OCTOBER 18, 2020

DT-TOOL USER-GUIDE MANUAL

Contents

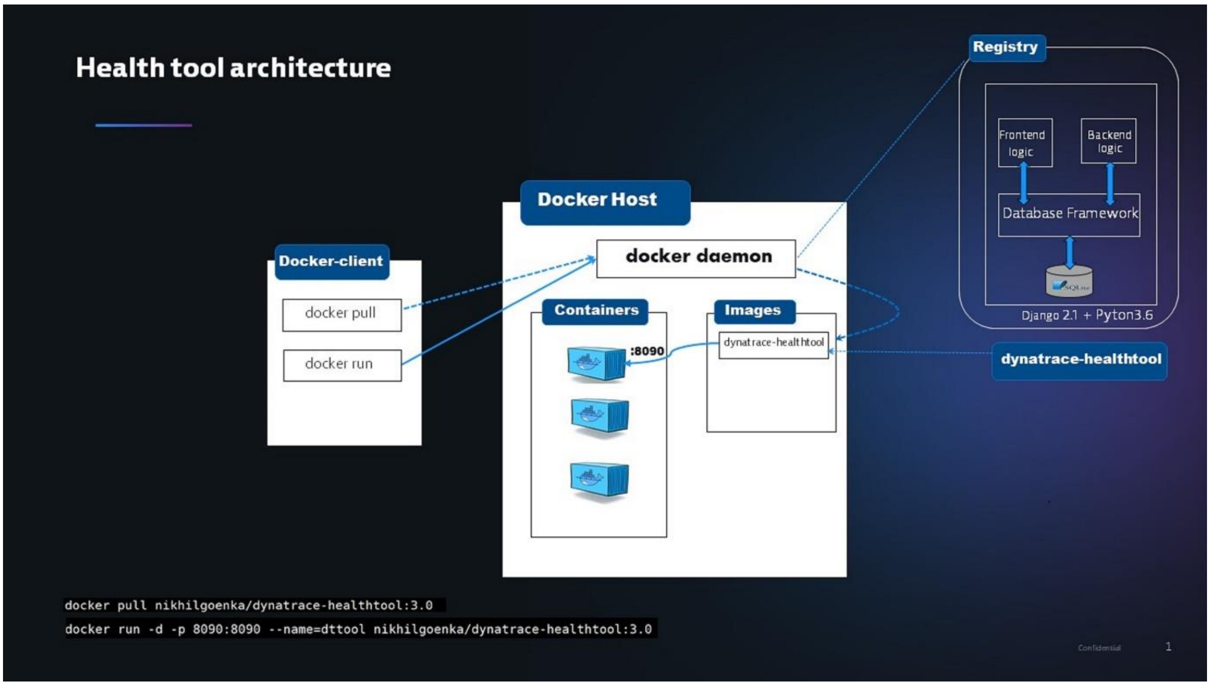
1.0 Architecture diagram

dt-tool is a tool developed to collect feature adoption details and other metrics that can be useful to identify the adaptability of the account.

The dt-tool stack consists of the following technology:

1. Python3
2. Django 2.1
3. dblite3

For convenience and easier maintainability, the dt-tool is bundled as a docker image and can be directly pulled from the docker-hub.



dt-tool internally uses requests python library to make multiple dynatrace-API calls (read-only) to pull out the data and compute the information to slice the data across various management zone. **<u>As an important pre-requisite</u>**, host the docker image on a host which has access to the cluster/tenant from where you wish to run the dt-tool on.

2.0 **Getting started**

2.1 Download docker-image for the dt-tool

To download the Dynatrace tool docker, run the below command:

docker pull nikhilgoenka/dynatrace-healthtool:3.0

```
[root@ip-172-31-1-4 ~]# docker pull nikhilgoenka/dynatrace-healthtool:3.0
Trying to pull repository docker.io/nikhilgoenka/dynatrace-healthtool ...
3.0: Pulling from docker.io/nikhilgoenka/dynatrace-healthtool
c87736221ed0: Pull complete
0feff54c887a: Pull complete
59551bd9de15: Pull complete
d69358e213f0: Pull complete
b3e05f3babd6: Pull complete
a09041f265cd: Pull complete
dae755972b1b: Pull complete
ae32ed984108: Pull complete
addbf09806a8: Pull complete
464da8c771aa: Pull complete
d97e8bfbd179: Pull complete
3b33012b4878: Pull complete
c4bb868a2cdf: Pull complete
41257b4e9d2a: Pull complete
182f001fd840: Pull complete
Digest: sha256:6f41ab0c0d4f347b26a67c1a56f8002400e226ee9f194e6880382a8febd43d59
Status: Downloaded newer image for docker.io/nikhilgoenka/dynatrace-healthtool:3.0
[root@ip-172-31-1-4 ~]# docker images
REPOSITORY                                   TAG                 IMAGE ID            CREATED             SIZE
docker.io/nikhilgoenka/dynatrace-healthtool  3.0                 f534047a3d24        7 days ago          898 MB
[root@ip-172-31-1-4 ~]#
```

2.2 Running the dt-tool docker locally

Run the docker on local-port on localhost:

docker run -d -p <local-port>:8090 --name=dttool nikhilgoenka/dynatrace-healthtool:3.0

Replace local-port with the port that you would want the dt-tool to communicate with.

For example:

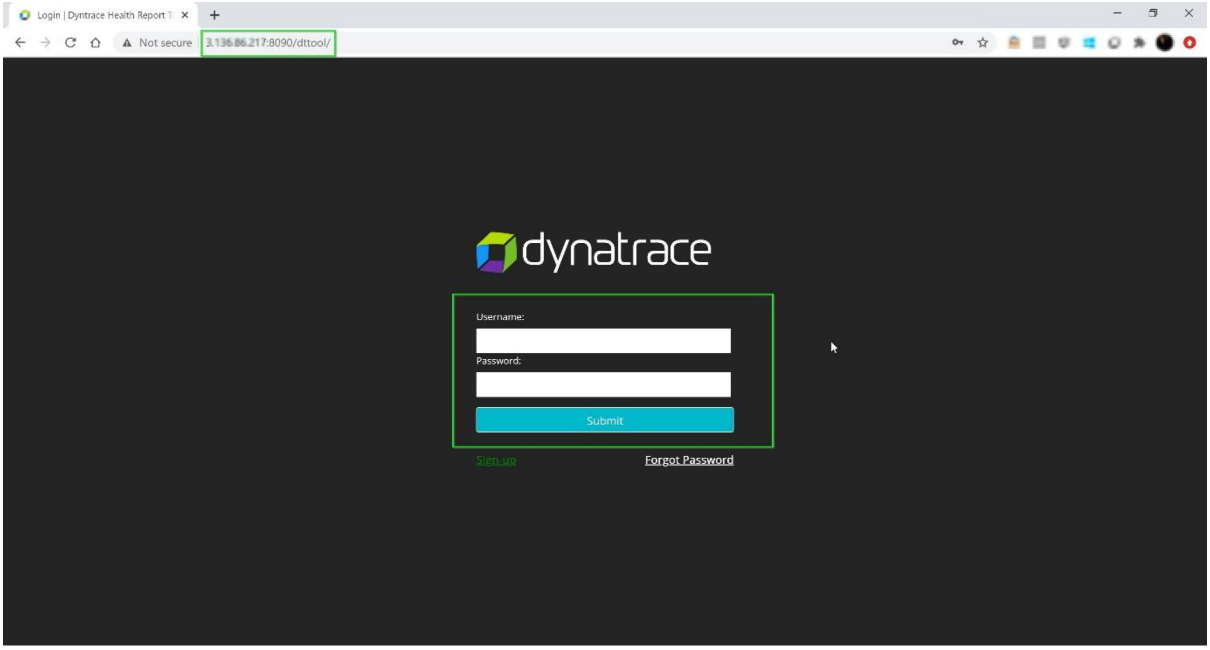
In the below example, the docker is bounded on 8090 on the localhost, so the dt-tool will be accessible on http://localhost-ip:8090/

```
[root@ip-172-31-1-4 ~]#
[root@ip-172-31-1-4 ~]# docker run -d -p 8090:8090 --name=dttool  nikhilgoenka/dynatrace-healthtool:3.0
d70d31d241649237fe175c92a1d886563d29888ad7788d1b19e87ee59d42646c
[root@ip-172-31-1-4 ~]# docker ps -a
CONTAINER ID        IMAGE                                   COMMAND            CREATED             STATUS              PORTS
             NAMES
d70d31d24164        nikhilgoenka/dynatrace-healthtool:3.0   "entrypoint.sh"    5 seconds ago       Up 4 seconds        0.0.0.0:8090->
8090/tcp    dttool
[root@ip-172-31-1-4 ~]#
```

2.3 Connecting to dttool on browser

The tool would run on the <localhost-ip>:<local-port>. To connect to the dt-tool, type the URL : *http://<localhost-ip>:<local-port>/dttool/*

This will connect to the login page of the tool as below:



Use the credentials shared by the dynatrace team to login into the tool.

2.4 Generate Report

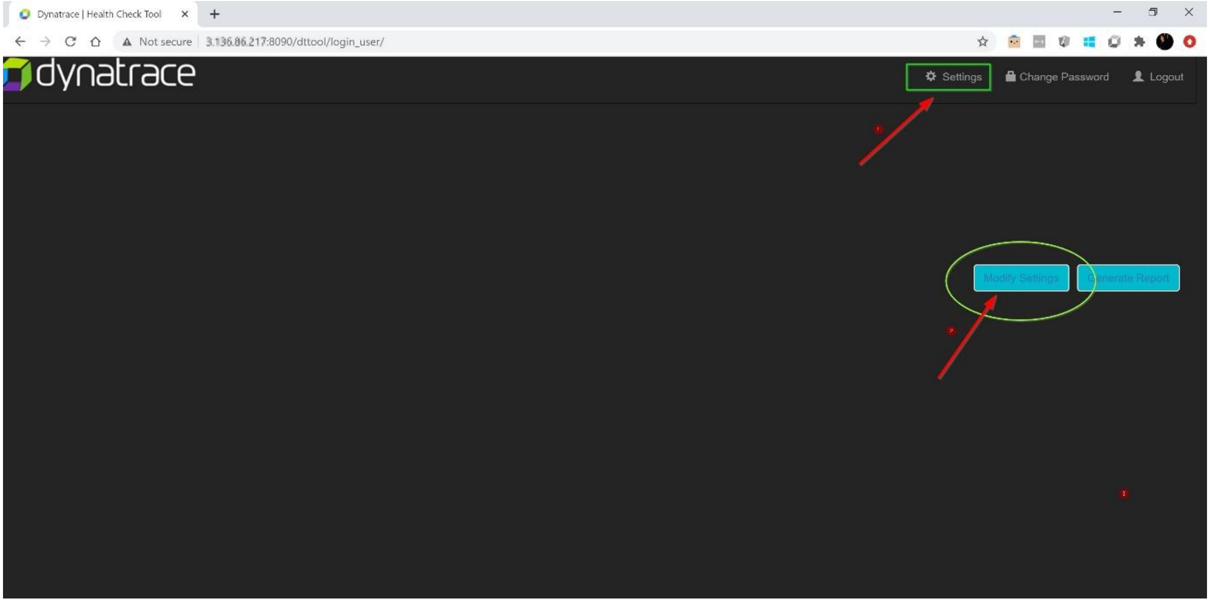
To generate the report, you will need to configure the below:

1. Email details
2. Tenant details
3. SMTP Server details

For more details on how to configure, refer to section (3.0 Settings).

3.0 Settings

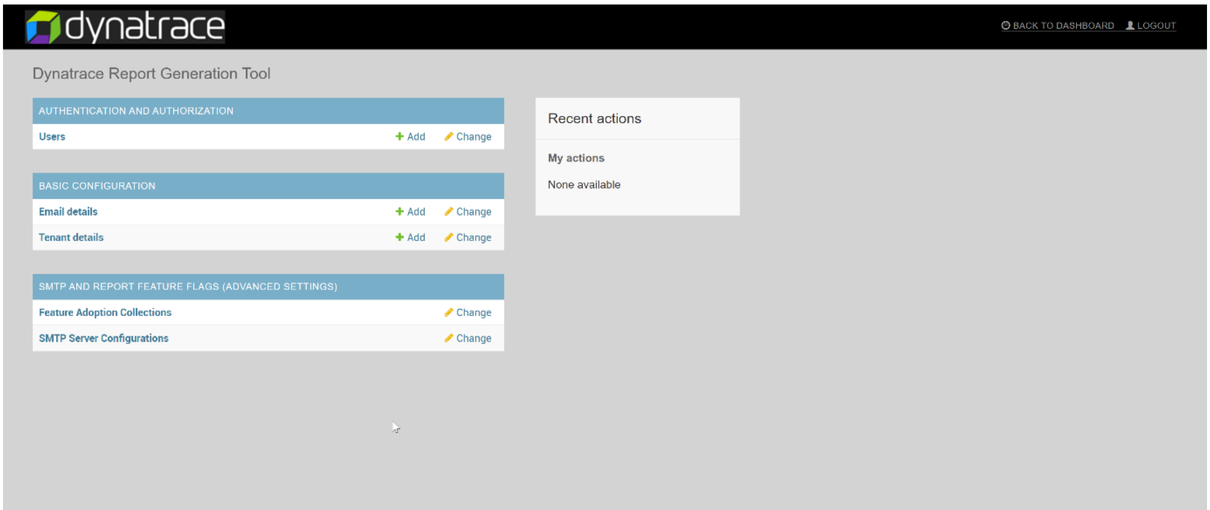
Landing page in the tool has a button to navigate into settings (select either of the button below to navigate to the settings page) and setup the configurables to enable dt-tool to collect the different metrics.



The settings page is broadly classified in the following sections:

- 2.1 Authentication and Authorization
  - 3.1.1 Users
- 2.2 Basic Configuration
  - 2.2.1 Email details
  - 2.2.2 Tenant details
- 2.3 SMTP and REPORT FEATURE FLAGS (ADVANCED SETTINGS)
  - 2.3.1 Feature Adoption Collection
  - 2.3.2 SMTP Server Configuration

The settings page looks as below:



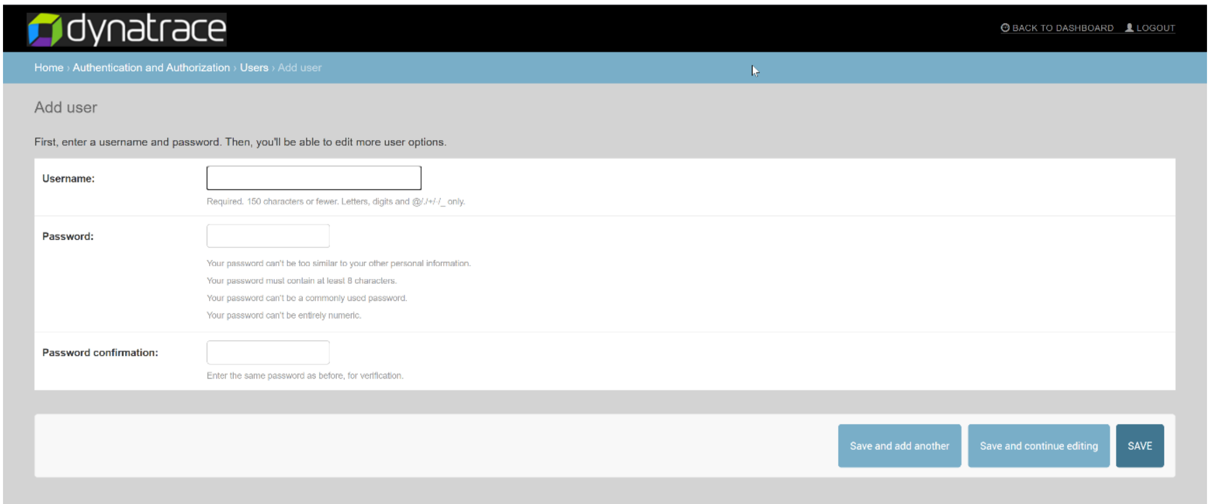
3.1 Authentication and Authorization

3.1.1 Users

3.1.1.1 Add a user

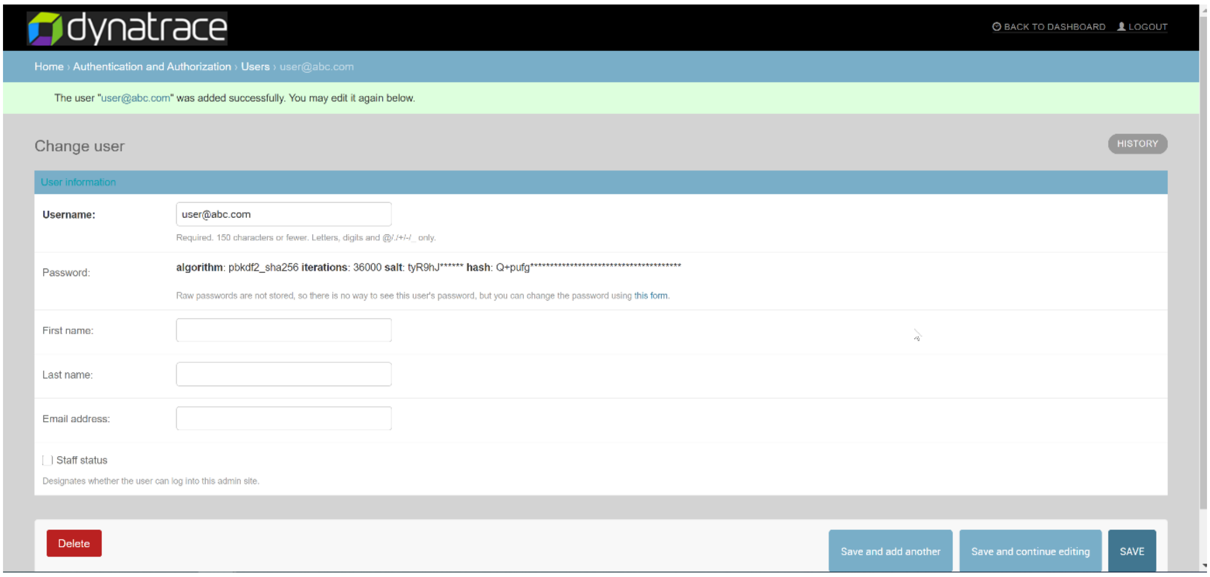
To add an user, click on “Users” in Authentication and Authorization section. This will take you to the users settings page. Once navigated to user-settings page, click on “Add user” on the top-right of the screen.

Further, give basic information of the user like username and assign a password as seen in the screenshot below.



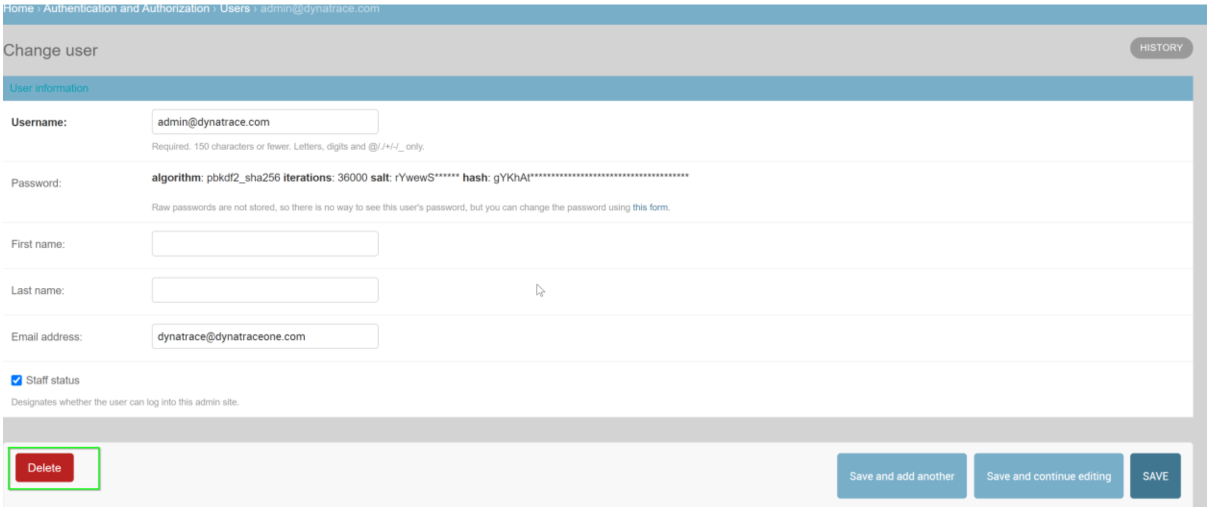
Once added, you will be automatically navigated to fill additional details of the user like First-name, Last name, Email address (it is likely the username and email address may be the same for the user).

Staff status: If staff status checkbox is selected, the user will have access to settings page and will be treated as admin. Please unselect staff status for users who are likely to just generate the report.



3.1.1.2 Delete a user

To delete a user, select the user from Settings > Users screen and click on the delete button. Once deleted, the user will not be able to login.



3.2 Basic Configuration

3.2.1 Tenant details

Select **Tenant-details** to navigate into tenant settings and add/remove tenants from your dt-tool instance. Once navigated to tenant settings, click on the "Add tenants" on the top-right of the screen.

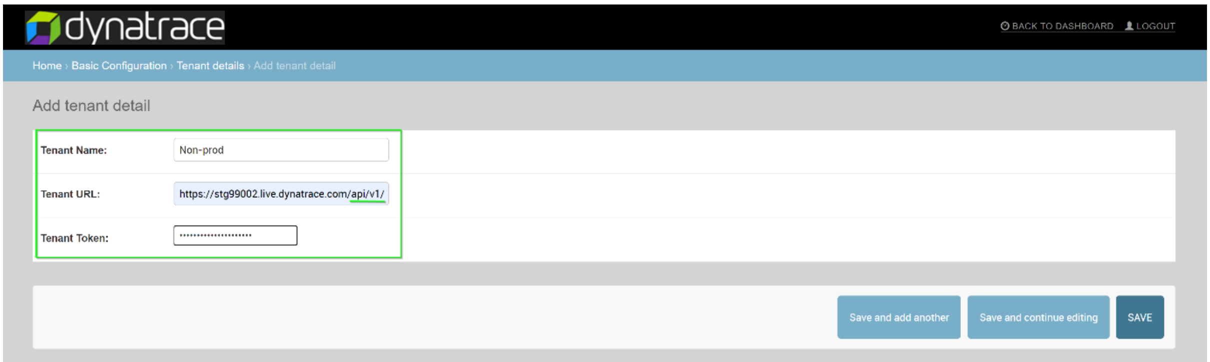
The “add tenants” screen has below configurables:

1. Tenant-name: Tenant-name is a string object and accept any string.
   Typically values of tenant-name would be similar to Production, Non-production, Staging or any string value.

2. Tenant URL: Configure the tenant-URL from which you plan to retrieve the data from.
   For managed environment, the URL would look like:
   https://managed-server/e/<environment-id>/api/v1/
   Replace managed-server with your managed-server details and environment-id with the environment from which you plan to retrieve data from.

   For SaaS, URL would look like:
   https://xxx.live.dynatrace.com/api/v1/
   Replace xxx by the tenant-id.

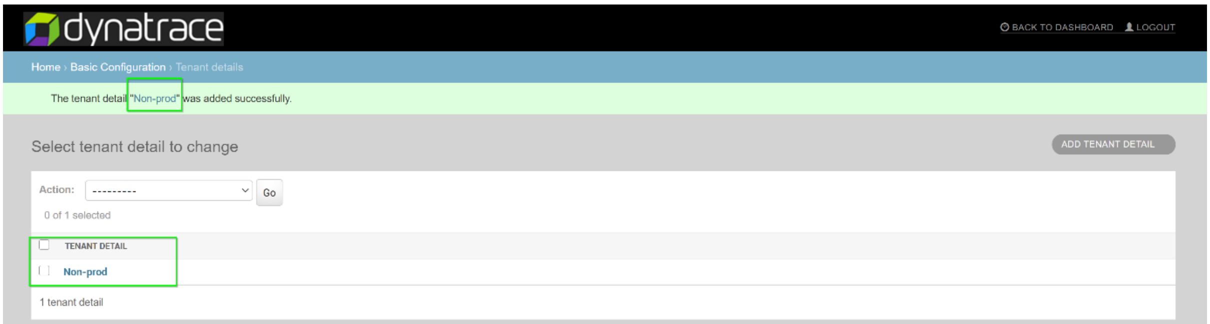
3. Tenant-token: Configure the token-id which the dt-tool would use to pull the data from tenant. The token configured should have the below permissions as below:
   a. Access problem and event feed, metrics, and topology
   b. Read synthetic monitors, locations and nodes
   c. Read configuration
   d. User sessions
   e. Read metrics using API V2
   f. Read entities using API V2



To save your configuration, click on "Save".

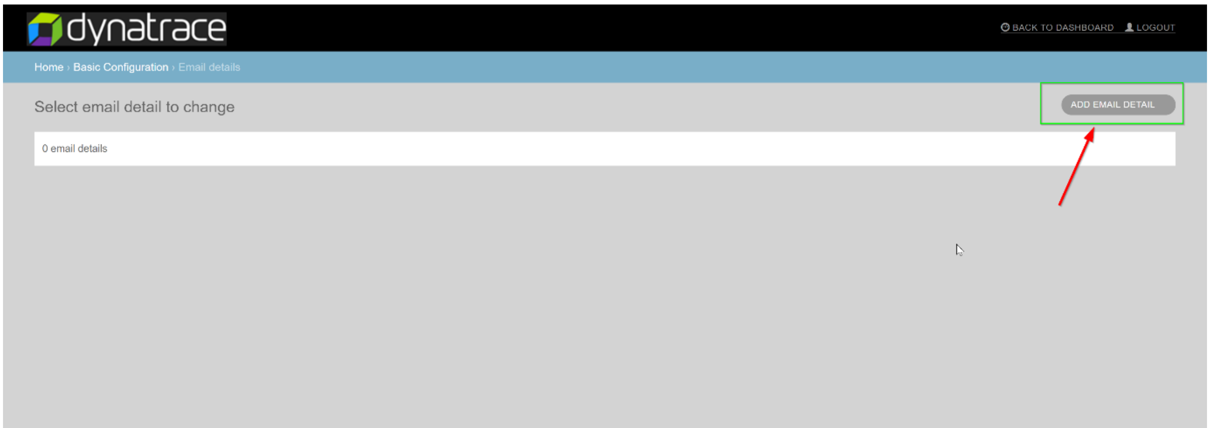
Please note that an API call is made in the background when you click on save to validate the token and tenant-id combination.

Once successful, you will be able to view the tenant-details as below:



3.2.2 Email details

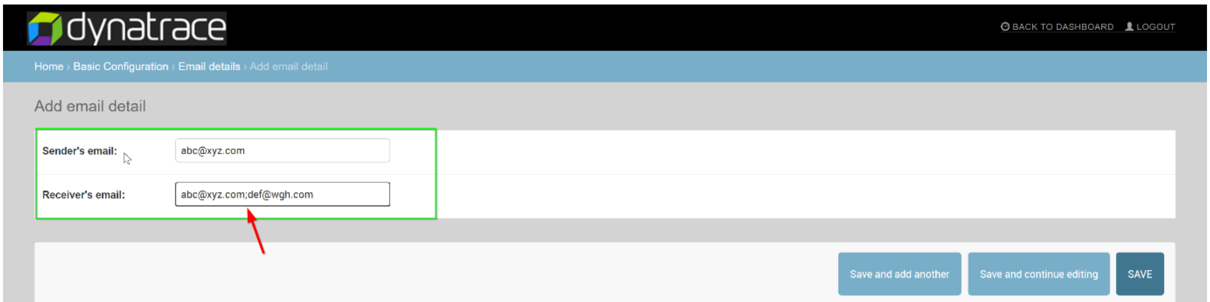
Select **Email Details** to navigate into email settings and add/remove email-ids from your dt-tool instance. Once navigated to email settings, click on the "Add Email Detail" on the top-right of the screen.



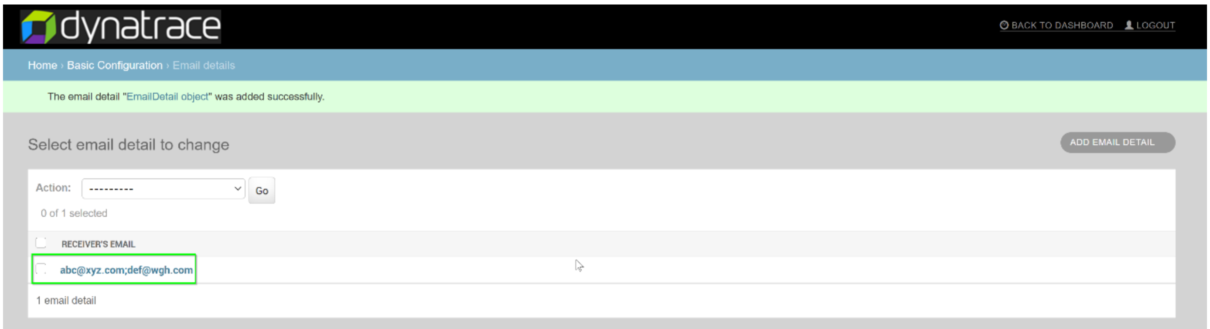
The "add email details" screen has below configurables:

1. Sender's email: Sender's email is the email-id which would appear as sender on the email containing the report.

2. Receiver's email: Configure the email-addresses where you would like to receive the email. In case of multiple emails, separate the email-address with **;** as seen below



To save your email-detail configuration, click on "Save". Once successful, you will be able to view the email-details as below:



3.3 SMTP and Report Feature Flags (Advanced Settings)

3.3.1 Feature Adoption Collections

Feature Adoption Collection consists of the salient features in Dynatrace which are useful to get full advantage of Dynatrace. Please find below advantage of the different adoption flags:

Title of each adoption feature flags has a link to the online help documentation to give additional insights on it.

Applications: Applications count would highlight if the Real User Monitoring has been enabled on your applications.

Synthetic Browsers: Enabling Synthetic Browsers will help to monitor your application performance from

AWS instance hosted in different geographical locations.

HTTP Browsers: HTTP monitors will try to reach the end point and collect results.

Host Groups: Setting up Host-group would help to organize the environment better.

Process Groups: Setting up process-group will provide fine tuning to the automatically identified process groups.

Tags: Tags help to maintain large environments and view in a way to suit your team(s).

Alerting Profiles: Alerting profiles will enable to configure problem notifications based on different severity/teams.

Management Zones: Management zones allow to create logical boundaries to view and slice data for different teams.

Naming Rules: Naming rules enables to better refine request identities across services.

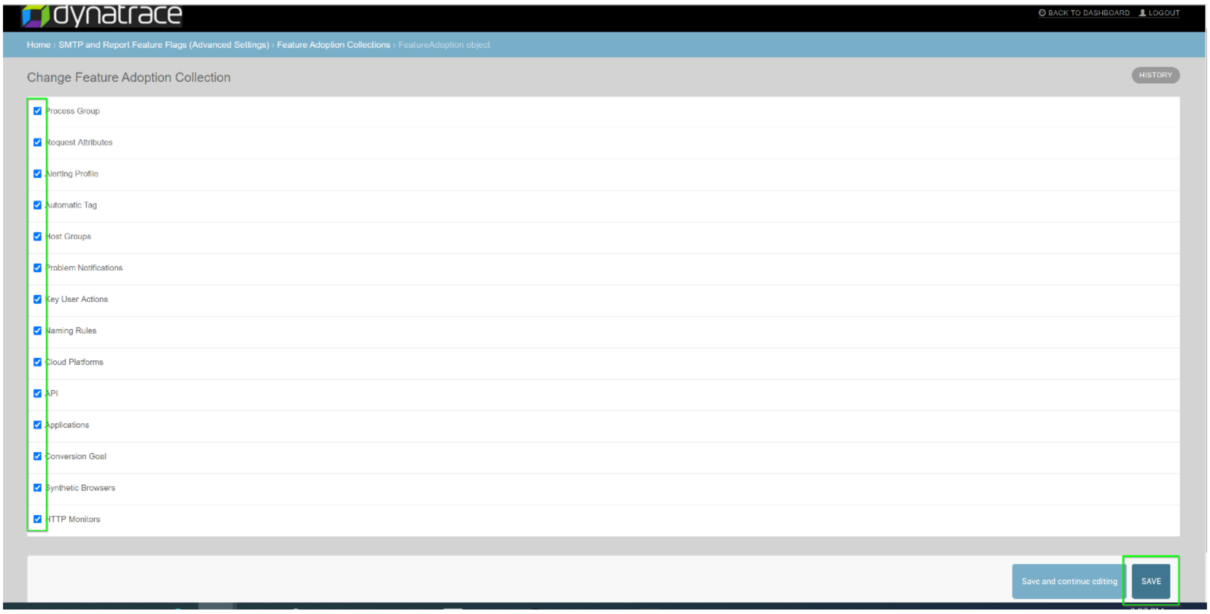
Problem Notification: Problem notification would enable to push problem to 3rd party platform like slack, email, etc..

Cloud Platform Integration: Dynatrace support cloud integration with varios cloud technologies - configuring any cloud technologies would give additional visibility into them.

Key User Requests: Configuring a request as key-request enables to quickly access the request, have them pinned to dashboard and additional data retention.

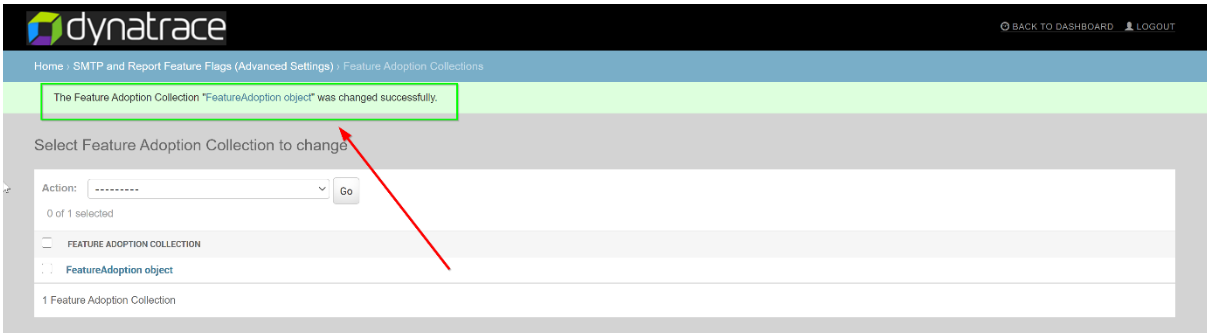
API Tokens: Dynatrace API is gateway to pull/push data into Dynatrace to automate your monitoring tasks or export into 3rd party reporting.

Request Attributes: Request-attributes are key/value pairs that can be fetched at request-level. Request attributes once configured can help developers/business users additional data.



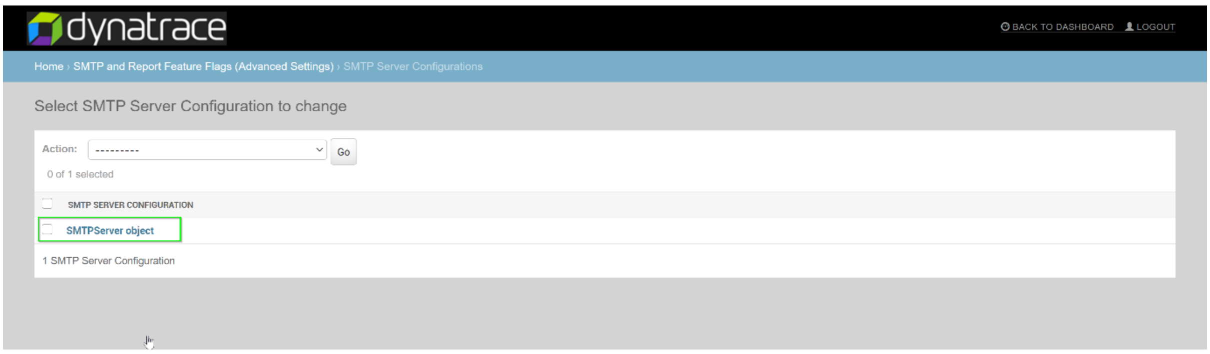
While it is possible to uncheck/not select a specific feature flag using the checkbox, it is *__highly recommended__* to have all the feature flags enabled while generating the report.

Once modified and save, you will be able to view the success message as below:

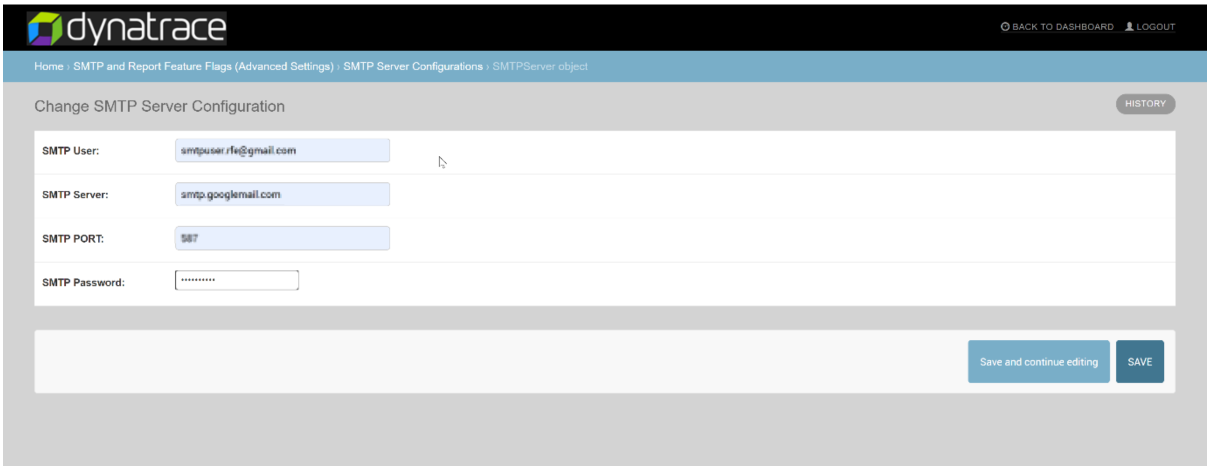


3.3.2 SMTP Server Configurations

Select **SMTP-Server** to navigate into SMTP server settings for your dt-tool instance. Once navigated to settings, click on the “SMTPServer Object”.



Once you click on STMPServer Object, you will navigate into the settings page for configuring SMTP Server details as seen below



The “Change SMTP Server Object” screen has below configurables:

1. <u>SMTP User</u>: SMTP User is the user-name which will be used to connect to the SMTP Server.
2. <u>SMTP Server</u>: SMTP Server is the SMTP server IP address.
3. <u>SMTP Port</u>: SMTP Port is the port number on which the SMTP server is running.
4. <u>SMTP Password</u>: SMTP Password is the password of the SMTP User.

4.0 Interpreting the generated report

The generated report slices the data across any configured management zones (if any) and the worksheets are generated as below:

1. **Management Zone Delta/Absolute values**: Adoption feature flag count are pulled using API calls along with license consumption details in the worksheet. Currently, license consumption in dt-tool reflects the license consumption in the past 15 days.
2. **App Dev - Application Health:** dt-tool pulls all the configured applications and their current apdex ratings which gives an insight on application performance. This is primarily useful for the developers to understand their application performance.
3. **Operation - Problem Health:** the problem-health worksheet highlights the number of problems in your environment

It is encouraged to share the report with the Product Specialist who can analyse the data generated and suggest next steps.

5.0 Accessing logs

If you are facing any issues with the tool, please share details along with the log file. The tool generates the log file at /app/log directory in the docker. To retrieve the log files, please follow the steps as below:

1. Connect to the docker running the dt-tool using command:
   docker exec -it dttool /bin/bash
2. Once connected to the shell, look for the log file
   "log_file_dynatrace_health_report.log" under /app/log/ directory.