dynatrace expert services

Problem API integration with PowerBI

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Prerequisites:

- PowerBI desktop
- Problem Overview Template file
- DT API-Token with v2 *read problems* permission

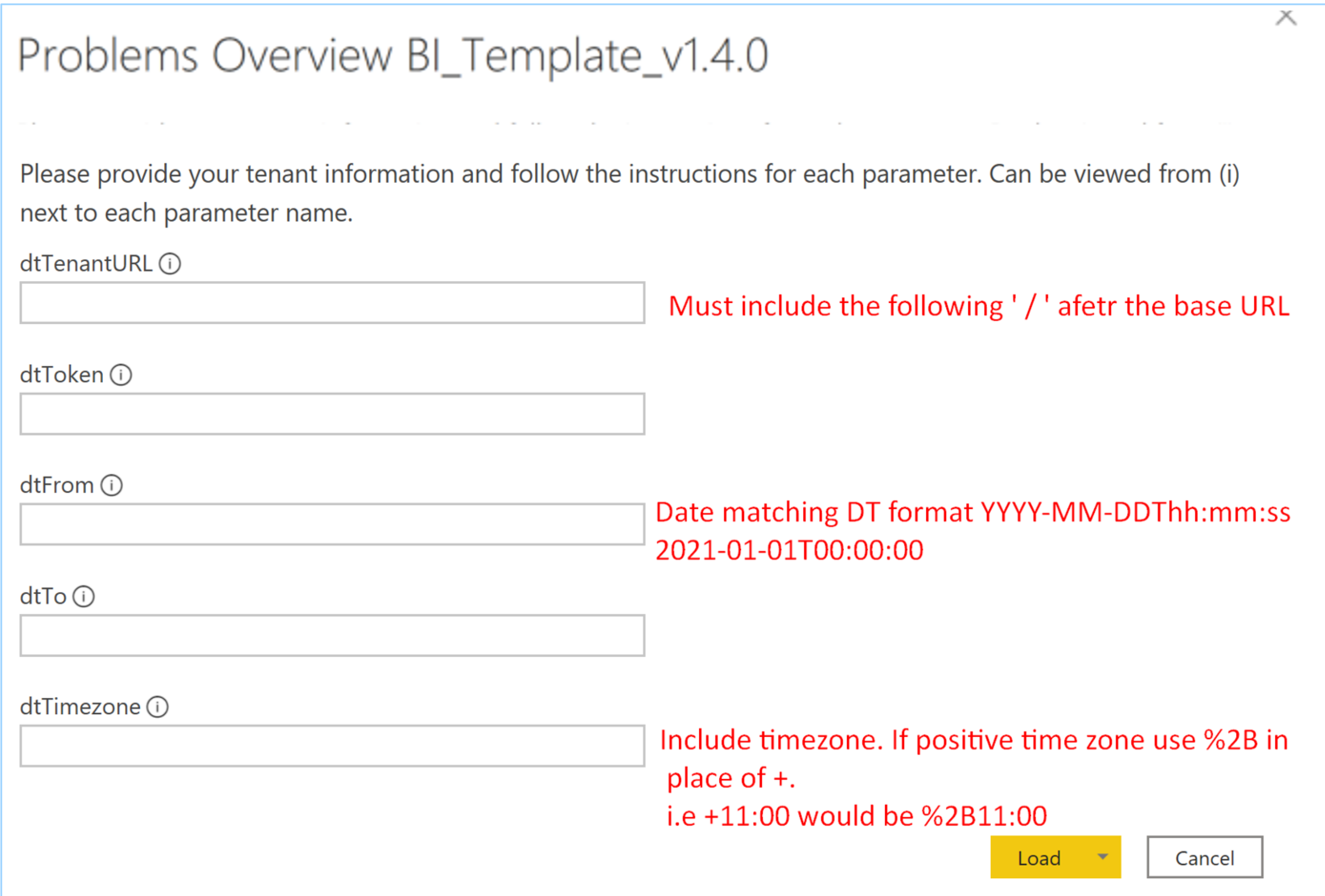
dynatrace GUARDIAN

Downloading PowerBI:

1. Go to Windows menu and search for **Microsoft Store**
2. In the store look for **PowerBI Desktop**
3. Click on **Get**
4. Download and install
5. Sign in with your Dynatrace email once finished

Report Instructions:

1. Open the PowerBI template file
2. Fill in the parameters as needed. Each parameter has tooltip with references
3. Click Load
4. Verify if the time of Problems are accurate with your tenant browser view
5. DONE and Share report with intended audience!



****If using Managed tenant, the dtTenantURL must include https://{baseURL}/e/environmentid/*

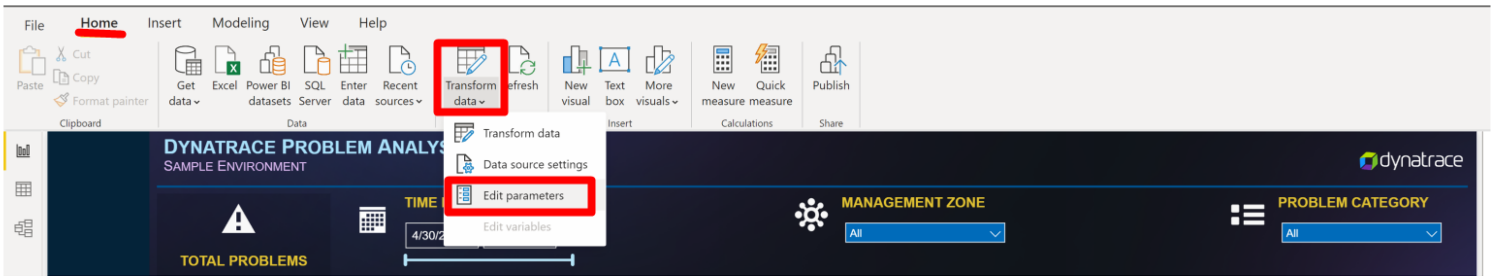
Note: If prompted for connection window, please click Connect (make sure the request URL is valid).
Troubleshooting: If the file doesn't load or the connection times out,

- make sure the Token had appropriate permission
- the URL is valid and has the following '/'
- Date is listed exactly as Dynatrace format (i.e 2021-01-01T13:00:00)
  - Time is in 24-hour format
  - If used relative time, 'now' is all lower cased
- Time Zone is properly listed. If positive time zone use %2B in place of "+". For example, +11:00 would be %2B11:00

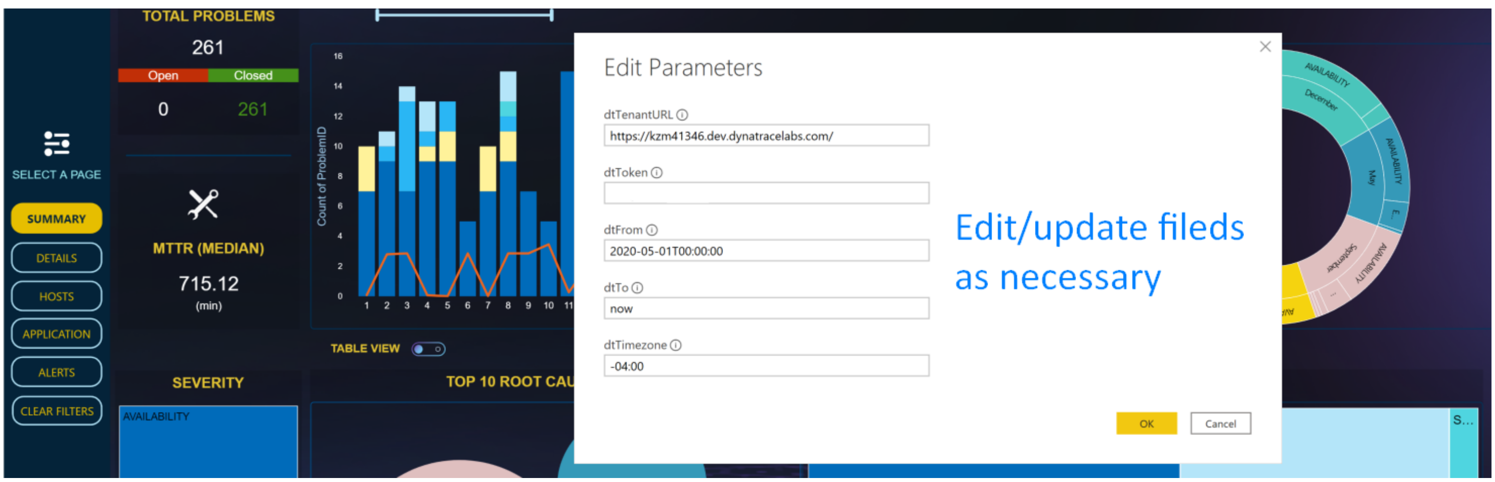
Please feel free to contact Imran Khan via Slack or email imran.khan@dynatrace.com with any additional questions.

Updates/Modifications:

1. Changing the start/end date
    - From the top Menu bar SELECT **Home** > **Transform data dropdown** > **Edit parameters**

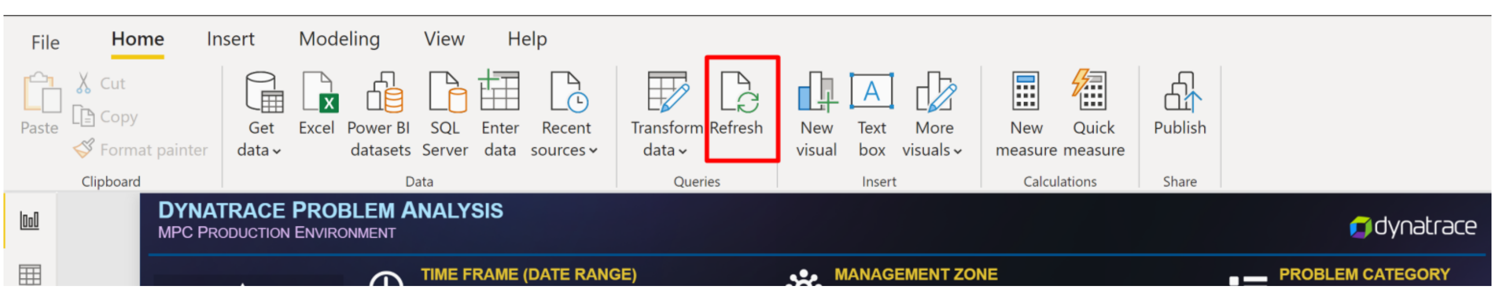


    - From the query editor, select your parameter and update



To refresh and get the most up to date report;

- Make sure the dtTo parameter is set to "now"
- Hit Refresh from the menu bar or inside the query editor.



Note: On some pages where data is visualized in Table, you might notice duplicate problem entries. This is because if a problem has multiple affected entities, tags, impacted entities or alerting profile PowerBI puts all those individually and displays in single rows.

Samples:

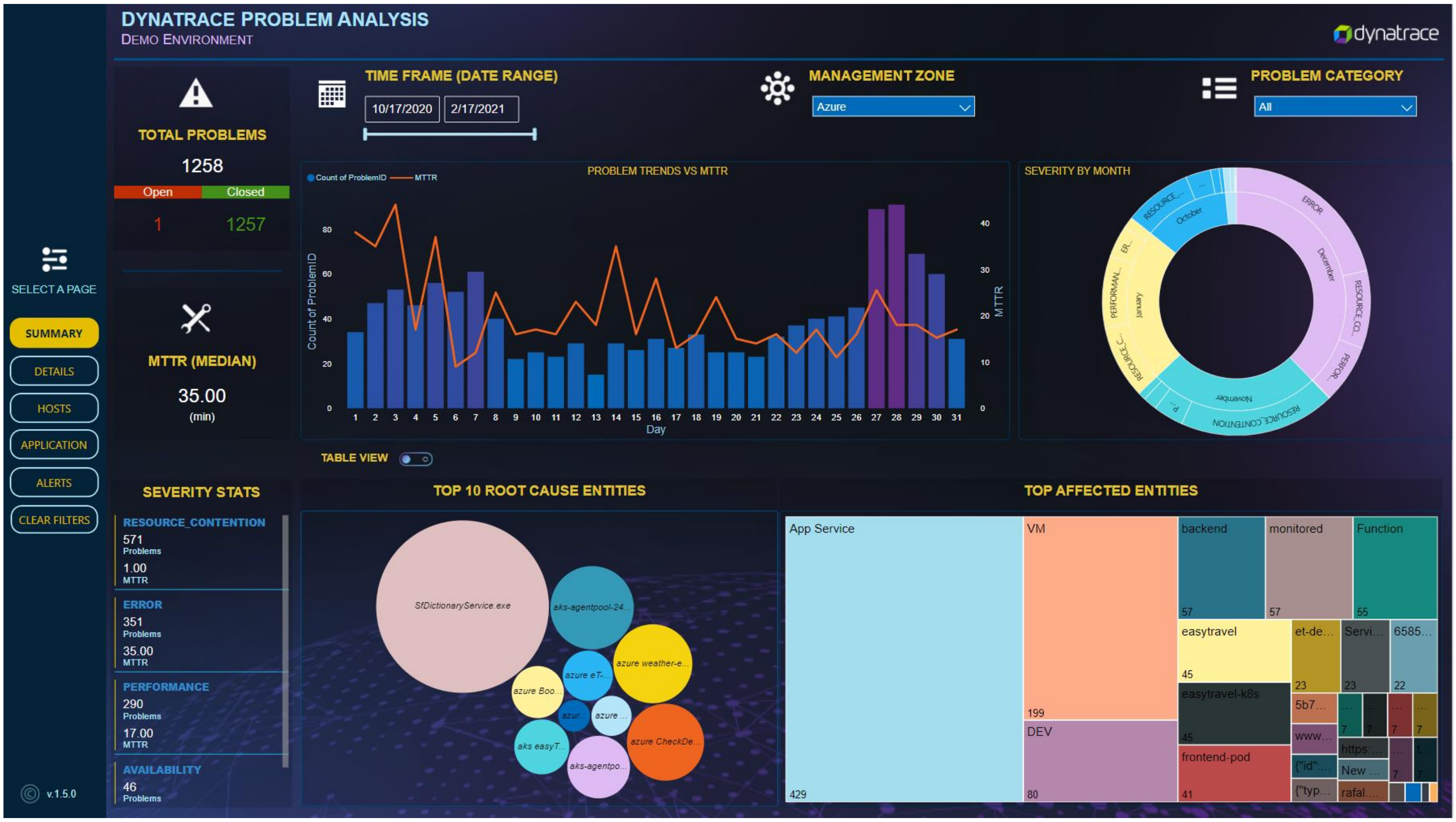


Figure: Problems overview

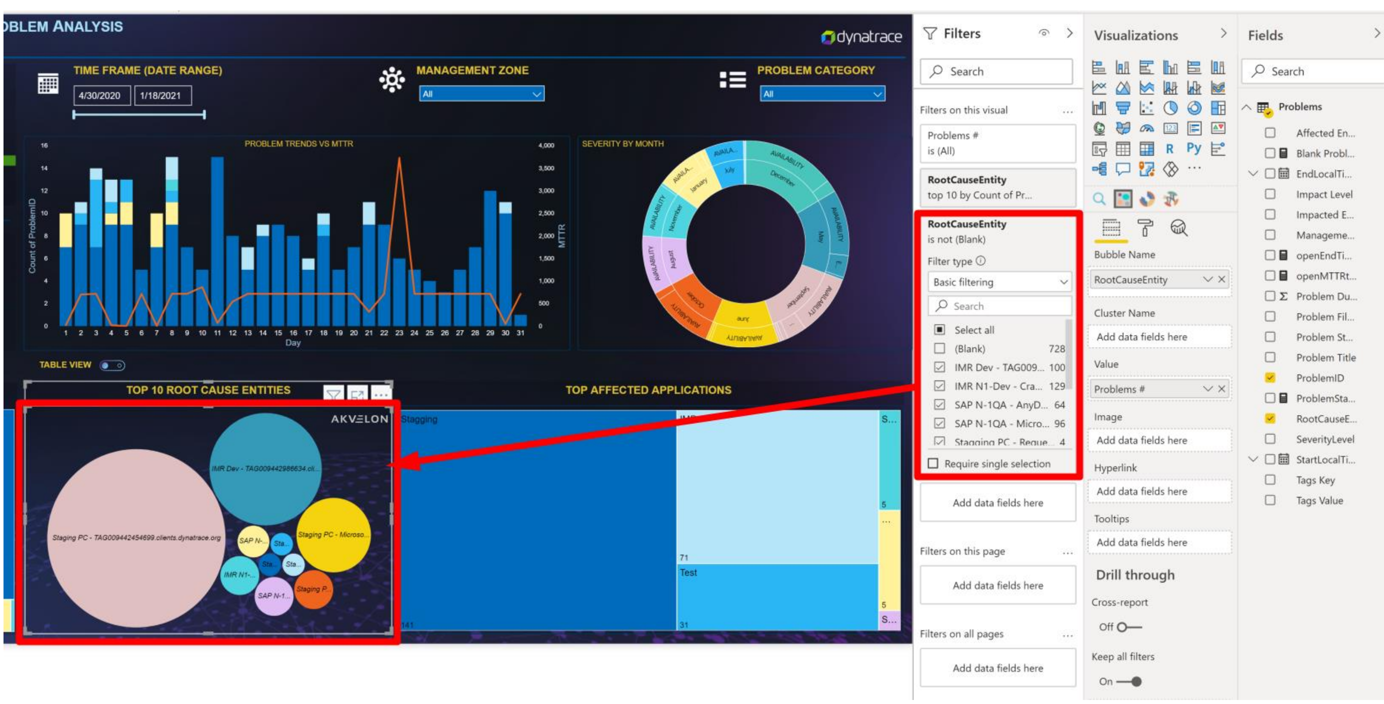


Figure: TOP Root cause entities with Trends

Note: Uncheck any entities that you want to ignore for top root causes (i.e. 'Blank' or '/'). Blank is unchecked by default on this template.

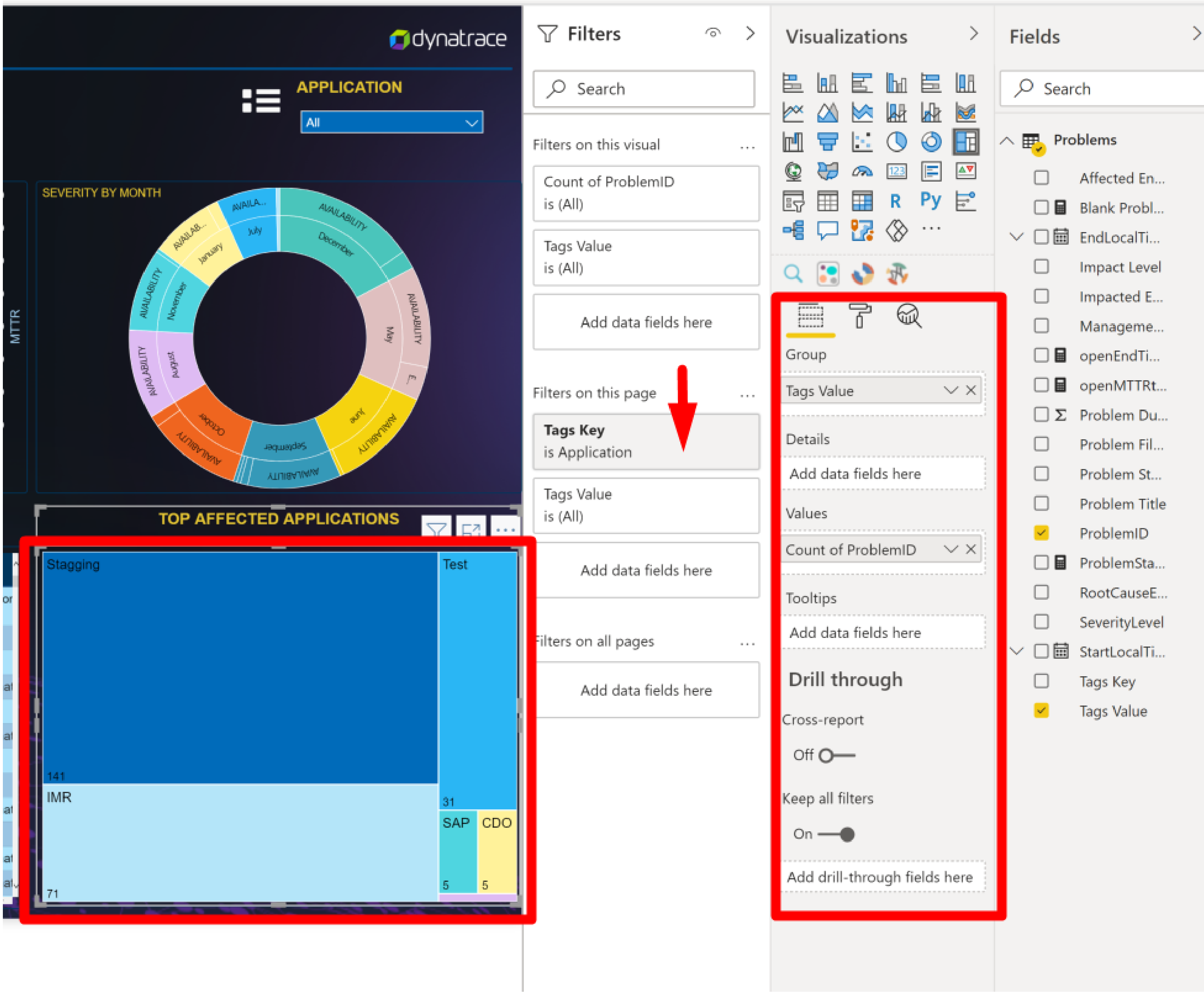


Figure: Problem Heatmap

Note: Affected Application and Hosts Heatmap tiles will need specific Tag values that would get you these information. For example, you may want to create Application and HostName tags. You can also replace this with your Tag Key from the query editor. Expand the Filters, Visualization and Fields tab from the right of the report page. From the drop down list check your Tag key.

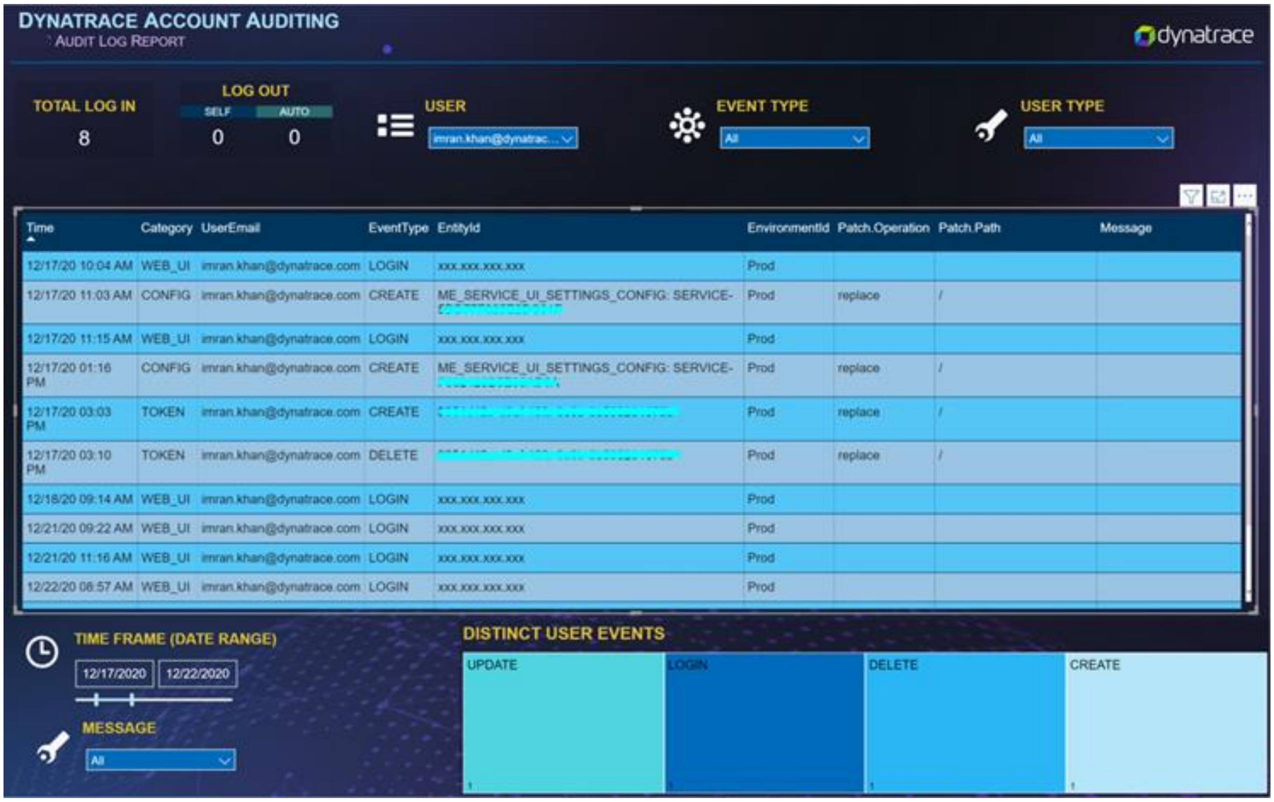
Additional Examples/Use cases with different API endpoints:

Forecasting

Account Management Report

Security Group	Permission Name	Permission Scope	Permission ScopeType	UserName	Email	GroupClaimID	User Sta
Monitoring admin	Tenant-Viewer	Prod	Tenant	Imran Khan	imran.khan@dynatrace.com		ACTIVE
Log viewer	Tenant-Logviewer	Non Prod	Tenant	Imran Khan	imran.khan@dynatrace.com		ACTIVE
Log viewer	Tenant-Logviewer	Prod	Tenant	Imran Khan	imran.khan@dynatrace.com		ACTIVE
Log viewer	Tenant-Replay-Sessions-With-Masking	Non Prod	Tenant	Imran Khan	imran.khan@dynatrace.com		ACTIVE
Log viewer	Tenant-Replay-Sessions-With-Masking	Prod	Tenant	Imran Khan	imran.khan@dynatrace.com		ACTIVE
Log viewer	Tenant-Viewer	Non Prod	Tenant	Imran Khan	imran.khan@dynatrace.com		ACTIVE
Log viewer	Tenant-Viewer	Prod	Tenant	Imran Khan	imran.khan@dynatrace.com		ACTIVE
Account viewer	Account-Viewer	Account	Account	Imran Khan	imran.khan@dynatrace.com		ACTIVE
Account manager	Account-Company-Info	Account	Account	Imran Khan	imran.khan@dynatrace.com		ACTIVE
Account manager	Account-User-Management	Account	Account	Imran Khan	imran.khan@dynatrace.com		ACTIVE
Account manager	Account-Viewer	Account	Account	Imran Khan	imran.khan@dynatrace.com		ACTIVE

Audit Log Report



Host Deployment & Consumption Report