failure rate increase", "problem_displayId" : "P-250317471", "problem_id" : "4763254508593865952", "severities" : [{ "context" : "FAILURE_RATE", "unit" : "Percent", "value" : 0.23659307 }], "t_environment" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_environment_id" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_node" : "lsn_p_talend.snm.snecma", "t_problem_id" : "4763254508593865952", </pre>
--	--

	<pre>"t_url" : "https://dynatrace.group.safran/e/44017881-d777-4f8c-9267-68d9008cfe42/#problems/problemdetails;pid=4763254508593865952", "tags" : ["HOST:lsn_p_talend.snm.snecma"] }</pre>
--	--

3.5 Printers

3.5.1 Alert types not working

3.5.1.1 URL check from a Safran server

Number	Group	Parent	Criticality	Severity	Company	Configuration item	Class	State	Task	Resource	Source	Description
Alert233593	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	=dynatrace	<input type="text" value="Search"/>
Alert23359336	Secondary	Alert23354282		Minor	(empty)	(empty)		Open	(empty)	default-host (/printers)	DYNATRACE	The DSIC - SEAL PRD Printers request loc...

Check definition :

Use case	Rule name in target
Description title	The XX Printers request locktime above threshold value was above normal behavior.\nexeceeded allowed X s s
Check definition	Check locktime threshold defined for a printer
Information missing or to adapt	<ul style="list-style-type: none"> Configuration Item not defined/recover Resource contained "default-host (/printers)" instead of printer name
JSON	<pre>{ "assignment_group" : "77949d561bd6f510c06cfc49cd4bcbef", "correlation_id" : "SERVICE-B48F15FFFE023AF", "discovered_name" : "default-host (/printers)", "dynatrace_severity" : "CUSTOM_ALERT", "environmentId" : "44017881-d777-4f8c-9267-68d9008cfe42", "environmentName" : "Safran Group", "event_properties" : [{ "key" : "dt.davis.analysis_time_budget", "value" : "0" }, { "key" : "dt.davis.analysis_trigger_delay", "value" : "3600" }] }</pre>

```

}, {
  "key" : "dt.event.allow_davis_merge",
  "value" : "true"
}, {
  "key" : "dt.event.allow_frequent_issue_detection",
  "value" : "false"
}, {
  "key" : "dt.event.description",
  "value" : "The DSIC - SEAL PRD Printers request locktime above threshold value was
above normal behavior.\nexceeded allowed 8 s s"
}, {
  "key" : "dt.event.group_label",
  "value" : "Custom alert"
}, {
  "key" : "dt.event.impact_level",
  "value" : "Services"
}, {
  "key" : "dt.event.is_rootcause_relevant",
  "value" : "true"
}, {
  "key" : "dt.event.metric_selector",
  "value" :
"(calc:service.dsic_sealprdprintersrequestlocktimeabovethreshold):filter(eq(Dimension,\
"/printers/sr002884.one.ad:TUK_E022\"),eq(\"dt.entity.service\",SERVICE-
B48F15FFFE023AF))"
}, {
  "key" : "dt.event.metric_threshold",
  "value" : "8000000.0"
}, {
  "key" : "dt.event.timeout",
  "value" : "15"
}, {
  "key" : "dt.event.title",
  "value" : "default-host (/printers) DSIC - SEAL PRD Printers request locktime >
threshold"
}],
"isRootCause" : "false",

```

	<pre> "managementZones" : ["DSIC - SEAL PRD"], "metricName" : "(calc:service.dsic_sealprdprintersrequestlocktimeabovethreshold):filter(eq(Dimension,\ "/printers/sr002884.one.ad:TUK_E022\"),eq(\"dt.entity.service\",SERVICE- B48F15FFFEE023AF))", "problemDescription" : "OPEN SERVICES Problem P-25039843: default-host (/printers) DSIC - SEAL PRD Printers request locktime > threshold", "problem_displayId" : "P-25039843", "problem_id" : "4771549423429233458", "t_environment" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_environment_id" : "44017881-d777-4f8c-9267-68d9008cfe42", "t_node" : "ds001428.one.ad, ds00143d.one.ad, ds00144o.one.ad, sr002883.one.ad, sr002884.one.ad", "t_problem_id" : "4771549423429233458", "t_url" : "https://dynatrace.group.safran/e/44017881-d777-4f8c-9267- 68d9008cfe42/#problems/problemdetails;pid=4771549423429233458", "tags" : ["SOC:DSIC", "ENV:PRD", "serviceareaBySOC:DSIC", "APP:SEAL", "ENV", "host_group:DSIC_SEAL_PRD", "HOST:ds001428.one.ad, ds00143d.one.ad, ds00144o.one.ad, sr002883.one.ad, sr002884.one.ad"], "title" : "default-host (/printers) DSIC - SEAL PRD Printers request locktime > threshold" } </pre>
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4 PROCESS

To add new rule, it's necessary to respect process below :