



## Overview

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## Extended EMail Action Plugin Comments

Comments have been closed on this page. Please use [AppMon & UEM Open Q & A](#) forum for questions about this plugin.

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### 351 Comments



Anonymous (login to see details)

Will it work with version 4.2?  
Thanks,  
Mangesh



Anonymous (login to see details)

Hi Mangesh,  
Yes, plugin works with DT 4.2 version.  
Eugene.



Anonymous (login to see details)

Hi Eugene,  
Thanks for this great and much need plugin for alerting.  
Can we add cc and bcc to schedule dashboard reports as well?

Thanks,  
Mangesh



Anonymous (login to see details)

Hi Mangesh,  
Yes, you can add CC and/or BCC fields to the e-mail which sends dashboard reports. Just populate one or both of these fields.  
Eugene.



Anonymous (login to see details)

One clarification here.  
The Extended EMail Action Plugin is an Action Plugin and can be used for Incidents. It cannot be used for sending out scheduled reports. That is a different mechanism



Anonymous (login to see details)

Hi Andreas,  
Thanks for the update. Hope to get similar features added ( cc, bcc email option ) while sending schedule reports.  
Thanks,  
Mangesh



Anonymous (login to see details)

Hi Eugene/Andreas,  
Strange issue found after importing the plugin, Schedule reports email are delivered twice. As you mention earlier, this plugin is an action plugin and is used for incidents ,can it affects schedule report delivery.  
I tried deleting existing schedule and creating new one but still the issue persist.This is happening for all the reports.  
Any advice.  
Best Regards,  
Mangesh



Anonymous (login to see details)

Hi Eugene/Andreas,  
Please ignore duplicate email issue, as it was due to incorrect outlook rule from my side.  
Thanks,  
Mangesh



Anonymous (login to see details)

Thanks for letting us know.



Anonymous (login to see details)

Hi Eugene,

require your help on message body of incident rules.

For the default incident rule Average response time degraded

extended email action plugin sample email body is as below  
Was 7208.78 ms but should be higher than ? ms.

the default email plugin message body for same incident rule is as below

10% of all requests are observing response times higher than 7s 208ms. During the last 7d these requests could be served in 3s 148ms

How can we configured extended plugin message body similar to that of default email plugin.

Thanks,

mangesh



Anonymous (login to see details)

Hi Mangesh,

Could you please set debugging level for the extended e-mail action plugin to FINER and send me log file? Could you please provide detailed information about configuration of the extended e-mail action plugin? I'll update you after analyzing this information.

Regards,  
Eugene.



Anonymous (login to see details)

Hi Mangesh,

I'm following up on your post. Any updates on gathering log file with log level set to FINER for the plugin? Please provide it.

Please use value of the \${MESSAGE} variable to get message which triggered an incident. Additional information is captured in violation messages. Violation consists of violation header and violation message. Plugin captures up to 5 violations:

1. \${VIOLATION\_HEADER\_1}, \${VIOLATION\_MESSAGE\_1}
2. \${VIOLATION\_HEADER\_2}, \${VIOLATION\_MESSAGE\_2}
3. \${VIOLATION\_HEADER\_3}, \${VIOLATION\_MESSAGE\_3}
4. \${VIOLATION\_HEADER\_4}, \${VIOLATION\_MESSAGE\_4}
5. \${VIOLATION\_HEADER\_5}, \${VIOLATION\_MESSAGE\_5}

Please use them to display message in the custom body.

Regards,  
Eugene.



Anonymous (login to see details)

Does this plugin accept group names, or only individual email addresses?



Anonymous (login to see details)

Hi Shaun,

Extended EMail Action plugin accepts group e-mail addresses.

Thanks,  
Eugene.



Anonymous (login to see details)

I'm getting the following message when I try to do a group name:

[Action@com.dynatrace.diagnostics.plugins.extendedmailreport.action] The following e-mail address is incorrect 'group[Email DynaTrace Platform]': Local address contains illegal character

Am I entering the name wrong? I'm using version 5.5. Does it work on that version?



Anonymous (login to see details)

Hi Shaun,

Yes, this name is a placeholder. Please use group e-mail address as you would when sending e-mail to the group.

Eugene.



Anonymous (login to see details)

I mean, does it take user group names from within dynaTrace, not group e-mail addresses. I want to use the user groups, such as the default Incident Email Group.



Anonymous (login to see details)

Hi Shaun,

Plugin is using e-mail groups which are defined using Active Directory (LDAP).

Eugene.



Anonymous (login to see details)

Hey Eugene,

Does this mean that we can't send emails to groups as defined within Dynatrace? i.e. emails can't be sent to users assigned to the "Incident Email Group"? This would be a useful feature as it would centralize the management of incident emails instead of editing each incident individually to add/remove users.

Thanks,

Josh



Anonymous (login to see details)

Hi Joshua,

Yes, this is correct: plugin cannot send e-mails to groups which are defined within Dynatrace.

Eugene.



Anonymous (login to see details)

Ok, just wanted to double check. Thanks for the quick response Eugene!



Anonymous (login to see details)

Is there a way this plug-in could be extended to allow the Profile Description text to be included in the email message? We're looking at a way of hacking the profile information model to support profile-wide attributes (name/value pairs) in support of notification processes. As a stop-gap we could do this by substituting in the profile description into the message, if the profile description contains machine-parseable name:value pairs.

Thanks,

Jim



Anonymous (login to see details)

Hi Jim,

Plugin maintains the \${SYSTEM\_PROFILE} variable which is a name of the profile where incident was triggered. This variable can be used anywhere in the e-mail message. At the moment there is no access to the description field of the profile.

Eugene.



Anonymous (login to see details)

Thanks. Very useful plug-in. Here are some quirks we're seeing:

1) \${VIOLATION\_MESSAGE} doesn't get substituted; the text "\${VIOLATION\_MESSAGE}" remains in the email.

2) END\_TIME for an event still in process displays "Wed Dec 31 18:59.59 EST 1969". Should be just "-"

3) \${AGENT\_GROUP\_NAME} returns "-", even though it is a Java agent generating the measure-based incident.



Anonymous (login to see details)

Hi Jim,

`\${VIOLATION\_MESSAGE\_1}` through `\${VIOLATION\_MESSAGE\_5}` variables contain violation message or messages. Plugin maintains up to 5 top violation messages. Plugin does not maintain `\${VIOLATION\_MESSAGE}` variable. In the plugin's jar file there is BodyExample.html page which could be used to display values of all maintained by the plugin variables.

It is good point about `\${END\_TIME}` or any other time related variable when dynaTrace engine sends "Wed Dec 31 18:59.59 EST 1969" timestamp. We'll investigate possibility of making "Wed Dec 31 18:59.59 EST 1969" as a no value, i.e. "-".

In terms of a value of the \${AGENT\_GROUP\_NAME} variable: please see section 2 Filtering of the plugin documentation [Extended Mail Action Plugin](#). Figure 3 on page 9 contains example when \${AGENT\_GROUP\_NAME} variable is getting populated by the plugin.

Eugene.



Anonymous (login to see details)

thanks! Got it and it is running fine now.



Anonymous (login to see details)

When filtering by host, agent, or agent groups, can I use a regex? For instance, if I had agent name "AgentX" and "AgentY", could I use a filter of "Agent\*", or something comparable. I'm running into instances on the OOTB alerts where I don't have agent group as a potential filter.



Anonymous (login to see details)

Hi Shaun,

I've enhanced plugin and added support of regular expressions for filtering. For example, you can use regular expression "Agent[XY]" to add filter for AgentX and AgentY. Please see more about different regular expression constructs [here](#).

In terms of OOTB incidents. Please note that there are some OOTB incidents which are not passing information about source of the incident to the plugin. As a result plugin cannot filter these incidents. We are working with the Lab to enhance interface between dynaTrace engine and plugins for all OOTB incidents. Until this is done, please test if plugin can filter OOTB incidents. Please see Note in the Filtering section on page 9 of the plugin's [document](#).

Eugene.



Anonymous (login to see details)

The plug-in through an exception this morning:

#### Violations

Execution of incident action task 'com.dynatrace.diagnostics.plugins.extendedmailreport.action' failed	:	
--	---	--

		Exception Type: java.lang.ArrayIndexOutOfBoundsException Message: 5 Stack: java.lang.ArrayIndexOutOfBoundsException: 5 at com.dynatrace.diagnostics.plugins.extendedmailreport.MailExecutor.populateSubsti at com.dynatrace.diagnostics.plugins.extendedmailreport.MailExecutor.execute(N com.dynatrace.diagnostics.plugins.extendedmailreport.ExtendedMailAction.execute at com.dynatrace.diagnostics.sdk.UserPluginMan...
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**Anonymous (login to see details)**

Hi Jim,

Please download the latest version of the plugin's [jar](#) file which I've just updated, set the log level to FINER and re-run the test. Please send me stack trace and plugin's log file if you get exception again.

Eugene.

**Anonymous (login to see details)**

Seems like we have to restart dt server to make the plugin work in 5.5. That's what I experienced.

Thanks,

Flora

**Anonymous (login to see details)**

Hi Flora,

Please provide more details that I can better understand your question.

Eugene.

**Anonymous (login to see details)**

Sorry this is not a question, it's just what I am experiencing. For 5.0, right after installation this plugin works like a charm, however for 5.5 it doesn't work until we restart the dt server. Thought it would be good to leave a notes here in case people run into similar situation.

Thanks,

Flora

**Anonymous (login to see details)**

Hi Flora,

Thank you for sharing your experience with us. What you described is different from our experience. Could you please document steps you are following up and provide us with the matching plugin's log file which has logging level set to FINER?

Eugene.

**Anonymous (login to see details)**

Eugene, can we add a flag that turns off HTML formatting and sets the mime-type to plain ASCII? We're looking at leveraging this mechanism for an internal workflow for our ServiceManager integration, and HTML is causing the message to be broken up into multi-part messages, and then the formatting gets really screwing.

Our model is putting text in the prefix and text in the suffix, and nothing in the body, if that helps.

**Anonymous (login to see details)**

Hi Jim,

Use of plain ASCII text formatting in the e-mail is one of the things that we put on hold due to time constraints. However, now we will add it to the list of the enhancements and will implement it shortly.

Eugene.

**Anonymous (login to see details)**

We're testing this out with the Host CPU Unhealthy incident, and are testing out the incident begin/incident end and the GUID key to represent the incident. However, the email being generated by the plug-in for this incident always says 'ended'. I'm generating an email using the normal model, and it shows just a start time, as does the normal Incidents dashlet.

**Anonymous (login to see details)**

If it helps, here are the attribute values. Interestingly enough, it has an end time, no duration, but the incident is still going on from the dynaTrace server side.

**Anonymous (login to see details)**

Hi Jim,

Could you please check Incident settings and in Action tab please send me its screenshot or settings for the "Evaluation Timeframe" and "Period (seconds) to suppress further incidents after Incident End"? These values may affect premature action on dynaTrace engine side that incident has ended.

Could you please set logging level to FINER for the plugin and send me generated log file?

Eugene.



Anonymous (login to see details)

I am getting the following severe issue and the emails are not sent ,error logs shows as :

250-8BITMIME

250-BINARYMIME

250 CHUNKING

2013-08-29 11:10:16 SEVERE [Action@com.dynatrace.diagnostics.plugins.extendedmailreport.action] execute method: 250-mail-cas2.asd.gov.ph Hello [10.20.5.210]

250-SIZE 10485760

250-PIPELINING

250-DSN

250-ENHANCEDSTATUSCODES

250-STARTTLS

250-AUTH GSSAPI NTLM

250-8BITMIME

250-BINARYMIME

250 CHUNKING

---



Anonymous (login to see details)

Hi Zohaib,

Please provide plugin log file with logging level set to FINER. Make sure that you are using the latest plugin's jar file.

Eugene.

---



Anonymous (login to see details)

Hi ,

Thanks for the reply ,I will be sending it to your email.

Edited I have sent you the log ,and i am connecting to the MS Exchange.And it works if i use Gmail smtp port 25 SSL.

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Anonymous (login to see details)

Hi Zoaib,

I've received your log file. Thank you. I also have analyzed it. Problem you are having is in the smtp mail server settings. Please check with LAN administrator exact setting of your smtp server. I'm sending you more details via e-mail.

Eugene.

---



Anonymous (login to see details)

Thanks But the same exact settings are working for the default and the [Email Report Action Plugin](#)

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Anonymous (login to see details)

Hi Zohaib,

This tells me that you need to check if SMTP port provided in the plugin settings (i.e. in your case it is port 587) is correct. The [Email Report Action plugin](#) has a bug which causes for the default smtp port to be always used no matter which smtp port you have provided in the plugin settings.

Eugene.

---



Anonymous (login to see details)

Fixed: What i did with Eugene help was that i removed the SMTP username/password if you are using non ssl smtp and it will work like a charm.

Thanks Eugene.



Anonymous (login to see details)

We're comparing this plug-in to the default email plug-in, to understand how to get the best of both worlds. We are using the 'Host CPU Unhealthy' incident as the baseline.

Question: how do you get a list of all of the agents associated with an incident in the new Extended Email plugin? The \${ALL\_AGENT\_NAMES} attribute comes up blank, but we see a list of names in the normal email plugin:

Default Plugin:

#### Details

Time:	2013-08-29 12:53:07
Agents:	<a href="#">IAS-Basis-Tomcat-Farm_FIT-Common-BASIS-Perf-basswsfiu1-tcs6@asappl14dev.fmrco.com</a> , <a href="#">IAS-Basis-Tomcat-Farm_FIT-Common-BASIS-Perf-basswsfiu1-tcs5@asappl14dev.fmrco.com</a> , <a href="#">IAS-Basis-Tomcat-Farm_FIT-Common-BASIS-Perf-basswsfiu1-tcs10@asappl14dev.fmrco.com</a> , <a href="#">IAS-Basis-Tomcat-Farm_FIT-Common-BASIS-Perf-basswsfiu1-tcs7@asappl14dev.fmrco.com</a> , <a href="#">IAS-Basis-Tomcat-Farm_FIT-Common-BASIS-Perf-basswsfiu1-tcs1@asappl14dev.fmrco.com</a> , <a href="#">IAS-Basis-Tomcat-Farm_FIT-Common-BASIS-Perf-basswsfiu1-tcs4@asappl14dev.fmrco.com</a> , <a href="#">IAS-Basis-Tomcat-Farm_FIT-Common-BASIS-Perf-basswsfiu1-tcs3@asappl14dev.fmrco.com</a> , <a href="#">IAS-Basis-Tomcat-Farm_FIT-Common-BASIS-Perf-basswsfiu1-tcs2@asappl14dev.fmrco.com</a> , <a href="#">IAS-Basis-Tomcat-Farm_FIT-Common-BASIS-Perf-basswsfiu1-tcs9@asappl14dev.fmrco.com</a>
Hosts:	asappl14dev.fmrco.com
System Profile:	IAS-Common-BASIS-Perf
dynaTrace Server:	FIMT dynaTrace Nonprod Server

Extended Email Plugin:

```
AGENT_NAME:-|
AGENT_NAME_1:-|
AGENT_NAME_2:-|
AGENT_NAME_3:-|
AGENT_NAME_4:-|
AGENT_NAME_5:-|
AGENT_HOST:-|
AGENT_HOST_1:-|
AGENT_HOST_2:-|
AGENT_HOST_3:-|
AGENT_HOST_4:-|
AGENT_HOST_5:-|
ALL_AGENT_NAMES:-|
ALL_AGENT_HOSTS:-|
ALL_AGENTS:-|
AGENT_GROUP_NAME:-|
AGENT_GROUP_NAME_1:-|
AGENT_GROUP_NAME_2:-|
AGENT_GROUP_NAME_3:-|
AGENT_GROUP_NAME_4:-|
AGENT_GROUP_NAME_5:-|
ALL_AGENT_GROUP_NAMES:-|
MONITOR_NAME:-|
MONITOR_NAME_1:-|
MONITOR_NAME_2:-|
MONITOR_NAME_3:-|
MONITOR_NAME_4:-|
MONITOR_NAME_5:-|
MONITOR_HOST:-|
MONITOR_HOST_1:-|
MONITOR_HOST_2:-|
MONITOR_HOST_3:-|
MONITOR_HOST_4:-|
MONITOR_HOST_5:-|
ALL_MONITOR_NAMES:-|
ALL_MONITOR_HOSTS:-|
ALL_MONITORS:-|
COLLECTOR_NAME:-|
COLLECTOR_NAME_1:-|
COLLECTOR_NAME_2:-|
COLLECTOR_NAME_3:-|
COLLECTOR_NAME_4:-|
```

```
COLLECTOR_NAME_5:-|  
COLLECTOR_HOST:-|  
COLLECTOR_HOST_1:-|  
COLLECTOR_HOST_2:-|  
COLLECTOR_HOST_3:-|  
COLLECTOR_HOST_4:-|  
COLLECTOR_HOST_5:-|  
ALL_COLLECTOR_NAMES:-|  
ALL_COLLECTOR_HOSTS:-|  
ALL_COLLECTORS:-|  
SERVER_NAME:asappl14dev.fmrco.com|  
SERVER_NAME_1:asappl14dev.fmrco.com|  
SERVER_NAME_2:-|  
SERVER_NAME_3:-|  
SERVER_NAME_4:-|  
SERVER_NAME_5:-|  
ALL_SERVER NAMES:asappl14dev.fmrco.com|  
DYNATRACE_SERVER_NAME:FIMT dynaTrace Nonprod Server|  
MESSAGE:The CPU health of host 'asappl14dev.fmrco.com' is not ok.
```

During the last 15 minutes this host reported a high overall CPU usage of 99%, a load greater than 2 (unix based systems only) or more than 10% memory usage.

```
RULE_NAME:Host CPU Unhealthy|  
RULE_DESCRIPTION:-|  
SENSITIVITY:PerViolation|  
SESSION_ID:-|  
SESSION_NAME:-|  
START_TIME:Thu Aug 29 12:53:07 EDT 2013|  
END_TIME: Thu Aug 29 12:53:07 EDT 2013|  
DURATION: -|  
IS_CLOSED: true|  
SEVERITY:Severe|  
STATE:2|  
SYSTEM_PROFILE:IAS-Common-BASIS-Perf|  
APPLICATION:-|  
VIOLATED_MEASURE_NAME:-|  
VIOLATED_MEASURE_DESCRIPTION:-|  
VIOLATED_MEASURE_VALUE:NaN|  
VIOLATED_MEASURE_UNIT: -|  
VIOLATED_MEASURE_SPLITTINGS:-|  
VIOLATED_MEASURE_THRESHOLD_UPPER_SEVERE:NaN|  
VIOLATED_MEASURE_THRESHOLD_LOWER_SEVERE:NaN|  
VIOLATED_MEASURE_THRESHOLD_UPPER_WARNING:NaN|  
VIOLATED_MEASURE_THRESHOLD_LOWER_WARNING:NaN|  
VIOLATED_MEASURE_METRIC_NAME:-|  
VIOLATED_MEASURE_METRIC_DESCRIPTION:-|  
VIOLATED_MEASURE_METRIC_GROUP:-|  
VIOLATED_MEASURE_METRIC_UNIT:-|  
VIOLATED_TRIGGER_VALUE_SOURCE_TYPE:-|  
VIOLATED_TRIGGER_VALUE_SOURCE_NAME:-|  
VIOLATED_TRIGGER_VALUE_SOURCE_HOST:-|  
VIOLATED_TRIGGER_VALUE: NaN|  
VIOLATION_HEADER_1: |  
VIOLATION_MESSAGE_1: |  
VIOLATION_HEADER_2: |  
VIOLATION_MESSAGE_2: |  
VIOLATION_HEADER_3: |  
VIOLATION_MESSAGE_3: |  
VIOLATION_HEADER_4: |  
VIOLATION_MESSAGE_4: |  
VIOLATION_HEADER_5: |
```

VIOLATION\_MESSAGE\_5: |

INCIDENT\_STARTED\_ENDED:ended|

IMAGE\_WARNING\_OK:res/notification\_email\_ok.png|

---

 Anonymous (login to see details)

Hi Jim,

This is a known deficiency of the dynaTrace implementation of the plugin interface. At the moment there are OOTB incidents which do not provide complete information about source of the incident to the plugin. For example, in your case we can get from dynaTrace engine only server name where incident has occurred but do not have information about affected agents. So, plugin is populating only SERVER\_NAME variable and leaving AGENT\_NAME/AGENT\_HOST variables blank. There is no work around right now that plugin can get agent names to populate predefined variables.

We have mentioned about this deficiency two weeks ago in the reply to Shaun Gautz post on Aug 16, 2013. Please let us know your timeframe that we can prioritize work with the Lab to fix it.

Eugene.

---

 Anonymous (login to see details)

RFE: Make the plug-in properties 'dynaTrace Server' and 'dynaTrace Server REST Port' available as substitution arguments. This will simplify the alert maintenance for hyperlinks back to the server for dashboards and reports. For example, I can build out my incidents in non-prod and simply copy them to my production server and it will work out of the box. Currently, I'd have to go in and hand-edit every incident body text to include the right dynaTrace server reference.

RFE: If dashboard names are specified, for PDF attachments, it might be nice to have the option to include hyperlinks generated for those dashboards, perhaps via a set of substitution variables: DASHBOARD\_1, DASHBOARD\_2, ALL\_DASHBOARDS, etc. If HTML was disabled, then don't include the <a> references, but do include the http:// parts, comma-separated.

---

 Anonymous (login to see details)

Hi Jim,

These are good points and we will adjust plugin to include them. We will add reference to the property file for the plugin which will contain key=value pairs instead of explicit parameters. In terms of dashboards: we definitely will add hyperlink variables. We also have upcoming enhancement which allows to get HTML, XLS, etc. types of reports beside PDF format.

Eugene.

---

 Anonymous (login to see details)

Super! In terms of timing, we're looking to be able to roll this plug-in out for integration with our Incident Management and Workflow orchestration system as soon as possible; alerting is the last mile we need to close for dynaTrace to become more integral with our production operations teams.

In terms of priorities, here's our selfish perspective: the flag to turn off HTML, since HTML tags cause hiccups to our incident management HTML-based viewer. Then substitutors for the dynaTrace Server/Port Number since these values could show up in hundreds of individual incident definitions, and then the dashboards references, which can come much later.

---

 Anonymous (login to see details)

Hi Jim,

Got it. Thanks. I'll provide dates later on.

Eugene.

---

 Anonymous (login to see details)

Jim,

Requested enhancements will be ready by the end of this week, earlier next week. Ability to send notification e-mails in the non-HTML format (i.e. text/plain ASCII content) has been already implemented and tested.

Eugene.

---

 Anonymous (login to see details)

Hi\*,

I have a customer who wants to feed Alerts into JIRA. I'm aware of this plug-in, which, however, is not current with regards to JIRA Versions:[JIRA Action Plugin](#)

Would the [Extended EMail Action Plugin](#) be a valid alternative? Customer especially mentioned the need for transferring the session as part of the alert.

Thanks for any help.

BR, ANDi

---

 Anonymous (login to see details)

Hi Andi,

I've checked the [JIRA Action Plugin](#): it opens an incident with less information than the [Extended Mail Action Plugin](#) makes available for the customer. We can consider extending the [JIRA Action Plugin](#) if this is what you are asking.

Eugene.

---

 Anonymous (login to see details)

Great, thanks Eugene,

I will ask the customer to check the [Extended Mail Action Plugin](#) before going any further with the JIRA Action Plugin.

BR, ANDi

---

 Anonymous (login to see details)

The Plugin settings SMTP User and SMTP Password are missing in the current version.  
Can you please fix this?



Anonymous (login to see details)

Hi Raphael,

Have you tried to check "SMTP Secure Connection (SSL)" field? If you check it "SMTP User" and "SMTP User Password" fields become visible. Please let me know if you still have issues.

Eugene.



Anonymous (login to see details)

Is there a variable for Business Transaction? I was hoping to use the Business Transaction in the email subject as well as a filter for the client rest interface.



Anonymous (login to see details)

Hi Scott,

Unfortunately, because of the limitations of the dynaTrace plugin interface, plugin has no ability to get name of the Business Transaction which was involved in the incident. Plugin only marks if violated measure was part of business transaction in the body of the e-mail.

Eugene



Anonymous (login to see details)

Thanks Eugene. The emails from the default Incident setup for 'Failure rate too high' and 'Response time degraded' list the business transaction on the email... so I was hoping we could use that in the Extended Email Action Plugin as well.



Anonymous (login to see details)

Eugene,

I'm trying to attach dynamic dashboards to alerts and when using \${APPLICATION} in the dashboard name, it is throwing a 500 error in the log, which leads me to believe its not translating the dynamic values.

Is that the case? Is it possible to add this functionality?



Anonymous (login to see details)

Hi Scott,

The Extended EMail Action plugin does not support substitution of the predefined variables in the dashboard names which are passed as a "Dashboard Names" parameter to the plugin. However, it is easy to add this functionality to the plugin. This will allow use of \${variable-name} predefined variables in the dashboard names. I'll put your request in our pipe.

Could you please add [Body Header Example.html](#) as a "Body Header" parameter of the Extended EMail Action plugin? The \${DASHBOARD\_URL\_1} - \${DASHBOARD\_URL\_5} variables will show us dashboard names which were used by the dynaTrace engine when incident was triggered. This information will help us to answer on your question why 500 error was thrown in the log. Also please set logging level of the plugin to FINER and send me generated log file.

Eugene.



Anonymous (login to see details)

Thats great Eugene about being able to add this feature.

This is the error from the logs, likely due to variables not being translated.

2013-12-18 14:46:06 SEVERE [Action@com.dynatrace.diagnostics.plugins.extendedmailreport.action] getFileFromUrl method: 'Response code '500' returned with the message 'Internal Server Error' from url path '/rest/management/reports/create/zAlertDashboard-Errors-\${APPLICATION}' url query 'type=PDF'

Just for my curiosity, why 5 dashboard URLs? Can you attach multiple dashboards to a single email?



Anonymous (login to see details)

Hi Scott,

The following error message

2013-12-18 14:46:06 SEVERE [Action@com.dynatrace.diagnostics.plugins.extendedmailreport.action] getFileFromUrl method: 'Response code '500' returned with the message 'Internal Server Error' from url path '/rest/management/reports/create/zAlertDashboard-Errors-\${APPLICATION}' url query 'type=PDF'

is explicit: the 500 response code is due to the dashboard not found on the server. Of course this error was thrown because \${APPLICATION} variable was not translated. You have identified it correctly.

To answer on your question about 5 dashboard URLs. Current version of the plugin allows to attach to a single e-mail multiple dashboards from the list of dashboards provided by the "Dashboard Names" parameter. There are no restrictions on the number of attached dashboards. For convenience, plugin also provides user with top 5 dashboards' URLs that he/she can use them in the body of the e-mail. Of course, user can construct links to the dashboards himself in the body of the e-mail. How to do it is shown in the plugin's examples. Again, 5 dashboards' URLs are provided for convenience. Let me know if it is a limitation for you. We will remove this limitation as well.

Eugene



Anonymous (login to see details)

Hi Scott,

Please use the [com.dynatrace.diagnostics.plugins.extendedmailreport\\_0.9.8.jar](#) plugin jar file which substitutes embedded in dashboard names predefined variables with their runtime values.

Please let me know if you have any issues or questions

Eugene



Anonymous (login to see details)

Hi There,

Thanks for this plugin it's really a big improvement on the standard e-mail plugin.

Just one question, I am unable to use the Filter by AgentGroups feature in the plugin, I tried the following on an incident for "Disk Storage Utilization", by using the Case sensitive name of one of the agent groups:

Name	Type	Value
AgentGroups	String	CPS-PHISC-BS



Anonymous (login to see details)

Hi Richard,

Please make sure that the "calculate only for selected agent groups" option is selected with the list of the agent groups, e.g. see Figure 3 "Measure configuration for agent groups" on page 10 of the plugin's documentation [here](#). Please let me know if you still have problems.

Eugene.



Anonymous (login to see details)

Dear Eugene,

As I try to customize html code in edit body and I have some question as below:

(refer example code from document)

- plugin will generate double link in the end of message (open in dynaTrace)
- If I want to change OK picture \${IMAGE\_WARNING\_OK} to incident (red icon), which parameter should I try ?
- If I want to change \${INCIDENT\_STARTED\_ENDED} to start or occur, which parameter should I try ?
- \${VIOLATION\_MESSAGE\_1} show nothing what this parameter relate to ?



Anonymous (login to see details)

Hi Tanapon,

Here are answers:

- Example of the customized e-mail body from the plugin's [documentation](#) contains footer already. Plugin adds default footer to the e-mail if the Body Footer parameter is empty. So, if you set the Body Footer parameter to something like "<table></table>" then double links at the end of the message will disappear.  
Please also use the following [BodyExample.html](#) file as body of your e-mail. It is slightly modified version of the example presented in the plugin's [documentation](#).
- The \${IMAGE\_WARNING\_OK} variable contains link to the red or green icons depending on if incident is open (red icon) or closed (green icon). If you need to put in the e-mail image of the red icon, please use the following link "res/notification\_email\_warning.png". For the green icon link is "res/notification\_email\_ok.png". These icons are in the "res" directory of the jar file.
- The \${INCIDENT\_STARTED\_ENDED} variable has two following values: started/ended depending on status of the incident. Incident status is shown in the \${IS\_OPEN} and \${IS\_CLOSED} boolean variables.
- For the built-in OOTB incidents \${MESSAGE} variable contains violation message. Please use it in your customized notification e-mails for the built-in OOTB incidents. Please see example of the e-mail for an OOTB incident with \${MESSAGE} variable containing violation message [here](#). Example of the e-mail for a non-OOTB incidents which contains violation message in the \${VIOLATION\_MESSAGE\_1} variable is [here](#).

Please let me know if you have any further questions.

Eugene



Anonymous (login to see details)

Hi Eugene,

thanks for developing this plugin!

I have found a big problem: I want to send some Incident Mails in HTML Mail Format, but the Plugin only executes the teardown method instead of sending a mail before the teardown method. Plain Text Mails were sent successfully. Is this a known issue?  
I use the latest plugin version and dynaTrace 5.6.5713.



Anonymous (login to see details)

Hi Raphael,

Plugin should work with HTML format too. Could you please do the following: set plugin's log level to FINER, trigger incident, and send me generated plugin's log file?

Eugene.



Anonymous (login to see details)

Hi Eugene,

i rechecked the Plugin configuration and used your example Emailtemplate. Now everything works fine.  
I thought the header of the incident mail have to start with a Doctype and <html> tags etc like this:

```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN">
<html>
  <head>
    <style type="text/css">
      body {font-family: Arial;}
    </style>
  </head>
  <body style="font-family: 'Arial'; margin: 24px; color: #505050;">
```

 Anonymous (login to see details)  
Hi Raphael,  
I'm glad it works now. Thank you for updates.  
Eugene.

 Anonymous (login to see details)  
Hi Eugene,  
i resolved the issue. The problem was a missing resource file, and the log has no info about it.

Can you please improve the error handling? The incident mail should be created even in case of a missing resource file.  
Thanks for your support!

 Anonymous (login to see details)  
Hi Raphael,

Could you please create dynaTrace support archive and share it with me through dropbox, skype, etc.  
Eugene.

 Anonymous (login to see details)  
Hi Raphael,

I have added additional logging to the plugin. Please deploy the newest [jar](#) file from the plugin wiki [page](#), reproduce the issue and send me dynaTrace support archive file.

 **Anonymous** (login to see details)  
Hi I am customizing the plugin and i need the agent name from the ActionRecord class,is that possible ?

 Anonymous (login to see details)  
Hi Zohaib,

The com.dynatrace.diagnostics.plugins.extendedmailreport.domain.ActionRecord class contains the "sources" field which implements java.util.Map. The "sources" field contains all agent names which contributed in the incident.

Please let me know if you have further questions.  
Eugene

1

Anonymous (login to see details)

We use the extended email action plugin without any problem for incidents based on business transactions. When we want to use the plugin to send mails based on measures done by the websphere mq monitor, the mails are not send when an incident occurs.

In the logfile of the email action plugin we find this information:

014-02-14 14:53:48 FINER [Action@com.dynatrace.diagnostics.plugins.extendedmailreport.action] populateSourceOfIncidents method: Source Type: Monitor; Source Names: [\*\*\*]; Source Hosts: [\*\*\*]

2014-02-14 14:56:38 SEVERE [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] execute method: java.lang.NullPointerException exception occurred. Message = '-'; Stacktrace is 'java.lang.NullPointerException'

Any idea?

Joachim



Anonymous (login to see details)

Hi Joachim,

Plugin should work with incidents which are based on measures created by WebSphere MQ Monitor. Please deploy the latest version of the plugin, setup plugin's log level to FINER, reproduce this issue, and send me plugin's log file.

Eugene.



Anonymous (login to see details)

Hi Eugene,

We installed version 0.9.9.2. This is the logfile:

```
2014-02-17 09:50:58 FINER [ExtendedMailAction@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering setup method
2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering setup method
2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering setConfiguration method
2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering parseEmails method
2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Previous message was repeated 2 times.
2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering trimArray method
2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering getTimeMinutes method
2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Previous message was repeated 1 times.
2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] setConfiguration method: dhost is '***'
2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] setConfiguration method: Email Report Plugin properties:
hostNameToIpAddressRaw is '';
hostNameToIpAddress is '{}';
froms is '***';
tos is '***';
cc is '***';
bcc is '[]';
html format is true;
subject prefix is '';
subject is 'test incident';
subject suffix is '';
body header is '';
body is 'test';
body footer is '';
dashboards is null;
dashboards type is 'HTML';
filter agent name/host is false;
filter agent group is false;
filter custom timeframe is false;
mailHost is '***';
mailPort is '***';
quiet time from is -1;
quiet time to is -1;
smtp user is '';
smtp password is '';
smtp ssl is 'false';
dtHost is '***';
dtPort is '***';
dtUser is '***';
dtPassword is '***';
Agents is '[]';
AgentGroups is '[]';
Collectors is '[]';
Monitors is '[test queue acc]';
Hosts is '***';
2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering setDashboardUrl method
2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering setFooterUrl method
2014-02-17 09:50:58 FINER [ExtendedMailAction@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering execute method
2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering execute method
2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering populateSourceOfIncidents method
2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] populateSourceOfIncidents method: triggerValue source 'test queue acc'; triggerValue source type 'Monitor'; value is '1040.0'
2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering updateSourceReferences method
```

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering addSource(SourceType type, Map<SourceType, SourceReferences> map, String name, String host) method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] entering method addSource(SourceType type, Map<SourceType, SourceReferences> map, String name, String host)...

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: New type 'Monitor'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: source name 'test queue acc'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: add name to the ALL\_NAMES variable: 'test queue acc'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: sNameHost variable: ''

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: add name@host to the ALL\_NAME\_HOSTS variable: ''

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: add host to the ALL\_HOSTS variable: ''

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: add host to the ALL\_HOSTS variable of the SourceType Server is not defined yet because sourceReference object is null

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] populateSourceOfIncidents method: violatedMeasure 'OLDEST\_MSG\_AGE [null] (test queue acc@\*\*\*); metricName 'OLDEST\_MSG\_AGE'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering addSource(SourceType type, Map<SourceType, SourceReferences> map, String name, String host) method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] entering method addSource(SourceType type, Map<SourceType, SourceReferences> map, String name, String host)...

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: Existing type 'Monitor'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: add name to the ALL\_NAMES variable: 'test queue acc'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: sNameHost variable: 'test queue acc@\*\*\*'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: add host to the ALL\_NAME\_HOSTS variable: 'test queue acc@\*\*\*'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: add host to the ALL\_HOSTS variable: '\*\*\*'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: add host to the ALL\_HOSTS variable of the SourceType Server: '\*\*\*'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] populateSourceOfIncidents method: triggerValue source 'test queue acc'; triggerValue source type 'Monitor'; value is '1040.0'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering updateSourceReferences method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering addSource(SourceType type, Map<SourceType, SourceReferences> map, String name, String host) method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] entering method addSource(SourceType type, Map<SourceType, SourceReferences> map, String name, String host)...

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: Existing type 'Monitor'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: add name to the ALL\_NAMES variable: 'test queue acc'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: add host to the ALL\_NAME\_HOSTS variable: 'test queue acc@\*\*\*'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: add host to the ALL\_HOSTS variable of the SourceType Server: '\*\*\*'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering logSourceOfIncidents method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] populateSourceOfIncidents method: Source Type: Server: Source Names: []: Source Hosts: ['\*\*\*']

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] populateSourceOfIncidents method: Source Type: Monitor: Source Names: [test queue acc]: Source Hosts: ['\*\*\*']

2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering isEmailNeeded method

2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: quiet time indicator is 'false'

2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: agent names: ['']

2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: agent names: no entries with type Agent

2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: agentGroup names: ['']

2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: agentGroup names: no entries with type AgentGroup

2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: monitor names: [test queue acc]

2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: source references: [test queue acc]

2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: pattern for monitor 'test queue acc' matches name 'test queue acc'

2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering getData method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering populateSubstituterMap method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Previous message was repeated 1 times.

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering getViolation method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering getDurationAsString method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering getViolatedMeasureStringFields method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Previous message was repeated 2 times.

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering getViolatedTriggerValueDoubleFields method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering getViolatedMeasureStringFields method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Previous message was repeated 1 times.

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering collectionAsString method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering getViolatedMeasureDoubleFields method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Previous message was repeated 3 times.

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering getViolatedMeasureStringFields method

2014-02-17 09:50:58 FINER [HelperUtils@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering getExceptionAsString method

2014-02-17 09:50:58 FINER [HelperUtils@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering getStackTraceAsString method

2014-02-17 09:50:58 SEVERE [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Previous message was repeated 5 times.

2014-02-17 09:50:58 SEVERE [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] execute method: java.lang.NullPointerException exception occurred. Message = '-'; Stacktrace is 'java.lang.NullPointerException

```

at com.dynatrace.diagnostics.plugin.actionhelper.ActionHelper.getViolatedMeasureStringFields(ActionHelper.java:1121)
at com.dynatrace.diagnostics.plugin.actionhelper.ActionHelper.populateSubstituterMap(ActionHelper.java:701)
at com.dynatrace.diagnostics.plugins.extendedmailreport.MailExecutor.execute(MailExecutor.java:167)
at com.dynatrace.diagnostics.plugins.extendedmailreport.ExtendedMailAction.execute(ExtendedMailAction.java:76)
at com.dynatrace.diagnostics.sdk.UserPluginManager.executePlugin(SourceFile:780)
at com.dynatrace.diagnostics.sdk.ActionPluginExecutor.execute(SourceFile:32)
at com.dynatrace.diagnostics.sdk.ActionPluginExecutor.execute(SourceFile:14)
at com.dynatrace.diagnostics.scheduling.impl.ServerJobCenterRegistry.a(SourceFile:192)
at com.dynatrace.diagnostics.scheduling.impl.ServerJobCenterRegistry.a(SourceFile:412)
at com.dynatrace.diagnostics.scheduling.impl.ServerJobCenterRegistry.execute(SourceFile:339)
at com.dynatrace.diagnostics.scheduling.impl.SchedulerJob.a(SourceFile:101)
at com.dynatrace.diagnostics.scheduling.impl.SchedulerJob.work(SourceFile:92)
at com.dynatrace.diagnostics.scheduling.impl.SchedulerJob.executeJobInfo(SourceFile:241)
at com.dynatrace.diagnostics.scheduling.impl.QuartzJob.execute(SourceFile:45)
at org.quartz.core.JobRunShell.run(JobRunShell.java:202)
at com.dynatrace.diagnostics.scheduling.impl.QuartzThreadPool$WorkerThread.run(SourceFile:788)

```

'

2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering execute method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Previous message was repeated 1 times.

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering populateSourceOfIncidents method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] populateSourceOfIncidents method: triggerValue source 'test queue acc'; triggerValue source type 'Monitor'; value is '241042.0'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering updateSourceReferences method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering addSource(SourceType type, Map<SourceType, SourceReferences> map, String name, String host) method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] entering method addSource(SourceType type, Map<SourceType, SourceReferences> map, String name, String host)...

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: New type 'Monitor'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: source name 'test queue acc'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: add name to the ALL\_NAMES variable: 'test queue acc'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: sNameHost variable: ''

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: add name@host to the ALL\_NAME\_HOSTS variable: ''

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: add host to the ALL\_HOSTS variable: ''

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: add host to the ALL\_HOSTS variable of the SourceType Server is not defined yet because sourceReference object is null

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] populateSourceOfIncidents method: violatedMeasure 'OLDEST\_MSG\_AGE [null] (test queue acc@\*\*\*); metricName 'OLDEST\_MSG\_AGE'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering addSource(SourceType type, Map<SourceType, SourceReferences> map, String name, String host) method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] entering method addSource(SourceType type, Map<SourceType, SourceReferences> map, String name, String host)..

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: Existing type 'Monitor'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: add name to the ALL\_NAMES variable: 'test queue acc'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: sNameHost variable: 'test queue acc@\*\*\*'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: add host to the ALL\_NAME\_HOSTS variable: 'test queue acc@\*\*\*'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: add host to the ALL\_HOSTS variable: '\*\*\*'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: add host to the ALL\_HOSTS variable of the SourceType Server: '\*\*\*'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] populateSourceOfIncidents method: triggerValue source 'test queue acc'; triggerValue source type 'Monitor'; value is '241042.0'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering updateSourceReferences method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering addSource(SourceType type, Map<SourceType, SourceReferences> map, String name, String host) method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] entering method addSource(SourceType type, Map<SourceType, SourceReferences> map, String name, String host)..

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: Existing type 'Monitor'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: add name to the ALL\_NAMES variable: 'test queue acc'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: add host to the ALL\_NAME\_HOSTS variable: 'test queue acc@\*\*\*'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] addSource method: add host to the ALL\_HOSTS variable of the SourceType Server: '\*\*\*'

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering logSourceOfIncidents method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] populateSourceOfIncidents method: Source Type: Server: Source Names: []: Source Hosts: ['\*\*\*']

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] populateSourceOfIncidents method: Source Type: Monitor: Source Names: [test queue acc]: Source Hosts: ['\*\*\*']

2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering isEmailNeeded method

2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: quiet time indicator is 'false'

2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: agent names: ['']

2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: agent names: no entries with type Agent

2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: agentGroup names: ['']

2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: agentGroup names: no entries with type AgentGroup

2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: monitor names: [test queue acc]

2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: source references: [test queue acc]

2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: pattern for monitor 'test queue acc' matches name 'test queue acc'

2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering getActionData method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering populateSubstituterMap method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Previous message was repeated 1 times.

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering getViolation method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering getDurationAsString method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering getViolatedMeasureStringFields method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Previous message was repeated 2 times.

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering getViolatedTriggerValueDoubleFields method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering getViolatedMeasureStringFields method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Previous message was repeated 1 times.

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering collectionAsString method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering getViolatedMeasureDoubleFields method

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Previous message was repeated 3 times.

2014-02-17 09:50:58 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering getViolatedMeasureStringFields method

2014-02-17 09:50:58 FINER [HelperUtils@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering getExceptionAsString method

2014-02-17 09:50:58 FINER [HelperUtils@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering getStackTraceAsString method

2014-02-17 09:50:58 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering teardown method

Regards,

Joachim



Anonymous (login to see details)

Hi Joachim,

Thank you for the log. I have created a new jar file [here](#). Could you please deploy it, trigger the incident and let me know results.

Eugene.



Anonymous (login to see details)

Hi Eugene,

The problem is fixed with the new jar file.

Thx,

Joachim



Anonymous (login to see details)

Hi Joachim,

Thank you for checking. I've just updated plugin's wiki page with the patched jar file. Its version is 0.9.9.3. We appreciate that you pointed our attention to this issue.

Eugene.



Anonymous (login to see details)

Hi Eugene,

The previous fix caused another problem for the business transactions:

```
2014-02-20 15:14:34 SEVERE [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action]
execute method: java.lang.IndexOutOfBoundsException exception occurred. Message = 'Index: 2, Size: 1';
Stacktrace is 'java.lang.IndexOutOfBoundsException: Index: 2, Size: 1'

at java.util.ArrayList.RangeCheck(ArrayList.java:547)
at java.util.ArrayList.get(ArrayList.java:322)
at com.dynatrace.diagnostics.plugin.actionhelper.ActionHelper.populateSubstituterMap(ActionHelper.java:727)
at com.dynatrace.diagnostics.plugins.extendedmailreport.MailExecutor.execute(MailExecutor.java:167)
at com.dynatrace.diagnostics.plugins.extendedmailreport.ExtendedMailAction.execute(ExtendedMailAction.java:76)
at com.dynatrace.diagnostics.sdk.UserPluginManager.executePlugin(SourceFile:780)
at com.dynatrace.diagnostics.sdk.ActionPluginExecutor.execute(SourceFile:32)
at com.dynatrace.diagnostics.sdk.ActionPluginExecutor.execute(SourceFile:14)
at com.dynatrace.diagnostics.scheduling.impl.ServerJobCenterRegistry.a(SourceFile:192)
at com.dynatrace.diagnostics.scheduling.impl.ServerJobCenterRegistry.a(SourceFile:412)
at com.dynatrace.diagnostics.scheduling.impl.ServerJobCenterRegistry.execute(SourceFile:339)
at com.dynatrace.diagnostics.scheduling.impl.SchedulerJob.a(SourceFile:101)
at com.dynatrace.diagnostics.scheduling.impl.SchedulerJob.work(SourceFile:92)
at com.dynatrace.diagnostics.scheduling.impl.SchedulerJob.executeJobInfo(SourceFile:241)
at com.dynatrace.diagnostics.scheduling.impl.QuartzJob.execute(SourceFile:45)
at org.quartz.core.JobRunShell.run(JobRunShell.java:202)
at com.dynatrace.diagnostics.scheduling.impl.QuartzThreadPool$WorkerThread.run(SourceFile:788)
```

Regards,

Joachim



Anonymous (login to see details)

Hi Joachim,

I'll look into it. Please send me plugin's FINER log to my e-mail: [eugene.turetsky@compuware.com](mailto:eugene.turetsky@compuware.com). Let's communicate over e-mails until issue is resolved.

Eugene.



Anonymous (login to see details)

Hi Joachim,

Could you please deploy the following [jar](#) and send me plugin's FINER log file?

Eugene.



Anonymous (login to see details)

Hi Joachim,

Issue is fixed in 0.9.9.4 release and available [here](#). Thank you very much for reporting this issue and help with testing patches. I really appreciate it.

Regards,  
Eugene.



Anonymous (login to see details)

Any chance you could explain what the problem was? We only see this error sometimes and would like to know what the difference is? Thanks.



Anonymous (login to see details)

Hi PTC Support,

Could you please send us plugin's FINER log file when you see a nstacktrace? In this case we will be able to evaluate issue to make sure that this is the same issue.

Eugene.

**Anonymous (login to see details)**

The error appeared to be the exact same. Version of the plugin is 0.9.7. We are going to try the new version:

```
2014-04-14 09:02:36 SEVERE
[Action@com.dynatrace.diagnostics.plugins.extendedmailreport.action] execute
method: java.lang.IndexOutOfBoundsException exception occurred. Message = 'Index: 1,
Size: 1'; Stacktrace is 'java.lang.IndexOutOfBoundsException: Index: 1, Size: 1
at java.util.ArrayList.RangeCheck(ArrayList.java:547)
at java.util.ArrayList.get(ArrayList.java:322)
at
com.dynatrace.diagnostics.plugin.actionhelper.ActionHelper.populateSubstituterMap(ActionHelper
at
com.dynatrace.diagnostics.plugins.extendedmailreport.MailExecutor.execute(MailExecutor.java:179
at
com.dynatrace.diagnostics.plugins.extendedmailreport.ExtendedMailAction.execute(ExtendedMailAction
at
com.dynatrace.diagnostics.sdk.UserPluginManager.executePlugin(SourceFile:745)
at com.dynatrace.diagnostics.sdk.ActionPluginExecutor.execute(SourceFile:32)
at com.dynatrace.diagnostics.sdk.ActionPluginExecutor.execute(SourceFile:14)
at
com.dynatrace.diagnostics.scheduling.impl.ServerJobCenterRegistry.a(SourceFile:192)
at
com.dynatrace.diagnostics.scheduling.impl.ServerJobCenterRegistry.a(SourceFile:415)
at
com.dynatrace.diagnostics.scheduling.impl.ServerJobCenterRegistry.execute(SourceFile:339)
at com.dynatrace.diagnostics.scheduling.impl.SchedulerJob.a(SourceFile:101)
at
com.dynatrace.diagnostics.scheduling.impl.SchedulerJob.work(SourceFile:92)
at
com.dynatrace.diagnostics.scheduling.impl.SchedulerJob.executeJobInfo(SourceFile:241)
at com.dynatrace.diagnostics.scheduling.impl.QuartzJob.execute(SourceFile:45)
at org.quartz.core.JobRunShell.run(JobRunShell.java:202)
at
com.dynatrace.diagnostics.scheduling.impl.QuartzThreadPool$WorkerThread.run(SourceFile:788)
```

**Anonymous (login to see details)**

Hi PTC Support,

Yes, please upgrade to the latest version of the plugin. Let me know if you still have a problem.

Eugene.

**Anonymous (login to see details)**

We have upgraded to the latest release and now are seeing the following error when trying to send an HTML email notification:

```
2014-05-08 14:26:22 SEVERE
[MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] execute
method: java.lang.NullPointerException exception occurred.
Message = '-'; Stacktrace is 'java.lang.NullPointerException
at org.apache.commons.io.FileUtils.copyURLToFile(FileUtils.java:1460)
at
com.dynatrace.diagnostics.plugins.extendedmailreport.MailExecutor.getFile(MailExecutor
at
com.dynatrace.diagnostics.plugins.extendedmailreport.MailExecutor.setEmailBody(MailExecutor
at
com.dynatrace.diagnostics.plugins.extendedmailreport.MailExecutor.sendMailAction(MailExecutor
at
com.dynatrace.diagnostics.plugins.extendedmailreport.MailExecutor.processIncident(MailExecutor
at
com.dynatrace.diagnostics.plugins.extendedmailreport.MailExecutor.sendMail(MailExecutor
at
com.dynatrace.diagnostics.plugins.extendedmailreport.MailExecutor.execute(MailExecutor
at
com.dynatrace.diagnostics.plugins.extendedmailreport.ExtendedMailAction.execute(ExtendedMailAction
at
com.dynatrace.diagnostics.sdk.UserPluginManager.executePlugin(SourceFile:745)
at
com.dynatrace.diagnostics.sdk.ActionPluginExecutor.execute(SourceFile:32)
at
com.dynatrace.diagnostics.sdk.ActionPluginExecutor.execute(SourceFile:14)
at
com.dynatrace.diagnostics.scheduling.impl.ServerJobCenterRegistry.a(SourceFile:192)
at
com.dynatrace.diagnostics.scheduling.impl.ServerJobCenterRegistry.a(SourceFile:415)
at
com.dynatrace.diagnostics.scheduling.impl.ServerJobCenterRegistry.execute(SourceFile:339)
at
com.dynatrace.diagnostics.scheduling.impl.SchedulerJob.a(SourceFile:101)
at
com.dynatrace.diagnostics.scheduling.impl.SchedulerJob.work(SourceFile:92)
at
com.dynatrace.diagnostics.scheduling.impl.SchedulerJob.executeJobInfo(SourceFile:241)
at
com.dynatrace.diagnostics.scheduling.impl.QuartzJob.execute(SourceFile:45)
at org.quartz.core.JobRunShell.run(JobRunShell.java:202)
at
com.dynatrace.diagnostics.scheduling.impl.QuartzThreadPool$WorkerThread.run(Sou
```

FYI - I set the logging level to FINER and there were no further details.

**Anonymous (login to see details)**

Hi PTC Support,

Could you please send me plugin's log file with FINER log level.  
Please send it to my e-mail at [eugene.turetsky@compuware.com](mailto:eugene.turetsky@compuware.com)?

Eugene.

**Anonymous (login to see details)**

Figured out the problem. We had a custom image being referenced in the HTML body which was missing.

**Anonymous (login to see details)**

Hi PTC Support,

This is exactly right. Missing file is 'res/notification\_email\_excl.png'. I saw yesterday that problem was in the missing image files. So, new logging level helped to find exact names of the files which are missing in the "res" directory.

Eugene.

**Anonymous (login to see details)**

I've been testing the filters. I have a problem with the way it works if you use two filters at the same time. I tried using both an agent name filter and a host name filter. It appears to be matching if it fits either filter. I need it to match if it fits both filters. Is this working by design?

**Anonymous (login to see details)**

Hi Shaun,

Do you have agents with the same names across different servers?

Eugene.

**Anonymous (login to see details)**

We have agents that share a partial name. For instance, we have an agent filter of "abc.\*". This will match agents across multiple hosts.

**Anonymous (login to see details)**

Hi Shaun,

This behavior is by design. Filters are applying to one category of incident's sources, i.e. agents, agent groups, monitors, collectors, and servers. Result will be concatenation of different categories of sources.

Eugene.



Anonymous (login to see details)

Hi Eugene,

I have been testing your plugin a bit further and came across a problem with the filtering criteria.

We have different teams administering different applications and I am trying to send alerts based on the built in incident "Response Time Degraded" so that it will only trigger an alert for that application to the relevant team. The group I am testing this on is called "DCS" so I have the plugin configured to filter on the DCS agentgroup.

The applications response time is based on a business transaction that is splitting by URI by application.

On our application dashboard this is showing perfectly but when the response time threshold is breached it is not triggering the alert?

Below you will see the relevant plugin logfile extract for this occurance:

```
2014-02-27 10:58:09 FINER [Action@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering isEmailNeeded method
2014-02-27 10:58:09 FINER [Action@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: quiet time indicator is 'false'
2014-02-27 10:58:09 FINER [Action@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: agent names: '[]'
2014-02-27 10:58:09 FINER [Action@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: source references: '[]'
2014-02-27 10:58:09 FINER [Action@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: agentGroup names: '[DCS]'
2014-02-27 10:58:09 FINER [Action@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: agentGroup names: no entries with type AgentGroup
2014-02-27 10:58:09 FINER [Action@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: monitor names: '[]'
2014-02-27 10:58:09 FINER [Action@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: monitor names: no entries with type Monitor
2014-02-27 10:58:09 FINER [Action@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: collector names: '[]'
2014-02-27 10:58:09 FINER [Action@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: collector names: no entries with type Collector
2014-02-27 10:58:09 FINER [Action@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: server names: hosts: '[]'
2014-02-27 10:58:09 FINER [Action@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: server names: source references: '[-]'
2014-02-27 10:58:09 FINER [Action@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: agent host names: hosts: '[]'
2014-02-27 10:58:09 FINER [Action@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: sr: '[]'
2014-02-27 10:58:09 FINER [Action@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: collector host names: hosts: '[]'
2014-02-27 10:58:09 FINER [Action@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: collector host names: no entries with type Collector
2014-02-27 10:58:09 FINER [Action@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: monitor host names: hosts: '[]'
2014-02-27 10:58:09 FINER [Action@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: monitor host names: no entries with type Monitor
```

My config from the log file:

```
filter agent name/host is false;
filter agent group is true;
filter custom timeframe is false;
```

```
Agents is '[]';
AgentGroups is '[DCS]';
Collectors is '[]';
Monitors is '[]';
Hosts is '[]';
```

So from this log it looks like it's not able to tie this URI back to the agent group?

Kind Regards

Richard



Anonymous (login to see details)

Hi Richard,

Could you please e-mail me plugin's FINER log?

Eugene.



Anonymous (login to see details)

Hi Guy's

i need some Help configuring this plugin, I have tried a number of options. What I need the alert to do is the following.

My subject in an email is "[Severe] [started] Application Infrastructure Free Disk Capacity For avpspweba01 on **HERE I NEED TO ADD ANY OF THE BELOW**" using a off course.

AGENT GROUPS

GROUP1

GROUP2

GROUP3

Thank you

Gert..



Anonymous (login to see details)

Hi Gert,

Have you tried Agent based monitoring when the target host has at least one active and connected Agent? Please see [Agent based monitoring page](#) for details.

If your incident rule is based on the Agent less measures and not on the Agent based measures, you will not be able to get agent group names. Example of Agent less measures are measures provided by Windows Performance Monitor and Unix Monitor plugins.

Let me know if you have further questions.

Eugene.



Anonymous (login to see details)

Hi there

I am trying to customise the plugin to send alerts for all Agents except for a specific one (or a list of agents) I am struggling with the syntax here.

The Agent name to be excluded is:

os123@dhvvvfan01

How would I specify this in the Agent field of the plugin?

Anton



Anonymous (login to see details)

Hi Anton,

Please do not specify agent name os123@dhvvvfan01 in the list of agent names in the plugin's agent names filter field (i.e. plugin's parameter field is "Agents"). If you are using [Java regular expressions](#), make sure that they will not allow the agent name os123@dhvvvfan01 to be selected.

Let me know if you have any further questions.

Eugene.



Anonymous (login to see details)

Hi Eugene

I want to specify that the Alert should be sent out if ANY agent has an incident raised EXCEPT this one. I have over 2000 agents I am monitoring and cannot specify them all. I have read the Java expression doc and examples, but I do not understand how to syntax for this specific field in the Plugin works.

Do I specify it as "^dhvvvfan01" or [^[dhvvvfan01](#)]? I think I have tried every way I can think of...

Your help would be much appreciated.

Anton.



Anonymous (login to see details)

Hi Anton,

In your case you should be able to use the following Java regular expression: "^(!.\*\\bdhvfffffan01\\b).\*"

Please let me know if it doesn't work. Please provide the FINER log from the plugin and plugin's configuration settings.

Eugene.



Anonymous (login to see details)

Hi Eugene,

I tried the regular expression which you suggested in the above post. Even when the agent name contains the string CHDD-ES0, I am receiving an email. Should I include "" in the regex for it to work? Below is part of my filter.xml file.

```
<sources>
<agent>
<name>^(?!.*\\bCHDD-ES0\\b).*$/</name>
</agent>
</sources>
```

Thanks,

Keerti



Anonymous (login to see details)

Hello Keerti,

I'm not sure if case described in the this [post](#) is applicable to you.

Eugene.



Anonymous (login to see details)

Hi there

Is there a way to Build the Default for the Body Header/Footer into the plugin? In the plugin.xml file I can't paste the long block of HTML that want to be part of this in here:

```
<property key="BodyHeader" label="Body Header" type="string" description="e-mail's body header (optional)" default="" multiline="true" />
<property key="Body" label="Body" type="string" description="e-mail's body (optional)" default="" multiline="true" />
<property key="BodyFooter" label="Body Footer" type="string" description="e-mail's body suffix (optional)" default="" multiline="true" />
```

I can get all the other information in there...

Thanks

Anton



Anonymous (login to see details)

Hi Anton,

There are few ways of doing it. First (and it is the recommended way) is to use regular steps of dynaTrace client to setup default value of the parameter in question through the multiline parameter menu and paste or import content from the file there.

Second way is to use dynaTrace PDE and paste content for the parameter in question through the PDE menu. PDE will embed default content directly to the plugin.xml file. The first way is preferable because it applies only to the specific plugin deployment while the second way applies to every plugin deployment. As far as I know you can paste very large files there (>1MB).

Please note that you cannot edit default value of the parameter in the plugin.xml file with an editor unless you encode data of the default value.

Let me know if you still have questions.

Eugene.



Anonymous (login to see details)

Ok. Thanks Eugene.



Anonymous (login to see details)

Hi Eugene,

Would the filtering work for the out of the box incidents (e.g. Application Process Unavailable), because you are not able to select "Create a Measure for Each Agent" or select agent groups for these incidents.



Anonymous (login to see details)

Hi Wayne,

Yes, filtering based on agent names should work for this specific out of the box incident. I have attached an example of the [e-mail](#) from one of the tests that we are performing on the Extended Mail Action plugin. This e-mail shows list of the predefined variables which were populated by the "Application Process Unavailable (unexpected)" incident. Please note that the \${AGENT\_NAME\_1} or \${AGENT\_NAME} were populated with the name of the agent where incident occurred. So, you can filter e-mails from the Extended Mail Action plugin by agent names.

There is a known deficiency in the dynaTrace plugin interface which does not allow to get source of the incident on the plugin side. In order to check if the incident in question is affected by this deficiency please do the following:

1. Cut and paste the following body [header](#) to the Body Header parameter of the Extended Mail Action plugin;
2. Trigger the incident in question;
3. Check if predefined variables are populated.
  - a. If they are populated, you can use filtering for this specific out of the box incident.
  - b. If they are not populated, then this is a dynaTrace plugin interface deficiency.

Please let me know if you have any further questions.

Eugene.



Anonymous (login to see details)

Eugene,

I am trying to filter on agent name for the "Application Process Shutdown" incident. The alert works without a filter, but does not work when something is defined in the agents section of the plugin.

I have verified I see a value for \${AGENT\_NAME} and the other predefined variables. I upgraded to version 0.9.9.18 of the plugin, but still can not get it to work.

Thank you for your help in advance.



Anonymous (login to see details)

Hi John,

Most likely "Agents" filter prevents you from receiving e-mail notifications. Could you please send me configuration settings screenshot of the plugin that I can check "Agents" filter settings? You also can export the system profile and send me xml file. Please set plugin log level to FINER and send me gathered log file. Please send all files to my e-mail [eugene.turetsky@dynatrace.com](mailto:eugene.turetsky@dynatrace.com).

One more thing: could you please set the Email Notification plugin and send me its notification e-mail?

Eugene.



Anonymous (login to see details)

Can you also set up filtering for VIOLATED\_MEASURE\_NAME? This is helpful when you're setting up alerts based of baseline data from the Application Overview.



Anonymous (login to see details)

Hi Scott,

Yes, we can do it. For scheduling purposes, how soon do you need this feature to be available?

Eugene.



Anonymous (login to see details)

No rush. You can roll it into any upcoming release you have scheduled. Thanks for the response.



Anonymous (login to see details)

Hi Scott,

New version 0.9.9.18 of the Extended Mail Action plugin supports filtering by violated measure names. For details please see its release notes. Please let me know if you have any issues or questions.

Eugene.



Anonymous (login to see details)

Thanks Eugene! Will let you know of any issues.



Anonymous (login to see details)

Has anyone tried attachment with 6.0 because i am getting the following error even though the username and password is twice checked to be correct :

2014-12-02 03:35:12 SEVERE [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] getFileFromUrl method: 'Response code '401' returned with the message 'Unauthorized' from url path '/rest/management/reports/create/ServicesStatus' url query 'type=PDF'



Anonymous (login to see details)

Hi Zohaib,

The Extended Mail Action plugin sends attachments in Dynatrace 6.0. I've just re-checked it and was able to get attachment as a PDF file. Please set plugin's log level to FINER and watch for the following line:

getFileFromUrl method: contacting URL : <http://<dt-server-host>:<dt-server-REST-port>/rest/management/reports/create/<report-name>?type=PDF>; dashboardName is '<report-name>'; user is 'XXXXXX'; password is 'YYYYYY'

Make sure it contains correct HTTP protocol, URL, user and password. Try to create report manually using http://<dt-server-host>:<dt-server-REST-port> URL.

Let me know if you still have issue.

Eugene



Anonymous (login to see details)

I have an incident that fires off based on 2 different measures:

Time of Foo and  
Invocation of Bar

I'm trying to setup the body of my email to only show the measurement of the time value. Using VIOLATED\_MEASURE\_VALUE it always returns the invocation value (NaN), it doesn't matter the order they are specified in the conditions. VIOLATED\_MEASURE\_VALUE\_ALL shows both so that doesn't work. I was also playing with measureNamePatterns to see if I could filter what values are displayed based on the measure name. I used "Time of Foo" for the pattern. I tried that with both VALUE and VALUE\_ALL and it didn't do what I was hoping for either. Is there any way to display just the one measure value?



Anonymous (login to see details)

Hi Pat,

Could you forward me e-mail that you are receiving from the Extended Mail Action plugin? My e-mail address is [eugene.turetsky@dynatrace.com](mailto:eugene.turetsky@dynatrace.com). Please cut and paste content of the following link [BodyHeaderExample.html](#) into the Body Header parameter of the plugin before triggering your incidents.

Eugene.



Anonymous (login to see details)

Thanks Eugene,

After adding all of the measures to the header it worked! So from there I found that if we just include VIOLATED\_MEASURE\_NAME\_ALL in the email body it also works. We don't want it displayed in the email so I just hid it with an HTML comment.

Looks good now.

Thanks again!



Anonymous (login to see details)

Excellent. Thank you for updates.

Eugene.



Anonymous (login to see details)

In the Email-Filters Dependency File XML , is it possible to identify agent groups based on regex? I have multiple agent groups that all start with the same three letters and it would be convenient to pair the email recipients to any agent group that has this specific three letter pattern in the beginning of the agent name. If not regex, then I will need to update the XML to include additional agent groups that may be added to the incident n the future.

Thanks,

Eric



Anonymous (login to see details)

Hi Eric,

Yes, you can use [Java regular expressions](#) for agent groups in the Email-Filters Dependency file.

Eugene.



Anonymous (login to see details)

I am having difficulty splitting email alerts that are triggered from host measures. If there is a high CPU alert (from a custom incident) I want to email certain teams depending upon the name of the host which has high CPU/Memory/Disk. When I create host measures, they are created for all hosts, and the alerts for every host are sent to all emails regardless of which team they are. Currently, it seems that the Dependency file can only filter on Agent name, and not on the host name of the host measure.

Is it possible to filter on host names from host measures in the dependency file?

Thanks,

Eric

---



Anonymous (login to see details)

Hi Eric,

Yes, it is possible to filter incidents by host names if dynaTrace engine passes to the plugin through the plugin interface host names of the incidents which you are using. Plugin can filter incidents by agent's host name, monitor's host name, collector's host name, or incident server name. To check it please cut and paste into the Body Header parameter of the plugin, using your favorite editor, the following html file located [here](#). Remove all filters, trigger the incident in question and send me notification e-mail that was sent by the plugin. My e-mail address is [eugene.turetsky@dynatrace.com](mailto:eugene.turetsky@dynatrace.com).

Eugene.



Anonymous (login to see details)

Hey Eugene,

First off, great work on this plugin! It has helped me at multiple client sites to expand past the functionality of the embedded email action.

Secondly, is it possible to pass in PurePath detail data such as exception messages or log messages into the email? My current guess is that this is not possible since this data is stored within the PW while the details are stored within the session storage. The only way I think this may be possible is to attach a dashboard with the applicable filters to the email, showing the detailed data. What are your thoughts?

Thanks in advance!

Josh Raymond

---



Anonymous (login to see details)

Hi Joshua,

Out of the box the Extended Mail Action plugin works with data which it receives from the Dynatrace engine, i.e. instances which implement the com.dynatrace.diagnostics.pdk.Instance interface, the com.dynatrace.diagnostics.pdk.Violation interface, etc. These objects contain detailed information about the incident, e.g. for the measure based violations these are values which triggered violation, violated thresholds, message of the incident, etc.

In your case, violations are event based, so, the quickest way is to create a custom action plugin which will do the work you are looking for. It is easy but I do need more details about what you are trying to accomplish in order to provide you a plugin which satisfies your requirements. So, please feel free to send me details directly at [eugene.turetsky@dynatrace.com](mailto:eugene.turetsky@dynatrace.com).

Eugene.



Anonymous (login to see details)

Hi Eugene,

Regarding Josh's post, I am also looking to add the exception messages which trigger the incident into the email body. Are there any variables in the plugin that would allow the message of the exception to be displayed in the email without using a report?

Thanks,

Eric

---



Anonymous (login to see details)

Hi Eric,

There is a way to implement Josh's requirements indirectly. Let's take it offline to discuss details. Please send me e-mail with your availability at [eugene.turetsky@dynatrace.com](mailto:eugene.turetsky@dynatrace.com).

Eugene.



Anonymous (login to see details)

Hi Eugene,

This plugin works great. Thanks for creating it.

I have the emails and filters coupled working, but the email alert does not seem to work as I need it to when I have smart alerting turned on. Specific hosts' metrics are assigned to an email group. I would like to have smart alerting turned on, in order to not flood inboxes. It seems that the once the alert is triggered for one host and the email is sent, no other emails are sent when other different hosts violate the metric threshold. Is this possible to achieve without creating multiple incidents for each host group?

Thanks,

Eric

---



Anonymous (login to see details)

Hi Eric,

The smart alerting requires manual confirmation of triggered incidents. Until this is done no new incidents will be triggered. Please look into the setting up the Evaluation Timeframe, Period (seconds) to suppress further Incidents, after Incident End, and Aggregation from the Edit Incident Rule screen to avoid flood of e-mails.

Eugene.

**Anonymous (login to see details)**

I am trying to use the filter on the Host/Server but it is not working.

My server name : crover.

When i use the name in the value of "Servers" ,no email is received.

If i use the same name in the value of "Agent Server" email is received but then again it sends email not just for this but for other servers so the filtering does not work.

Attaching the log files at the finer level <https://drive.google.com/file/d/0BwH5wZohdeHHMTBLbjEyb3hDam8/view?usp=sharing>

**Anonymous (login to see details)**

Hi Mohammad,

Could you please send me your filtering conditions? I'm missing them in the log file which you have provided. You can e-mail me directly at [eugene.turetsky@dynatrace.com](mailto:eugene.turetsky@dynatrace.com) or post them here.

Eugene.

**Anonymous (login to see details)**

Hello Eugene,

Thank you for help in setting up the MQ plugin and extended email plugin. I am still working on it and have couple of questions.

I am having issues setting up the filters for sendOnlyPatterns. I want the email to be sent if the pattern matches "\*BACKOUT\*" for the Queue. But not getting any email. If I take out this pattern I am getting the emails for all the Queues. Basically I am trying to create an Incident/email for BACKOUT only Queues and other for rest of the Queues.

I tried "measureNamePatterns" also. Not working for me.

Here is the log from the plugin.

2015-05-06 08:37:12 FINER [ExtendedMailAction@com.dynatrace.diagnostics.plugins.extendedmailreport.action] ExtendedMailAction class: Entering setup method

2015-05-06 08:37:12 FINER [ExtendedMailAction@com.dynatrace.diagnostics.plugins.extendedmailreport.action] ExtendedMailAction class: Entering execute method

2015-05-06 08:37:12 FINER [ExtendedMailAction@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Previous message was repeated 11 times.

2015-05-06 08:37:12 FINER [ExtendedMailAction@com.dynatrace.diagnostics.plugins.extendedmailreport.action] ExtendedMailAction class: Entering teardown method

Thanks

**Anonymous (login to see details)**

Hi Madhu,

Could you please send me screenshot of the plugin's configuration parameters? I'm particular interested in the sendOnlyPatterns parameter. Also, could you please let me know which version of the Email Action plugin are you using? Please feel free to send me e-mail directly to [eugene.turetsky@dynatrace.com](mailto:eugene.turetsky@dynatrace.com).

Eugene.

**Anonymous (login to see details)**

Is there an easy way to send test e-mails through the plugin? I have not been able to figure one out and am trying to work through the initial setup to just get the plugin working however having to wait between errors can be frustrating. I suppose I could set an incident on some random measure that happens all the time but it would be nice if there was just a send test e-mail feature.

**Anonymous (login to see details)**

Hi Jared,

If you use the Dynatrace PDE, you will be able to emulate an incident and trigger a notification e-mail. Please see this [link](#) about the Dynatrace PDE. Note, that PDE does not emulate a real incident, so, you may not have all runtime environment variables which you are interested in populated by the PDE.

Let me know if you have any further questions.

Eugene.

**Anonymous (login to see details)**

I am trying to troubleshoot getting the plugin working on Dynatrace 6.1 after some trial and error it seems to finally be trying to send the message but now I am getting some java errors:

<https://gist.githubusercontent.com/anonymous/aadddb1c11930b063ff4/raw/bc268ef2d46acf063d3534804bfc13fafca28ef0/E-mail%20Extender%20Error>

These errors happen twice(see link above for details):

setEmailBody method: java.lang.NullPointerException exception occurred.

sendMailAction method: java.lang.NullPointerException exception occurred.

processIncident method: java.lang.NullPointerException exception occurred.

sendMail method: java.lang.NullPointerException exception occurred.

execute method: java.lang.NullPointerException exception occurred.

execute method: processEmails method returned message 'java.lang.NullPointerException exception occurred.

[Here is an example of my e-mail body, is there an HTML issue?](#) This is primarily copy pasted and then edited from there and seems to display fine in html editor.



## Anonymous (login to see details)

Hi Jared,

What version of the Extended Mail Action plugin are you using? In assumption that it is the latest version of the plugin, i.e. 0.9.9.21, most likely the issue is in line 110 of the e-mail body:

```

```

because there is no the dynatrace\_logo.png file in the res directory in the jar file. Please change this line to `` if you are using the latest plugin release 0.9.9.21. Please also see the first bullet in this post to avoid duplication of the e-mail's Footer page.

An example of the body of the Extended Mail Action plugin which is referenced on the plugin's wiki page by the following link is slightly outdated and needs to be synchronized with the most recent plugin releases.

Please let me know if you have any further issues or questions.

Eugene.



## Anonymous (login to see details)

This and this are the formats I am currently trying. I am getting the e-mails to send and they are appending a portion of the body, however, it seems that pieces after line 7/9 respectively are not working. Are <html> and <body> requirements for formatting? I notice in the old documentation none of the screenshots have the html check box and some examples don't have the body tag. I have mostly copied and then updated the format from examples already given in the documentation.

I have finer logging turned on and the e-mail sends. I know it displays correctly using an html editor so I think I just have it improperly formatted for this plugin. Here is all the log shows(e-mail and server info removed for privacy).



## Anonymous (login to see details)

Hi Jared,

The plugin adds <html>, <head>, and <body> tags itself, so, you don't need to add them into the customized body of the e-mail. Please see this screenshot for details.

I also added into the release [0.9.9.22](#) additional FINER level log messages to get the HTML body as it is composed by the plugin. Please deploy it, set the FINER level logging for the plugin, trigger the incident and send me the plugin's log file to [eugene.turetsky@dynatrace.com](mailto:eugene.turetsky@dynatrace.com).

Eugene.



## Anonymous (login to see details)

Actually I was looking at the source code and realized that the data is there. It seems to be an issue with the way outlook 2010 is formatting the e-mail. If I choose to view in browser, or send it to my gmail the e-mail displays correctly, but in outlook everything below the main description appears to be gone. My outlook is set to display e-mail in HTML so I will see what I can do.

[Here is the log example which shows no issues.](#)



## Anonymous (login to see details)

Hi Jared,

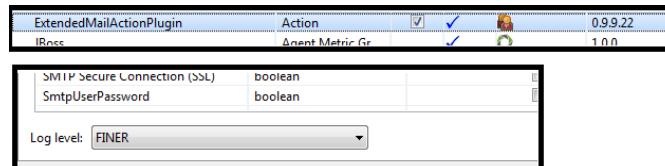
I don't see FINER log messages with the content of the HTML file in the plugin's log file from your post above. I have made slight changes in the level of logging and rebuild the 0.9.9.22 jar file. Please deploy it from [here](#), trigger the incident and post the log file here. I'd like you to get an HTML file of the e-mail body as it is generated by the plugin. This will help you to address the issue possibly to MS team.

Eugene.



## Anonymous (login to see details)

i do have the plugin setup with the latest version and loglevel is set to finer(at least at the plugin screen). Is there anywhere else I need to set log level outside of server>plugins>select extendedmailactionplugin>properties>loglevel?



All logs that I am currently seeing all have the same info as the previously posted one [here](#).



## Anonymous (login to see details)

Hi Jared,

Please use the 0.9.9.23 version of the plugin [here](#) which does not require setting log level to FINER. You can use default level of logging, i.e. INFO level.

Please make sure that you are using right Dynatrace server to trigger incidents if you have multiple ones.

Eugene.



## Anonymous (login to see details)

i'll give it a try. We only have one production server at this time that we are using this on. The plugin and incidents are also only on that server I'm testing with.



Anonymous (login to see details)

[Here is the log with the HTML info.](#)

I know the host info is showing blank but that is intended for this specific alert from testing and the errors are not host specific.

The only other thing I am noticing is that the Initial .png for the alert(the red !) is not appearing in the browser view of e-mails and in gmail it is shown as an attachment where the others are built into the e-mail.

**Informational Incident(adv) started: Test Incident(5xx)**  
this is primarily for testing plugins since the error occurs often

---

**My Details**

Time:	Wed Jun 03 09:55:10 EDT 2015
Monitors:	[REDACTED]
System Profile:	-
Application:	-
Hosts:	-, -, -, -, -, -
Severity:	Informational

**My Violations**

HTTP 5xx Response (internal): Was 1 num but should be lower than 1 num.

[View in the dynaTrace local Client](#)



Anonymous (login to see details)

Hi Jared,

I see that there is a typo in line 4 [here](#), i.e. instead of <imgsrc=... there should be <img src=...  
Please see below screenshot.

```

1  <table style="border: 0px;" cellpadding="0" cellspacing="0">
2    <tr> Typo here, should be "<img src..." instead of "<imgsrc..."
3      <td style="width: 5px; margin-right: 8px;">
4        <imgsrc="dtbundlesresource:${IMAGE_WARNING_OK}" />
5      </td>
```

Please fix it and let me know if you have issues.

Eugene.



Anonymous (login to see details)

well the image displays correctly now however it still cuts off after the incident information line so there must be some formatting issue that outlook does not like.

I just started over with the source from one of the default messages and was able to get that working. Thanks for all the troubleshooting.



Anonymous (login to see details)

Hi Jared,

Yes, surely, you need to size elements properly 😊. Good job!

Eugene.



Anonymous (login to see details)

Hello Eugene,

I have been using this plugin and I appreciate it lot.

Please refer my forum question: [Email Alerting only when error count exceeds particular value in a time interval](#)

How do I get achieve this?

Further I want to add, incidence once begun stops only when *incidence* has been ended. The *action tab* is capable only to send email on begin and/or on end of incidence.

We faced many situations when a sub-system failed and all of sudden too many depended transactions start failing. In such case only two incidence alerts were being sent on indicating beginning and ending of failure. In between there were no alert. Hence Our production support teams have no ways to know if incidence is being continued and how many fails occurred in last 2 minutes during system crash(in between start and ending).

How about a 'task' tab, just like an action tab? In case of bulk failure, task would be scheduled for particular time period indicating failures which in turn would fill the gap. Task would stop as soon as incidence is ended.

Please suggest.



Anonymous (login to see details)

Hey Eugene,

Great work on the plugin! Just wondering if it was possible to embed a chart within the alert. In other words, would it be possible to run a HTML report and then embed that report instead of attaching it? With this method, my thinking is that you could create a dashboard with only one chart in it and simply embed that chart using your plugin into the email alert, eliminating the need for attachments all while providing a nice visual view of the issue.

What are your thoughts?

Thanks!

Josh Raymond



Anonymous (login to see details)

Hi Joshua,

We have customers asking about this feature as well. We definitely can do that. I'll put this request in my pipe to implement. Please let me know if you have any deadline when you need this feature to be implemented. Otherwise I'll implement it in next few weeks.

Eugene.



Anonymous (login to see details)

Great, thanks Eugene! No specific deadline here, definitely looking forward to this new feature.



Anonymous (login to see details)

Hey Eugene,

I was just wondering if there has been any progress made on the inclusion of embedded charts within the emails and if so, when the expected release date of the plugin is.

Thanks,

Josh Raymond



Anonymous (login to see details)

Hi Joshua,

Unfortunately, I have multiple requests with higher priority ahead of yours. I'll update this page when your request will be implemented.

Eugene.



Anonymous (login to see details)

Hi Eugene,

My customer's Outlook keeps flagging messages sent with this plugin as phishing messages and blocking all images and links. Outlook does not flag standard Dynatrace emails, and both types of emails are sent from the same email address. I have customized the email body though. Is this something you have run into before, or is this something particular to my customer's email filters that I'll have to take up with them?

Many Thanks,

Jake



Anonymous (login to see details)

Hey, I can say that I use outlook(2010) with a customized body and have not had any issues with this flagging the e-mails as spam. They should be able to right click and go to junk>never block sender.



Anonymous (login to see details)

Yeah, they are using Outlook 2010 as well, but I was just wondering if there was a way to prevent the flagging in the first place; I would rather not require every single alert recipient to have to add Dynatrace emails to their safe sender list if I can help it. Thanks though, if I can't figure that out it's still a decent option.



Anonymous (login to see details)

An exchange administrator can set group policy for a safe sender list. If they do that already, they can add that address for all users if it is a very large amount of people. You can also try looking at the properties of each e-mail by opening the plugin e-mail and default one and doing file>properties and looking at the header info to make sure it matches. If you have them sending from different places I could see that causing an issue.



Anonymous (login to see details)

Thanks for the tips Jared. After looking through their properties, I can see that the customized Dynatrace emails have a different "From" field in the header.

Standard Email "From" Header Field	Customized Email "From" Header Field
"dT_NA_Administrator@exchange.experian.com" <dT_NA_Administrator@exchange.experian.com>	<dT_NA_Administrator@exchange.experian.com>

That's the only difference I can find. Since the plugin doesn't have any extra "from" field customization, I'll probably have to contact my Exchange admin like you suggested. Thanks Jared.



## Anonymous (login to see details)

I have a measure that is calculated for all applications, and can be split by application, but the \${application} variable returns "-" for some applications and names for others. When I have an incident that has both applications occur and I use \${APPLICATION\_ALL} it shows -, Application X. Do I need to create separate measures for each application I want this for and have them alert separately then manually set the e-mail with the application name?

EDIT: In a dashboard the application shows up as *Application Y* but e-mail shows "-" when it should also show *Application Y*.

The measure I am doing is a custom measure for Throwables class: System.TimeoutException.

I tried the following variable formats and both returned "-". For *Application Y* it won't show application name, it just says "Custom - Timeout Exception:" but *Application X* shows "Custom - Timeout Exception *application X*".

```
<tr>
<td style="vertical-align: top; width: 180px;">
<div style="font-size: 0.8em;">Application:</div>
</div>
</td>
<td>
<div style="font-size: 0.8em;">${APPLICATION}</div>
</td>
</tr>
```

and also

```
<tr>
<td style="vertical-align: top; width: 180px;">
<div style="font-size: 0.8em;">Application(all):</div>
</div>
</td>
<td>
<div style="font-size: 0.8em;">${APPLICATION_ALL}</div>
</td>
</tr>
<tr>
```

EDIT: Now that I look at details of measurements on dashboards, *Application Y* lists itself as Agent group or Monitor: <all-agents> where *Application X* shows the correct name under agent group/monitor. Both are manually created applications and not automatically detected.



## Anonymous (login to see details)

Hi Jared,

Could you please provide version of the Dynatrace product and version of the Extended EMail Action plugin that you are using?

Could you please perform the following steps?

1. Cut and paste the following body [header](#) into the Body Header parameter of the Extended EMail Action plugin;
2. Trigger each incident that you are using;
3. Send me notification e-mails that you will be receiving from the Extended EMail Action plugin.
4. Provide details of your incidents, i.e. screenshot of the Configuration and Details tabs of each incident rule. I'm specifically interested in settings in the Applications section of the Details tab (see [here](#)).

Please send this information at [eugene.turetsky@dynatrace.com](mailto:eugene.turetsky@dynatrace.com).

Eugene.



## Anonymous (login to see details)

Can we just put \${RULE\_NAME} in the "Incident name" config field? I don't see any documentation for this parameter though it seems it's required



## Anonymous (login to see details)

Hi Rick,

We left for the user to choose exact content of the "Incident Rule Name" parameter hence giving him/her flexibility to add some flavors into the name. In terms of documentation, please look into the Release Notes of the 0.9.9.8 - 0.9.12 versions of the plugin at the top of this page. You should find the following explanation:

There are two new parameters which are added to the plugin to uniquely identify instance of the action plugin. They are:

- Incident Rule Name;
- Identity String.

Please see example of using these parameters [here](#). While the first parameter is required to identify instance of the plugin which is associated with the specific incident rule, the second parameter is optional and only necessary when there are two or more instances of this plugin setup for a given incident rule. The last scenario of having two or more instances of the Extended Mail Action Plugin (as well as any action plugin) for given incident rule is *highly discouraged* if incidents are thrown frequently. If you have need in having multiple instances of the Extended Mail Action Plugin for a given incident rule, and given version of the plugin does not allow you to cover your needs with a single plugin instance, please contact us to provide your use cases. We will make this plugin (or other action plugins) to accommodate your use cases that you will have to configure just one instance of the plugin per incident rule.

Please let me know if you have any further questions.

Eugene.



## Anonymous (login to see details)

thanks! i was looking for the wrong string. Does the variable mentioned before resolve in that field as the value or would it be literal?



Anonymous (login to see details)  
it is a literal.

---

Anonymous (login to see details)  
Hi Eugene,

Where can I find the comprehensive list of plugin variables for latest version? (Preferably in HTML format. I have one for older version.)  
Thanks.

---

Anonymous (login to see details)  
Hi Rajesh,

The up to date list of supported by the plugin runtime variables is in the sub-bullet 3 of the 'Usage' section at the top of this page. An example of the Body Header which includes all these variables as a HTML table please find [here](#).

Eugene.

---

Anonymous (login to see details)  
Hi Eugene,

What is the format from the quiet time? How do we mention the time zone in the quiet time?

Thanks,

Keerti

---

Anonymous (login to see details)  
Hi Keerti,

The "Quiet Time From" and "Quiet Time To" parameters are like a schedule - they do not have timezone. Please note that the Dynatrace scheduler also has no timezone parameter. The timezone for the "Quiet Time From" and "Quiet Time To" is a timezone used by the Dynatrace server JVM.  
Eugene.

---

Anonymous (login to see details)  
Hi Eugene,

What is the format? Is it something like 10:30 PM to 12:30 AM??

Keerti



Anonymous (login to see details)  
Hi Keerti,

Format for the "Quiet Time From" and "Quiet Time To" parameters is "HH:mm", where "HH" and "mm" are using notations explained in the Date and Time Patterns section [here](#).

Eugene.

---

Anonymous (login to see details)  
Hi,

Can you explain the "Host Name to IP Address Translations parameter? Also, what are the acceptable formats of files to be imported for this?

Thanks,

Beth

---

Anonymous (login to see details)  
Hi Beth,

The "Host Name to IP Address Translation" parameter is list of the <server-name>=<ip-address> pairs. This parameter is used by our customers when they need to know servers' IP addresses instead of or in conjunction with their DNS names in the following cases:

- DNS names cannot be translated into IP addresses from the Dynatrace server box;
- server has multiple NIC interfaces.

If you'd like to use file to import data for the "Host Name to IP Address Translation" parameter then every record of this file should have only one <server-name>=<ip-address> pair. There are no limits on number of records in the file.

Please let me know if you have any further questions.

Eugene.

---

Anonymous (login to see details)  
Hi Eugene,

For text input, is it comma separated?

serverA=x.x.x.x,serverB=yy.yy ?

For XML, can you provide the XSD?

Thanks,

Beth

**Anonymous (login to see details)**

Hi Beth,

As I said in my previous post every record of the text input for the "Host Name to IP Address Translation" parameter should have **only one** <server-name>=<ip-address> pair. Please see the following [screenshot](#) as an example of the "Host Name to IP Address Translation" parameter settings.

In terms of the XML files: please see the following screenshot of the Release notes for the version 0.9.9.8 - 0.9.9.12 which are located at the top of this page:

**New in the Release 0.9.9.8 - 0.9.9.12**

New features include:

- Ability to send notification e-mails to different addresses depending on filters criteria. The list of filters and correspondent e-mails will be provided in the XML file. Please see example of the XML file [here](#). [The matching XSD schema file is located here](#). Plugin internally validates XML file using this schema. Please use the following link to validate correctness of the XML file outside of the plugin: [XML-validation-link](#).

Highlighted in yellow statement contains link to the XSD schema for the the Email-Filters Dependency file. The next statement in the screenshot contains link that you can use to validate correctness of your XML document. Please also see "Java utility which verifies correctness of the Email-Filters Dependency File" section at the top of this page.

For the Thresholds XML file please read the Release notes for the version 0.9.9.18 of the plugin at the top of this page:

**New in the Release 0.9.9.18**

New features include:

- Plugin now supports setting up individual thresholds for the Dynatrace dynamic measures. This mitigates existing limitation of the Dynatrace plugin interface to support individual thresholds for given dynamic measures. New parameter "ThresholdsFile" was added to the plugin configuration parameters. It points to an XML file which contains list of dynamic measures and their respective thresholds. Example of the setting up parameter is [here](#). Example of the XML file is [here](#). Plugin internally verifies correctness of the XML file based on this [XSD schema](#) before processing request.

Highlighted in yellow link is the link to the XSD schema for the Thresholds XML file.

Please let me know if you have any further questions.

Eugene.

**Anonymous (login to see details)**

Can anyone provide a working example of a thresholds file - using a standard metric?

Or could anyone explain why the following is not working?

----

```
<?xml version="1.0" encoding="UTF-8"?>
<thresholds>
    <threshold name="Memory Usage High" metricname="Memory Used">
        <upper_severe>50</upper_severe>
    </threshold>
</thresholds>
```

Thanks!

Beth

**Anonymous (login to see details)**

Hi Beth,

Could you please clarify what do you mean by "using a standard metric" in the first statement of your post above? Could you please provide details of your incident rule that the Extended Mail Action plugin is associated with?

Please note that the "ThresholdsFile" parameter and hence thresholds described in this file are working with the Dynatrace dynamic measures (see Release notes for version 0.9.9.18 of the plugin at the top of this page).

Eugene.

**Anonymous (login to see details)**

Hi,

What I meant was a working example using any existing Incident.

Also, can you explain why the example I provided doesn't do anything.

Thanks!

Beth

**Anonymous (login to see details)**

Hi,

To be clear, I understand the process of adding the Extended Email action to an Incident and the specification of a Threshold file. I'd like just 1 example threshold setting based on any metric used by any out-of-the-box Incident.

Thanks,

Beth



**Anonymous (login to see details)**

Hi Beth,

The out of the box incidents are incidents which are built-in in the product. They are usually event based incidents. In your post above did you mean built-in in the product incidents? If yes, then the "ThresholdsFile" parameter of the plugin is not applicable there because as I mentioned in my [reply](#) on your original [post](#) above that the "ThresholdsFile" parameter and hence thresholds described in its file are working with the Dynatrace dynamic measures.

Also I would like to re-iterate my request for you to provide details of your incident rule that the Extended Mail Action plugin is associated with. It is a prerequisite for this discussion.

Example of setting up the "ThresholdsFile" parameter explained in the Release notes for version 0.9.9.18 of the plugin at the top of this page. Below highlighted in yellow are links to the screenshots and file examples that you are looking for. You could deploy [this "HelloWorld" like plugin](#) which was built on 01/06/2015 for testing of the "ThresholdsFile" feature in the Release 0.9.9.18 of the plugin. Please use this plugin in conjunction with the files which are highlighted in yellow below.

### New in the Release 0.9.9.18

New features include:

- Plugin now supports setting up individual thresholds for the Dynatrace dynamic measures. This mitigates existing limitation of the Dynatrace plugin interface to support individual thresholds for given dynamic measures. New parameter "ThresholdsFile" was added to the plugin configuration parameters. It points to an XML file which contains list of dynamic measures and their respective thresholds. Example of the setting up parameter is [here](#). Example of the XML file is [here](#). Plugin internally verifies correctness of the XML file based on this [XSD schema](#) before processing request.

Eugene.



**Anonymous (login to see details)**

Hi Eugene, I think I am doing everything right but the thresholds are not being used for some reason, can you shed some light on the issue?

Please note that the incident works flawlessly without the threshold file.

My measures versus yours:

<http://i.imgur.com/8ZNUMe1.png>

Part of my XML file:

<http://i.imgur.com/OW8l9Sb.png>

And my ThresholdsFile options:

<http://i.imgur.com/QVpgfxn.png>

Is there anything I can enable to see further info on the logs? The event is not even being triggered (it should with the "1" value threshold)

Which of these "identifiers" does the XML expect?

```
com.dynatrace.diagnostics.core.realtime.measures.MeasureReference@2b2e2c82[
  displayName=Client side current connections [Virtual Server->CB_BUSCA_HTTP] (Viprion Big IP@viprion)
  keyId=Client side current connections
  parentKeyId=Client side current connections
  revision=c8988f6f-a662-4f3f-ab9d-202a6180c848
]
```



**Anonymous (login to see details)**

I've changed the "main" threshold to 1 just to force some triggers and the only thin the FINER log outputs is:

```
2015-08-27 16:37:20 FINER [ExtendedMailAction@com.dynatrace.diagnostics.plugins.extendedmailreport.actio
2015-08-27 16:37:20 FINER [ExtendedMailAction@com.dynatrace.diagnostics.plugins.extendedmailreport.actio
2015-08-27 16:37:22 FINER [ExtendedMailAction@com.dynatrace.diagnostics.plugins.extendedmailreport.actio
2015-08-27 16:37:22 FINER [ExtendedMailAction@com.dynatrace.diagnostics.plugins.extendedmailreport.actio
```

It calls execute for each one of the 19 splits, but the emails are not sent and nothing else seems to be printed.



**Anonymous (login to see details)**

Hi David,

I do need plugin's FINER log file. Log file depicted in your post below is incomplete. I'll send you version of the plugin with additional debugging shortly. Please deploy it, reproduce your issue and send me the log file at eugene.turetsky@dynatrace.com.

Eugene.



**Anonymous (login to see details)**

Hi Eugene,

Unfortunately, I believe that is the full log with FINER set.

The minute I remove the "thresholdFile" configuration I get way more things written at the log, but with the file path on, that is all I get!

<http://i.imgur.com/FHUjJUb.png>



**Anonymous (login to see details)**

Hi David,

Please download and deploy version 0.9.10.0 of the Extended Mail Action plugin from [here](#) and re-run your test. No need to change log level of the plugin. It will produce log file with the default log level.

Please gather plugin's log file and send it directly to me. You may need to zip it before sending.

Eugene.



Anonymous (login to see details)

Hi Eugene,

The URL Monitor and the Log File Scraper are not sending out emails with the Extended Email Plugin, but the emails are being for the same incident with the default Email Plugin. Can you please help us find the issue?

Keerti



Anonymous (login to see details)

Hi Keerti,

Is the Extended Mail Action plugin configured with using filters in both of your cases? If yes, could you please do the following steps:

1. Pick up one of two incident rules which you have issue with, e.g. an incident rule which is based on the URL Monitor.
2. Attach screenshots of filters which you setup for this incident or an XML file if you use it for filtering;
3. Disable filters;
4. Cut and paste the following body [header](#) to the Body Header parameter of the Extended Mail Action plugin;
5. Set plugin's log level to FINER;
6. Trigger the incident;
7. Attach the log file of the plugin to this post.

If filters are not used in the Extended Mail Action plugin then please check settings related to your mail server. They should be identical to the settings used in the Dynatrace server. In this case, please set plugin log level to FINER, trigger the incident and attach to your post the plugin's FINER log file. Attach also screenshot with the parameters related to the mail server.

Eugene.



Anonymous (login to see details)

Hi Eugene,

Both the incidents are now sending emails, thank you!



Anonymous (login to see details)

Is there the possibility to send web dashboards as report inside the email?



Anonymous (login to see details)

Hi Renato,

As of now, plugin will not embed dashboard into the body of the e-mail. You can only attach them to the e-mail. However, there are requests from other customers, e.g. see this [post](#), which are asking for this feature. Let me see if I can add it to the plugin.

Eugene.



Anonymous (login to see details)

Hi Eugene,

Extended Email Plugin has not been working since the Dynatrace upgrade to 6.2. I followed your suggestion of upgrading the version of extended email plugin in 6.1 to 9.10 and then doing an automated migration. Can you please help me fix the issue? It is a little urgent since all our email alerts use the plugin.

Thank you,

Keerti



Anonymous (login to see details)

What errors you are getting in logs? Have you tried removing or replace the old plugin (after migration) with newer one?

We upgraded from 6.0 to 6.1 and I remember we had to remove old plugin and imported new one. That also caused us to remove the Email Action in each incident and add newer version of email action. I hope you don't have to go through this.



Anonymous (login to see details)

Hi Rajesh,

Have you looked into this [article](#) when migrating from one release of Dynatrace server to another? It should help you to avoid recreating actions in the new release. The dtmigration script did not migrate plugins which have four digit versions.

Eugene.



Anonymous (login to see details)

Hi Keerti,

Please provide details about the issue, e.g. was plugin version 0.9.10 migrated to a new Dynatrace server? If not, please open support ticket to investigate it further. If plugin was migrated successfully but notification e-mails are not sent, please set plugin's log level to FINER and post log file here.

Eugene.



Anonymous (login to see details)

We resolved the issue and got things working without having to redo email actions.

Thanks,

Beth



Anonymous (login to see details)

Hi Beth,

Good news. Please note that redo e-mail actions on the target Dynatrace server was [never asked nor recommended](#).

Eugene.



Anonymous (login to see details)

Hi,

We'd went back and upgraded the plugin to the 0.9.10 version so the migration process would work (3 digit, not 4).

FINER logging for the plugin didn't reveal the issue as the error only showed up (with normal logging) in the Server log.

What I found was that the migration hadn't moved over one of the plugin's dependent libraries/jars. Once I copied that library/jar manually into the plugin's lib directory, the issue was resolved. That library/jar also had a 4 digit version number.

So, everyone please keep in mind that the migration process doesn't seem to manage lib jars with 4 digit versions either.

Thanks!

Beth



Anonymous (login to see details)

Hi Beth,

Thank you for providing details. From your previous post I can see that plugin wasn't migrated successfully to the new Dynatrace server using the dtmigration script. Please note that there are no any restrictions on the naming convention of jar files which are used internally by the plugin. So, it is not clear right now what was the issue during plugin migration in your environment. Could you please open support ticket to investigate it further because issue you are describing is related to the dtmigration script.

Eugene.



Anonymous (login to see details)

Hi,

I agree, this looks like an issue with the dtmigration script. It appears that library jars with 4 digit versions are not migrated.

Thanks!

Beth



Anonymous (login to see details)

Hey Eugene,

I am trying to send the OOTB agent specific incidents to app owners with the XML filtering option. Even though it seems to correctly filter on the right emails, the logs report that the emails are never sent. See below:

2015-09-28 16:57:15 WARNING [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Previous message was repeated 9 times.

2015-09-28 16:57:15 WARNING [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] execute method: Incident(s) were raised but notification e-mail was not sent.

2015-09-28 16:57:15 WARNING [UserPluginManager@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Previous message was repeated 1 times.

2015-09-28 16:57:15 WARNING [UserPluginManager@com.dynatrace.diagnostics.plugins.extendedmailreport.action] roleKey or scheduleKey of plugin is null. Can not log out in specified logfile for plugin

What do I have misconfigured?

Eric



Anonymous (login to see details)

Hi Eric,

The "Incident(s) were raised but notification e-mail was not sent" message means that notification e-mails were not sent for some incidents. Could you please send me FINER log file with this message at [eugene.turetsky@dynatrace.com](mailto:eugene.turetsky@dynatrace.com)?

The "roleKey or scheduleKey of plugin is null. Can not log out in specified logfile for plugin" is a harmless message which should be ignored. It is coming from the product code, i.e. from the `com.dynatrace.diagnostics.sdk.UserPluginManager` class. You can see this message for every executed plugin. It will be fixed by the Dynatrace development team in the next available fixpack.

Eugene.



Anonymous (login to see details)

Hi Eugene,

I am not getting emails to an incident with the below error in the plugin log:

2015-09-30 18:35:40 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] translateHostNameToIpAddress method: UnknownHostException exception for the DNS name 'keerti-es01', message is 'keerti-es01'

2015-09-30 18:35:40 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] translateHostNameToIpAddress method: DNS name is 'keerti-es01', IP address is '1.2.3.456'

P.S: I have added the host to IP translation to the child and parent plugin configuration.

I am also getting the below error for a couple of incidents:

2015-09-30 18:39:18 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering logTriggerValues method

2015-09-30 18:39:18 WARNING [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Previous message was repeated 4 times.

2015-09-30 18:39:18 WARNING [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] execute method: Incident(s) were raised but notification e-mail was not sent.

2015-09-30 18:39:18 WARNING [UserPluginManager@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Previous message was repeated 6 times.

2015-09-30 18:39:18 WARNING [UserPluginManager@com.dynatrace.diagnostics.plugins.extendedmailreport.action] roleKey or scheduleKey of plugin is null. Can not log out in specified logfile for plugin

Can you please help me figure out the issue?

Thanks,

Keerti



Anonymous (login to see details)

Hi Keerti,

Messages that you are referring to are not error messages. They are FINER and WARNING level messages. There are no exceptions or errors thrown by the plugin in the excerpt that you have posted above.

The log message "2015-09-30 18:39:18 WARNING [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] execute method: Incident(s) were raised but notification e-mail was not sent." is telling that incident(s) were raised but they did not match any of the filtering conditions, hence notification e-mails were not sent.

The "2015-09-30 18:39:18 WARNING [UserPluginManager@com.dynatrace.diagnostics.plugins.extendedmailreport.action] roleKey or scheduleKey of plugin is null. Can not log out in specified logfile for plugin" warning message is harmless and should be ignored. This message appears for all plugins. There is a bug in the DT 6.2 engine code which produces this message. More specifically, the warning is coming from the com.dynatrace.diagnostics.sdk.UserPluginManager class. Again, it is harmless. Please ignore it. It will be fixed in the next available fixpack.

Please check your filters to make sure that they are set correctly.

Eugene.

---



Anonymous (login to see details)

Hi Eugene,

I haven't set any filters. How about this error? Is this harmless as well?

2015-09-30 18:35:40 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] translateHostNameToIpAddress method: UnknownHostException exception for the DNS name 'keerti-es01', message is 'keerti-es01'  
2015-09-30 18:35:40 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] translateHostNameToIpAddress method: DNS name is 'keerti-es01', IP address is '1.2.3.456'

Also, I am using two extended email plugins for one alert. Could the issue of emails not being sent be because of that?

Thanks,

Keerti

---



Anonymous (login to see details)

Hi Keerti,

Yes, the following message "2015-09-30 18:35:40 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] translateHostNameToIpAddress method: UnknownHostException exception for the DNS name 'keerti-es01', message is 'keerti-es01'" is telling that provided DNS name 'keerti-es01' cannot be translated to the IP address from the Dynatrace server. Hence the appropriate variable from the list of the following variables AGENT\_HOST\_IP\_ADDRESS..., MONITOR\_HOST\_IP\_ADDRESS..., COLLECTOR\_HOST\_IP\_ADDRESS..., AND SERVER\_HOST\_IP\_ADDRESS... will have "-"(dash) value. Hence, it is internal FINER level message.

The second message "2015-09-30 18:35:40 FINER [ActionHelper@com.dynatrace.diagnostics.plugins.extendedmailreport.action] translateHostNameToIpAddress method: DNS name is 'keerti-es01', IP address is '1.2.3.456'" is telling that DNS name 'keerti-es01' will be mapped to the IP address '1.2.3.456'. This is also internal FINER level message.

Eugene.

---



Anonymous (login to see details)

Hi Eugene,

I now set up a filter.xml and I am filtering based on agent name. I am getting the below error:

2015-09-30 21:19:48 WARNING [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] execute method: Incident(s) were raised but notification e-mail was not sent.

What could be the reason? "Create a measure for each host" is checked in the measure properties.

Keerti

---



Anonymous (login to see details)

Hi Keerti,

Please see the second paragraph of the post [here](#) for answer on your question.

Eugene.



Anonymous (login to see details)

Hi Eugene,

I am getting the below error and not receiving emails for Log monitor plugin. Can you please help me find the issue?

```
2015-10-01 17:04:33 FINER [HelperUtils@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering getExceptionAsString method
2015-10-01 17:04:33 FINER [HelperUtils@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering getStackTraceAsString method
2015-10-01 17:04:33 SEVERE [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] setEmailBody method:
java.lang.NullPointerException exception occurred. Message = '-';
Stacktrace is 'java.lang.NullPointerException
at org.apache.commons.io.FileUtils.copyURLToFile(FileUtils.java:1460)
at com.dynatrace.diagnostics.plugins.extendedmailreport.MailExecutor.getFile(MailExecutor.java:1711)
at com.dynatrace.diagnostics.plugins.extendedmailreport.MailExecutor.setEmailBody(MailExecutor.java:1673)
at com.dynatrace.diagnostics.plugins.extendedmailreport.MailExecutor.sendMailAction(MailExecutor.java:1317)
at com.dynatrace.diagnostics.plugins.extendedmailreport.MailExecutor.processIncident(MailExecutor.java:1265)
at com.dynatrace.diagnostics.plugins.extendedmailreport.MailExecutor.sendMail(MailExecutor.java:602)
at com.dynatrace.diagnostics.plugins.extendedmailreport.MailExecutor.processEmails(MailExecutor.java:570)
at com.dynatrace.diagnostics.plugins.extendedmailreport.MailExecutor.execute(MailExecutor.java:462)
at com.dynatrace.diagnostics.plugins.extendedmailreport.ExtendedMailAction.execute(ExtendedMailAction.java:77)
at com.dynatrace.diagnostics.sdk.UserPluginManager.a(SourceFile:812)
at com.dynatrace.diagnostics.sdk.UserPluginManager.b(SourceFile:494)
at com.dynatrace.diagnostics.sdk.UserPluginManager.a(SourceFile:347)
at com.dynatrace.diagnostics.sdk.UserPluginManager.a(SourceFile:329)
at com.dynatrace.diagnostics.sdk.UserPluginManager.executePlugin(SourceFile:281)
at com.dynatrace.diagnostics.sdk.ActionPluginExecutor.execute(SourceFile:31)
at com.dynatrace.diagnostics.sdk.ActionPluginExecutor.execute(SourceFile:13)
at com.dynatrace.diagnostics.scheduling.impl.ServerJobCenterRegistry.a(SourceFile:190)
at com.dynatrace.diagnostics.scheduling.impl.ServerJobCenterRegistry.a(SourceFile:413)
at com.dynatrace.diagnostics.scheduling.impl.ServerJobCenterRegistry.execute(SourceFile:337)
at com.dynatrace.diagnostics.scheduling.impl.SchedulerJob.a(SourceFile:101)
at com.dynatrace.diagnostics.scheduling.impl.SchedulerJob.work(SourceFile:92)
at com.dynatrace.diagnostics.scheduling.impl.SchedulerJob.executeJobInfo(SourceFile:241)
at com.dynatrace.diagnostics.scheduling.impl.QuartzJob.execute(SourceFile:45)
at org.quartz.core.JobRunShell.run(JobRunShell.java:202)
at com.dynatrace.diagnostics.scheduling.impl.QuartzThreadPool$WorkerThread.run(SourceFile:788)
```



Anonymous (login to see details)

Hi Keerti,

Are you using custom body of the e-mail? Could you post it here?

Eugene.



**Anonymous (login to see details)**

Yes Eugene, here you go:

```
<table style="border: 0px;" cellpadding="0" cellspacing="0">
<tr>
<td style="width: 5px; margin-right: 8px;"></td>
<td style="width: 795px;"><div style="font-size: 1.5em; font-weight: bold;">${SEVERITY} Incident ${INCIDENT_STARTED_ENDED}: ${RULE_NAME}</div></td>
</tr>
<br>
<td colspan="2"><div style="font-size: 0.8em; color: #737373; margin-top: 5px; width: 800px;">${RULE_DESCRIPTION}</div></td>
</tr>
<br>
<div>

</div>
<br>
<div style="font-weight: bold;">Details</div>
<table style="border: 0px; margin-top: 5px;" cellpadding="0" cellspacing="0">

<tr>
<td style="vertical-align: top; width: 180px;"><div style="font-size: 0.8em;">Time:</div></td>
<td><div style="font-size: 0.8em;">${START_TIME}</div></td>
</tr>
<br>
<td style="vertical-align: top; width: 180px;"><div style="font-size: 0.8em;">System Profile:</div></td>
<td><div style="font-size: 0.8em;">${SYSTEM_PROFILE}</div></td>
</tr>
<br>
<td style="vertical-align: top; width: 180px;"><div style="font-size: 0.8em;">Monitor Name:</div></td>
<td><div style="font-size: 0.8em;">${MONITOR_NAME}</div></td>
</tr>
<br>
<td style="vertical-align: top; width: 180px;"><div style="font-size: 0.8em;">Log file Hostname:</div></td>
<td><div style="font-size: 0.8em;">${MONITOR_HOST}</div></td>
</tr>
<br>
<td style="vertical-align: top; width: 180px;"><div style="font-size: 0.8em;">Host IP Address:</div></td>
<td><div style="font-size: 0.8em;">${MONITOR_HOST_IP_ADDRESS}</div></td>
</tr>

<tr>
<td style="vertical-align: top; width: 180px;"><div style="font-size: 0.8em;">Violation:</div></td>
<td><div style="font-size: 0.8em;">A critical error message was found in the latest e1root.log file at Line ${VIOLATED_MEASURE_VALUE}</div></td>
</tr>

</table>
<br>
<br>
```



**Anonymous (login to see details)**

Hi Keerti,

Please change references "res/compuware\_logo.png" in your custom e-mail body to a "res/logo.png". This change was documented in the Release Notes of version 0.9.9.19 of the plugin.

Eugene.



**Anonymous (login to see details)**

Hi Eugene,

We want to receive the incidents in the incidents dashlet but suppress the extended email plugin from sending emails during downtime. I want to set one downtime for weekdays and a different downtime for weekends. How do I set two downtimes in the plugin for each alert?

Thanks,

Keerti



**Anonymous (login to see details)**

Hi Keerti,

Plugin does not have suppression intervals for weekdays and weekends. It has only one type of suppression intervals which works for all days in the week. You can use these suppression intervals for weekdays.

For weekends you can setup incidents downtime described [here](#). If this is not working for you, please send me e-mail for the enhancement at [eugene.turetsky@dynatrace.com](mailto:eugene.turetsky@dynatrace.com).

Eugene.

**Anonymous (login to see details)**

How does the plugin handle multiple conditions on an incident? I'm only seeing one option for VIOLATED\_MEASURE\_VALUE and THRESHOLD. I tested it and it looks like the multiple HEADER and MESSAGE parameters work, but the VIOLATED\_MEASURE is sometimes the first condition, and sometimes the second.

Here is my scenario. I want to display the current value of both conditions in the email. The HEADER and MESSAGE parameters include that value, but also include a bunch of other text.

**Anonymous (login to see details)**

This might be most easily accomplished in the incident description. I put that along with the evaluation timeframe in plain english so people know why the incident fires as a standard practice

**Anonymous (login to see details)**

That works for the thresholds, but I'm looking to display the current value of each condition. For example, response time is 6 sec and count is 10. This would be similar to DCRUM alerting where you can display an auxiliary metric.

**Anonymous (login to see details)**

Unfortunately the Incident data doesn't include any of the unviolated measures data in the SDK. That'd have to be a core RFE and then extended to the plugins

**Anonymous (login to see details)**

You may want to try to accomplish that by attaching a report. Not the cleanest solution but the data would be there

**Anonymous (login to see details)**

I ended up using this in my body:

```
 ${VIOLATION_HEADER_1}  
 ${VIOLATION_MESSAGE_1}  
  
 ${VIOLATION_HEADER_2}  
 ${VIOLATION_MESSAGE_2}
```

**Anonymous (login to see details)**

Hi Eugene,

I want to change the "Open in browser" and "Open in Dynatrace" links in the footer such that they take me to the dashboard related to the alert. Could you please provide me the current footer code so I could modify it to include my own URLs.

Thanks,

Keerti

**Anonymous (login to see details)**

Hi Keerti,

There is no current footer code separated from the plugin. There is a way to provide your own header, body, and footer of a notification e-mail. Examples are in the Configuration section at the top of this page. Also, please see this [post](#) for more details about having your own footer.

Eugene.

**Anonymous (login to see details)**

Hi, can this email plugin be used to send a new email alert EVERY time the incident condition is evaluated over specified timeframe - and not just upon incident start and end states?

Thanks

Jonathan

**Anonymous (login to see details)**

Hi Jonathan,

The measure based incident's thresholds are evaluated every 10 seconds. Action plugins are executed on the following events:

- on incident begin;
- on incident end;
- on incident begin and end.

As a result, the Extended Mail Action plugin, which is an action, is invoked only on one of the above events. We have developed custom monitor plugins which can send e-mail notifications between 'on incident begin' event and 'on incident end' event but they are customer specific.

Please let me know if you have any further questions.

Eugene.

**Anonymous (login to see details)**

Hi Eugene,

I want the output of the \${MESSAGE} parameter to appear in multi-line format (as per the script I run). But the output is being shown in a single line. I tried the ASCII format like you suggested. It is giving a multi-line output but since it is ASCII format, the email formatting is very plain and doesn't look nice. Is it possible to add the feature of multi-line output to HTML format? It would be really useful.

HTML Email (Single line output):

ASCII Email (Multi line output):

Thanks,

Keerti



Anonymous (login to see details)

Hi Keerti,

I'd like to suggest that if out of the box formatting provided by the plugin is not working for you then you should consider using custom formatting that plugin supports.

Eugene.



Anonymous (login to see details)

Hi,

I have a one question or problem.

I have a exceptions/error log in my applications like this:

"User error ID: XXXXX"

XXXX is the id number of user ( like: 1000 = user dave, 1001 = user mary )

I have a measure on this

I have a incident with you email plugin.

I used this body:

body messages

Expand source

but nothing is a message of exceptions/log.

My questions is:

How I will can a text of exceptions/log error in mail ?

I will prefer a mail like this:

Incident was started on (date)

message is:

User error ID:1000

What variable give me a "exceptions text" or "log with this error line".

Thx very much

rgs

Maciek



Anonymous (login to see details)

Hi Maciek,

In order to accomplish what you described in your post, you need to perform the following steps:

1. You need to have ability to detect the "User error ID: XXXXX" error message in the application log.
2. Let's assume that you have a script which will return the "User error ID: XXXXX" message in the stderr stream every time when new error message appears in the application log.
3. Setup the Generic Execution plugin to execute this script and use the "Trigger Incident" parameter of the Generic Execution plugin to trigger incident which \${MESSAGE} parameter will contain the "User error ID: XXXXX" message.
4. When incident described in step #3 will be triggered the \${MESSAGE} variable will have content "User error ID: XXXXX".

Let me know if you have any further questions.

Eugene.



Anonymous (login to see details)

Hi,

Not exactly.

Error is in pure path as exception or log4j log error.

( I dont have any script ( as you described in point 2 ) ) application make a exceptions and log files ( I see it in pure path ).

I have measure on it:

- Severity: ERROR
- Message: regex (.\*USER.\*ID.\* )
- upper severe: 1.0 num

On this measure i have a incident:

Conditions: Measure from upper describe / aggregation sum

Actions: Extended Mail Action Plugin / warning / on incident begin

This working fine ( only without a text contain the USER error ID: )



Anonymous (login to see details)

Hi Maciek,

Could you please provide details about what measure are you referring to and how this measure is maintained?

Eugene.



Anonymous (login to see details)

Hi,

Could you give me a temporary privileges to add images

It be a nice to explain my problem.

In purepatch Dynatrace show me:

```
Exception Details
State: Error Detected: XXXXX - ex IntegrationServiceException
Type: exception
Exception Class: xxxxxxxx.exception.IntegrationServiceException
Message: Uwaga. Lead o idSOL=xxxxxx znajduje się na kolejce błędów systemu. Zgłoś problem na Service Desk w kategorii „Błędów”
Agent: xxxxxx@xxxx:xxx
API: Exception
Thread Name: xxxx <xxxxxxxx>
Exception StackTrace
No stacktrace available
```

On this event in purepath i have a measure:

Measure Name: XXXXX - ex Kolejka Błędów

Metric: Count(Exceptions)

Throwable Class: xxxxxxxx.exception.IntegrationServiceException

Message: regex(\*na.\*kolejce.\*systemu.\*)

Thresholds:

Upper Severe: 1.0

On this measure i have Incident Rule:

Measure: XXXXX - ex Kolejka Błędów

Threshold: warning or severe

Aggregation: SUM

Logic: -

It working ( sending mails in good time ) but in \$MESSAGE in mail have this text:

MESSAGE: Exceptions/Count : XXXXX- ex Kolejka Błędów upper bound exceeded

This is problem, because \$MESSAGE not have a MESSAGE from event like this:

Message: Uwaga. Lead o idSOL=xxxxxx znajduje się na kolejce błędów systemu. Zgłoś problem na Service Desk w kategorii „Błędy/komunikaty systemowe”. Nie wykonuj żadnych akcji w aplikacji dotyczących tego Leadu do czasu wyjaśnienia sprawy - KOD PROBLEMU:5530112418229556824 - DATA:2015-11-16 09:29:38



Anonymous (login to see details)

Hi Maciek,

Now I see what you are referring to. Unfortunately, as things are right now, there is no out of the box exception message(s) passed to the incident rule when it is triggered. As a result, only thing that you could use is what I have described in my original reply on your post [here](#).

Please let me know if you have any further questions.

Eugene.



Anonymous (login to see details)

It is possible the this problem will be resolved ( or add new variable ) to this plugin in new version ?

This resolv:

1. Let's assume that you have a script which will return the "User error ID: XXXXX" message in the stderr stream every time when new error message appears in the application log.
2. Setup the Generic Execution plugin to execute this script and use the "Trigger Incident" parameter of the Generic Execution plugin to trigger incident

Is not possibility to make in our firm.



Anonymous (login to see details)

Hi Maciek,

I'm checking with the Dynatrace product management team if there are plans to extend the plugin interface to allow getting detailed exceptions for the incident rules in question. I'll update this post as soon as I hear from them.

Eugene.



Anonymous (login to see details)

Hi Eugene,

Any information in this subject ? Can you plugin send a messages ( detailed exceptions messages ) ?

If yes this is very usefull for me - like a create a ticket in support system .



Anonymous (login to see details)

Hi Maciek,

No, I do not have updates. Please feel free to open a RFE for this.

Eugene.



Anonymous (login to see details)

Hi,

I'm not able to get the plugin to work.

I configured the mail settings and no filter. Afterwards I fired an incident, but no mail was sent.

Further I can't find any logs of the plugin. Where should they be located? I was looking in System Information -&gt; Connected Systems -&gt; Server -&gt; Log Files. There are log files of other plugins but not the Extended Mail Plugin.

thx,

Gerald



Anonymous (login to see details)

Hi Gerald,

Please go to System Information -&gt; your Dynatrace server -&gt; Support Information -&gt; Log Files and search for the 'com.dynatrace.diagnostics.plugins.extendedmailreport.action.0.0.log' file. Before doing it, please set log level of the plugin in question to FINER.

If you still have issues, please send me e-mail to [eugene.turetsky@dynatrace.com](mailto:eugene.turetsky@dynatrace.com) and provide your availability for the webex. I am busy today but will be able to work with you tomorrow. I am in the EST time zone.

Eugene.



Anonymous (login to see details)

Hi [@Eugene Turetsky](#),

Now the plugin is working for me, but I'm facing the next issue 😊

I read in the comments that email groups should be supported but I can't get it to work.

I tried with Incident Email Group, group[Incident Email Group] (this was the default), but neither worked. I get the following error

2015-11-25 09:30:52 SEVERE [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] parseEmails method: The following e-mail address is incorrect 'group[Incident Email Group]': Local address contains illegal character

Any ideas?

thx,

Gerald



Anonymous (login to see details)

Hi Gerald,

Please use valid e-mail addresses including email group addresses in the From, To, CC, and BCC parameters that are supported in your organization. The "group[Incident Email Group]" is a placeholder and should be replaced by the valid e-mail address. E-mail addresses should be in the [RFC822](#) format.

Eugene.



Anonymous (login to see details)

Hi,

Seems that the plugin is not considering the threshold values I've set in the xml file.

I'm using Dynamic measure. Why it is saying that 'dynamicMeasureReturn is false'?

2015-12-03 11:18:20 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] getMetricIndicators method: metricName is 'qu\_amount'

2015-12-03 11:18:20 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] getMetricIndicators method: props.getThresholdsFile() is 'E:\Program Files\dynaTrace\thresholds\_datacap.xml'

2015-12-03 11:18:20 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] getMetricIndicators method: metricNameInFilter is 'false', props.getMetricNames() is [Export-aborted, Scan-waiting, Scan-running, Verify-hold, PageID-running, Scan-Job done, PageID-pending, Check-Up-hold, Profiler-running, Check-Up-pending, PageID-Job done, Profiler-pending, Export-Job done, PageID-aborted, Check-Up-running, Verify-waiting, Export-hold, PageID-hold, PageID-waiting, Export-waiting, Verify-pending, Profiler-aborted, Check-Up-waiting, Profiler-hold, Scan-pending, Scan-hold, Verify-running, Check-Up-Job done, Export-running, Export-pending, Profiler-waiting, Verify-aborted, Verify-Job done, Check-Up-aborted, Profiler-Job done, Scan-aborted]

2015-12-03 11:18:20 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] getMetricIndicators method: metricNameInFilter is 'false', dynamicMeasureReturn is false'



Anonymous (login to see details)

Hi Melory,

In order for your post to be actionable I need more information. Please provide the following data:

1. The FINER log file of the plugin;
2. The 'thresholds\_datacap.xml' file;
3. Screenshots of the plugin configuration screen.

You can send this information directly to [eugene.turetsky@dynatrace.com](mailto:eugene.turetsky@dynatrace.com).

Also, please unset the 'ThresholdsFile' parameter of the plugin and follow instructions depicted in this [post](#) to configure your notification e-mail. Trigger an incident and forward me a notification e-mail from your test case.

Let me know if you have any further questions.

Eugene.



Anonymous (login to see details)

Hi Eugene,

The plugin seems unable to parse the Agent Filters file because it does not have access to the filters.xsd file. The System Account has full control over this directory:

2015-12-16 01:21:26 SEVERE [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] setConfiguration method: setEmailsFiltersCouples method returned message 'setEmailsFiltersCouples method: the IOException occurred during parsing the 'D:\dynaTrace\dynaTrace-6.2.0\Alerting\PD\_DCOpsAlert\_Filter.xml' file - [java.io.FileNotFoundException](#) exception occurred. Message = 'D:\dynaTrace\dynaTrace-6.2.0\Alerting\filters.xsd (Access is denied)'; Stacktrace is [java.io.FileNotFoundException](#): D:\dynaTrace\dynaTrace-6.2.0\Alerting\filters.xsd (Access is denied).

How do I keep this file's access open?

Thanks,

Eric



Anonymous (login to see details)

Hi Eric,

Are you referencing your own XSD schema in the Agent Filters XML file? If yes, then remove it because plugin comes with the filters.xsd schema located in the 'res' sub-directory of the plugin's jar file. Plugin always uses this schema when parsing the Agent Filter XML file.

Please let me know if you have any further issues.

Eugene.



Anonymous (login to see details)

Hey Eugene,

I am not referencing the XSD in the Agent Filters XML, and deleted the XSDs in the directory. This issue is still occurring though. How can this be fixed?

015-12-18 15:25:36 SEVERE [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] setup method: setConfiguration method returned message 'setEmailsFiltersCouples method: the IOException occurred during parsing the 'D:\dynaTrace\dynaTrace-6.2.0\Alerting\PD\_DCOpsAlert\_Filter.xml' file - [java.io.FileNotFoundException](#) exception occurred. Message = 'D:\dynaTrace\dynaTrace-6.2.0\Alerting\filters.xsd (Access is denied)'; Stacktrace is [java.io.FileNotFoundException](#): D:\dynaTrace\dynaTrace-6.2.0\Alerting\filters.xsd (Access is denied)  
'''

Thanks,

Eric



Anonymous (login to see details)

Hi Eric,

Could you please make sure that owner of the DT server process has read/write access to the "D:\dynaTrace\dynaTrace-6.2.0\Alerting\" directory? If you still have issues, please send me plugin's FINER log file and provide version of the plugin. You can send this info to [eugene.turetsky@dynatrace.com](mailto:eugene.turetsky@dynatrace.com).

Eugene.



Anonymous (login to see details)

Plugin is not sending any data for "Text and measurement" type of dashlet. I would need this type of data to be sent.

Please let me know, if i can do this.



Anonymous (login to see details)

Hi Gopikrishnan,

Could you please provide details of what you are trying to achieve?

Eugene.



Anonymous (login to see details)

Would it be possible to improve the plugin in a way that configuring filters for agentGroups, Monitors and Applications would work on internal ID's for these items (assuming there are such) instead of just plain strings?

In other words: I don't like the fact that one has to provide the names as arbitrary strings which have to be known beforehand and which are static in the sense that as soon as any such config item is renamed in the system profile it will potentially break any existing filters which relied on the old name...

Not sure if this would be technically possible, but ideally in the Rule Action Editor there would be selectable filtering parameters (i.e. check boxes) for each existing config item instance. For example if my system profile contained 3 agent groups there would be 3 separate agentGroup filtering parameters and if selected the plugin would use their internal ID's to refer to the corresponding instances for the filtering, hence not relying on their "display" name.

I hope I make sense...



Anonymous (login to see details)

Hi Enrico,

If I understand your question correctly, you need to open an RFE request because it affects Incident Rule creation UI and hence all action plugins.  
Eugene.



Anonymous (login to see details)

Hi Eugene,

I would be a bit surprised if this affects the Incident Rule UI. Why do you think this is the case?

I'm not familiar with the plugin API but the only requirement I can see is that the plugin may internally refer to agent groups, monitors and applications by way of some unique/static ID's (and derive their "user friendly" names from them) instead of just arbitrary name strings which may change at any time. But again, this assumes that there are such internal IDs because after all the renaming of agent groups (as an example) works without breaking dashboard filters that use them suggesting there is a way to keep relationships intact across rename operations.

Furthermore in the Rule Action Editor (where the plugin parameters are set) the number of available filtering options would depend on the number of agent groups, monitors and applications currently defined for the system profile. Not sure if it's possible to have such a "dynamic" list of parameters which depends on what's currently configured in the system profile...

Apologies if the description of my idea was not clear - I guess it's not entirely trivial...

Thanks,  
Enrico



Anonymous (login to see details)

Hi Enrico,

Action plugins by itself are not coupled with system profiles. They become associated with system profiles when they become actions during Incident Rule(s) configuration. As I understand from your posts you'd like to make this configuration easier in a way that customer will see available resources (agents, agent groups, monitors, servers, collectors, etc.) for given system profile. This require UI enhancement. That is why I'm recommending you to open RFE.

Eugene.



Anonymous (login to see details)

I see, now it's more clear. Thanks a lot for the feedback.

My main intentions for the suggested improvements are to make the filter configuration easier, less error prone and more robust against name changes in the system profile.

However, I'm not quite sure how I would have to go about generalizing the requirements in order to suggest an RFE for the Incident Rule UI as a whole (since you pointed out that's what's going to be affected). Perhaps you can provide some hints?

cheers,  
Enrico



Anonymous (login to see details)

Hi Eugene,

We have the latest version of the plugin and are having problems with incidents being triggered, but no e-mails are being sent. . When looking at the log file we see the below among other.

**MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] execute method: Incident(s) were raised but notification e-mail was not sent.**

**MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering logIncidents method**

Can you confirm what fields are compulsory in the plugin when we configure it?



Anonymous (login to see details)

Hi Andre,

Please check Section 2 Filtering on Page 9 of the plugin documentation [here](#). There is a note there which says that this message describes a case when incident(s) were raised but they did not match any of the filtering conditions. Please check your filtering conditions to make sure that they are set correctly.

Eugene.



Anonymous (login to see details)

Hello Eugene,

We've just updated the plugin to the latest version, and the following plugin now fails to send email messages. The following message is written to the logs:

```
2016-01-26 15:15:48 SEVERE [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] setup method: java.lang.RuntimeException  
exception occurred. Message = 'setSharedProperties method: Properties load method threw exception 'java.lang.NullPointerException exception occurred.  
Message = '-'; Stacktrace is 'java.lang.NullPointerException  
at com.dynatrace.diagnostics.plugins.extendedmailreport.MailExecutor.getProperties(MailExecutor.java:285)  
at com.dynatrace.diagnostics.plugins.extendedmailreport.MailExecutor.setup(MailExecutor.java:169)  
at com.dynatrace.diagnostics.plugins.extendedmailreport.ExtendedMailAction.setup(ExtendedMailAction.java:38)  
at com.dynatrace.diagnostics.sdk.UserPluginManager.executePlugin(SourceFile:652)  
at com.dynatrace.diagnostics.sdk.ActionPluginExecutor.execute(SourceFile:32)  
at com.dynatrace.diagnostics.sdk.ActionPluginExecutor.execute(SourceFile:14)  
at com.dynatrace.diagnostics.scheduling.impl.ServerJobCenterRegistry.a(SourceFile:192)  
at com.dynatrace.diagnostics.scheduling.impl.ServerJobCenterRegistry.a(SourceFile:415)  
at com.dynatrace.diagnostics.scheduling.impl.ServerJobCenterRegistry.execute(SourceFile:339)  
at com.dynatrace.diagnostics.scheduling.impl.SchedulerJob.a(SourceFile:101)  
at com.dynatrace.diagnostics.scheduling.impl.SchedulerJob.work(SourceFile:92)  
at com.dynatrace.diagnostics.scheduling.impl.SchedulerJob.executeJobInfo(SourceFile:241)  
at com.dynatrace.diagnostics.scheduling.impl.QuartzJob.execute(SourceFile:45)  
at org.quartz.core.JobRunShell.run(JobRunShell.java:202)  
at com.dynatrace.diagnostics.scheduling.impl.QuartzThreadPool$WorkerThread.run(SourceFile:788)  
"'; Stacktrace is 'java.lang.RuntimeException: setSharedProperties method: Properties load method threw exception 'java.lang.NullPointerException  
exception occurred. Message = '-'; Stacktrace is 'java.lang.NullPointerException  
at com.dynatrace.diagnostics.plugins.extendedmailreport.MailExecutor.getProperties(MailExecutor.java:285)  
at com.dynatrace.diagnostics.plugins.extendedmailreport.MailExecutor.setup(MailExecutor.java:169)  
at com.dynatrace.diagnostics.plugins.extendedmailreport.ExtendedMailAction.setup(ExtendedMailAction.java:38)  
at com.dynatrace.diagnostics.sdk.UserPluginManager.executePlugin(SourceFile:652)  
at com.dynatrace.diagnostics.sdk.ActionPluginExecutor.execute(SourceFile:32)  
at com.dynatrace.diagnostics.sdk.ActionPluginExecutor.execute(SourceFile:14)  
at com.dynatrace.diagnostics.scheduling.impl.ServerJobCenterRegistry.a(SourceFile:192)  
at com.dynatrace.diagnostics.scheduling.impl.ServerJobCenterRegistry.a(SourceFile:415)  
at com.dynatrace.diagnostics.scheduling.impl.ServerJobCenterRegistry.execute(SourceFile:339)  
at com.dynatrace.diagnostics.scheduling.impl.SchedulerJob.a(SourceFile:101)  
at com.dynatrace.diagnostics.scheduling.impl.SchedulerJob.work(SourceFile:92)  
at com.dynatrace.diagnostics.scheduling.impl.SchedulerJob.executeJobInfo(SourceFile:241)  
at com.dynatrace.diagnostics.scheduling.impl.QuartzJob.execute(SourceFile:45)  
at org.quartz.core.JobRunShell.run(JobRunShell.java:202)  
at com.dynatrace.diagnostics.scheduling.impl.QuartzThreadPool$WorkerThread.run(SourceFile:788)  
"  
at com.dynatrace.diagnostics.plugins.extendedmailreport.MailExecutor.getProperties(MailExecutor.java:289)  
at com.dynatrace.diagnostics.plugins.extendedmailreport.MailExecutor.setup(MailExecutor.java:169)  
at com.dynatrace.diagnostics.plugins.extendedmailreport.ExtendedMailAction.setup(ExtendedMailAction.java:38)  
at com.dynatrace.diagnostics.sdk.UserPluginManager.executePlugin(SourceFile:652)  
at com.dynatrace.diagnostics.sdk.ActionPluginExecutor.execute(SourceFile:32)  
at com.dynatrace.diagnostics.sdk.ActionPluginExecutor.execute(SourceFile:14)  
at com.dynatrace.diagnostics.scheduling.impl.ServerJobCenterRegistry.a(SourceFile:192)  
at com.dynatrace.diagnostics.scheduling.impl.ServerJobCenterRegistry.a(SourceFile:415)  
at com.dynatrace.diagnostics.scheduling.impl.ServerJobCenterRegistry.execute(SourceFile:339)  
at com.dynatrace.diagnostics.scheduling.impl.SchedulerJob.a(SourceFile:101)  
at com.dynatrace.diagnostics.scheduling.impl.SchedulerJob.work(SourceFile:92)  
at com.dynatrace.diagnostics.scheduling.impl.SchedulerJob.executeJobInfo(SourceFile:241)  
at com.dynatrace.diagnostics.scheduling.impl.QuartzJob.execute(SourceFile:45)  
at org.quartz.core.JobRunShell.run(JobRunShell.java:202)  
at com.dynatrace.diagnostics.scheduling.impl.QuartzThreadPool$WorkerThread.run(SourceFile:788)  
'removeActionEntry method returned 'false' what means that sharedPp object in the SHARED_PROPERTIES map is different from what needs to be  
removed. Internal error.
```

Do you have any idea on how get around this error?



Anonymous (login to see details)

Hi See,

Upgrade of the plugin did not succeed. Please re-start your Dynatrace server. Let me know if issue still exist.

Eugene.



Anonymous (login to see details)

Hello Eugene,

I've restarted the dynatrace Server Service, but the issue still persists. Is a restart of the entire Dynatrace Server itself required? The log still shows the same error.



Anonymous (login to see details)

Hi See,

Yes, the restart of the Dynatrace server is required. Please open a ticket with our support team. This issue is not related to the plugin itself but rather to the Dynatrace engine when it upgrades plugin to a new version. Please provide ticket number for me. Email me at [eugene.turetsky@dynatrace.com](mailto:eugene.turetsky@dynatrace.com).

Eugene.



Anonymous (login to see details)

Hello Eugene,

I've found an old backup of this plugin (0.9.9.4) and managed to make it work with my Dynatrace installation. While the new version seemed to work (The logs are listing down all actions until teardown just fine), but ultimately the email wasn't sent out. Perhaps the new code for 0.10.x doesn't work anymore on Dynatrace 5.5.

See Hua



Anonymous (login to see details)

Hi See,

Plugin is backward compatible and should work with lower versions of Dynatrace. Please send me support archive which includes Dynatrace server log file and log file of the Extended Mail Action plugin.

Eugene.



Anonymous (login to see details)

Hello Eugene,

I'll drop you an email with the supportarchive.

See Hua



Anonymous (login to see details)

Hi See,

Please do.

Eugene.



Anonymous (login to see details)

Hello,

My apologies if this is a dumb question, I am a rookie at this plugin and had a quick question. I am creating an email body and have been asked to change the wording of the VIOLATION\_MESSAGE a bit. I was going to use the VIOLATED\_TRIGGER\_VALUE, however, it is displaying a value of 4.754098415374756, where as the VIOLATION\_MESSAGE would display it rounded to 4.75.

Is there anyway to round the VIOLATED\_TRIGGER\_VALUE, or is there another variable that I overlooked that already contains just the rounded value?

Thank you very much for any help,

Tom



Anonymous (login to see details)

Hi Tom,

Plugin did not change the data that it receives from the Dynatrace engine. You can consider rounding on your side using javascript.

Eugene.



Anonymous (login to see details)

Thanks for the response Eugene, I'm not very strong in javascript, but I could give it a try. Not sure where I would add the javascript though. I was just curious, since the "VIOLATION\_MESSAGE" contains the already rounded value of the "VIOLATED\_TRIGGER\_VALUE", how is it doing the rounding? Is it some already created javascript within the plugin?

Perhaps, I'm thinking of this incorrectly, Are these variables created in the Plugin, are is the Plugin using these variables that exist in DT? Sorry, just trying to figure it out. :)

Thanks,

Tom



Anonymous (login to see details)

Hi Tom,

You are correct, plugin provides standard out of the box \${VIOLATION\_MESSAGE} which contains rounded \${VIOLATED\_TRIGGER\_VALUE}. However, you can fully customize body of the e-mail. Please see this [link](#) for an example of customization described at the top of this page.

Eugene.



## Anonymous (login to see details)

That is terrific, Thanks for the details. I will for sure take this route. Of course, I keep bugging you. For some reason, when I use the html that is on this forum (Modified it a little bit - Moved "My Violations" above "My Details", changed some variables, and added the <html> and <body>). My resulting emails are just the html code. I am using Lotus Notes, maybe that has something to do with it. Below is what I am using and what the emails look like:

```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN">
<html>
<head><style type="text/css">body {font-family: Arial;} </style></head>
<body>
<table style="border: 0px;" cellpadding="0" cellspacing="0">
<tr>
<td style="width: 5px; margin-right: 8px;"></td>
<td style="width: 795px;"><div style="font-size: 1.5em; font-weight: bold;">$Incident ${INCIDENT_STARTED_ENDED}: ${RULE_NAME}</div></td>
</tr>
<tr>
<td colspan="2"><div style="font-size: 0.8em; color: #737373; margin-top: 5px; width: 800px;">${RULE_DESCRIPTION}</div>
</td>
</tr>
</table>
<br>
<div>

</div>
<br>
<div style="font-weight: bold;">My Violations</div>
<table style="border: 0px; margin-top: 5px;" cellpadding="0" cellspacing="0">
<tr>
<td style="vertical-align: top; width: 180px;"><div style="font-size: 0.8em;">Busy Threads ${VIOLATION_HEADER_1} on ${SERVER_NAME}</div></td>
<td><div style="font-size: 0.8em;">Busy Threads ${VIOLATION_HEADER_1} on ${SERVER_NAME}</div></td>
</tr>
</table>
<br>
<br>
<div style="font-weight: bold;">My Details</div>
<table style="border: 0px; margin-top: 5px;" cellpadding="0" cellspacing="0">
<tr>
<td style="vertical-align: top; width: 180px;"><div style="font-size: 0.8em;">Start Time:</div></td>
<td><div style="font-size: 0.8em;">${START_TIME}</div></td>
</tr>
<tr>
<td style="vertical-align: top; width: 180px;"><div style="font-size: 0.8em;">End Time:</div></td>
<td><div style="font-size: 0.8em;">${END_TIME}</div></td>
</tr>
<tr>
<td style="vertical-align: top; width: 180px;"><div style="font-size: 0.8em;">System Profile:</div></td>
<td><div style="font-size: 0.8em;">${SYSTEM_PROFILE}</div></td>
</tr>
<tr>
<td style="vertical-align: top; width: 180px;"><div style="font-size: 0.8em;">dynaTrace Server:</div></td>
<td><div style="font-size: 0.8em;">${SERVER_NAME}</div></td>
</tr>
</table>
<br>
<td style="width: 200px;"><div>

</div></td>
<td style="width: 140px;"><div>
<a style="a: link;text-decoration:underline; font-size: 0.8em; font-weight: bold; color: #505050; a: visited:text-decoration:underline; font-size: 0.8em; font-weight: bold; color: #505050; a: hover:text-decoration:underline; font-size: 0.8em; font-weight: bold; color: #808080;" href="http://127.0.0.1:8020/webstart/Client/client.jnlp?&argument=reuse&argument=incident&argument=${SYSTEM_PROFILE}&argument=${KEY}">Open in dynaTrace</a>
</div></td>
<td style="width: 125px;"><div>
<a style="a: link;text-decoration:underline; font-size: 0.8em; font-weight: bold; color: #505050; a: visited:text-decoration:underline; font-size: 0.8em; font-weight: bold; color: #505050; a: hover:text-decoration:underline; font-size: 0.8em; font-weight: bold; color: #808080;" href="http://127.0.0.1:8020/rest/html/management/dashboards">Open in browser</a>
</div></td>
</tr>
</table>
</body>
</html>
```

Thanks again,

Tom



## Anonymous (login to see details)

Hi Tom,

Surely, please feel free to send me e-mails directly at [eugene.turetsky@dynatrace.com](mailto:eugene.turetsky@dynatrace.com).

Eugene.



## Anonymous (login to see details)

Is there any way by which we can use Javascript to customize data in email Body of mail?

---

 Anonymous (login to see details)  
Hi Bhavin,

Yes, you can do that. The simplest way is to embed javascript in HTML using the <script language="javascript">...</script> tags.  
Eugene.

---

 Anonymous (login to see details)  
How to verify the email settings are correct?  
Is there any way to send the verification email?

---

 Anonymous (login to see details)  
Hi Shirish,  
There are no verification e-mails sent by the plugin. Just set plugin's parameters in your test environment, trigger an incident and if you did not receive notification e-mail, check plugin's log file for 'SEVERE' messages.  
Eugene.

---

 Anonymous (login to see details)  
Just checking....  
Is it possible to select the email recipient on the type of incident?

---

 Anonymous (login to see details)  
Hi Shirish,  
Yes, please see "New in the Release 0.9.9.8 - 0.9.9.12" notes at the top of this page for details.  
Eugene.

---

 Anonymous (login to see details)  
Hi.  
I am not JAVA programmer , also very little knowledge on the programming.  
I am configured this plugin for the alerting the email for the MQ plugin.  
I want to trigger the email to three different groups based on the MQ Q name.  
is it possible to add filter based on the captured values e.g. this is the value I see in the FINER log on extended email plugin 145: key 'VIOLATED\_MEASURE\_SPLITTINGS\_ALL' value 'ABCDDRN1.CHL2|10.16.21.200' now if I want to trigger the email to the [ABC@mycomp.com](mailto:ABC@mycomp.com) when the captured value is "ABCDDRN1.CHL2" and when the captured value is "XYZDRN1.CHL2" send email to "[XYZ@mycomp.com](mailto:XYZ@mycomp.com)" . Is it possible to do?

---

 Anonymous (login to see details)  
Hi,  
We are using Dynatrace 6.1.0.8324 and we are using Extended Email Action Plugin to send alerts.  
We have created Regular Expression to capture the message in Splitting and we send that Message in Alerts. **But Sometimes we have analyzed that Dynatrace is sending alerts with Message "-" but if we drill down to purepaths of that incident then we are able to find the return value.** Also we checked that the applied regular expression is properly working for same incident.

---

Regards,  
Hitesh Kundnani

---

 Anonymous (login to see details)  
Hi Hitesh,  
Could you please cut and paste content of the following [file](#) into the Body Header field of the plugin and check the HTML Mail Format? Then set log level of the plugin to FINER, trigger the incident, and forward me notification e-mail along with the plugin's FINER log file. Please send this information to [eugene.turetsky@dynatrace.com](mailto:eugene.turetsky@dynatrace.com).  
Eugene.

---

 Anonymous (login to see details)  
Hi Team,

We are developing SMS Alert plugin for that I need your help.  
In [Extended EMail Action Plugin](#) we are getting VIOLATION\_MESSAGE\_1 we want method used in plugin to retrieve this value.

Example : Violated\_Measure\_Name= `v.getViolatedMeasure().getName()`  
here we are getting Violated\_Measure\_Name like this we want method name for VIOLATION\_MESSAGE\_1 .

Is there any document for this ?  
Please help .

Regards,  
Jalpesh Shelar

 Anonymous (login to see details)

Hi Jalpesh,

The \${VIOLATION\_MESSAGE\_1} is a derived variable. There is no method that retrieves its content.

For more details about developing plugins please see this [page](#).

Eugene.

 Anonymous (login to see details)

hi all,

I'm having some trouble getting the email to send at all. I've tried two different SMTP servers that also work with sending emails with the Mail Report Task/Action Plugin. For some reason it is not sending with this plugin however. After looking in the logs the only thing useful I could find was the below error, but no indication on why the email was not sent.

2016-04-05 15:58:16 WARNING [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] execute method: Incident(s) were raised but notification e-mail was not sent.

 Anonymous (login to see details)

Hi Matt,

The following message is caused by configured in the plugin filters that do not match triggered incidents.

2016-04-05 15:58:16 WARNING [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] execute method: Incident(s) were raised but notification e-mail was not sent.

Please remove all filters and see if notification e-mail will be sent.

Eugene.

 Anonymous (login to see details)

Hello,

The plugin (latest version 0.10.5) would not send any HTML email notifications (checkbox "HTML Mail Format" ticked and example HTML email as per plugin description). There seems to be an image file missing as indicated in the AppMon server log file:

2016-04-11 10:46:17 WARNING [UserPluginManager] java.lang.RuntimeException - getFile method: cannot find file 'res/compuware\_logo.png' in the jar.

I have manually checked out the plugin, added a file compuware\_logo.png and recompiled the plugin. Next, I ran into the following error already addressed in another comment [here](#)

2016-04-11 11:26:40 WARNING [UserPluginManager] java.lang.RuntimeException - setSharedProperties method: Properties load at com.dynatrace.diagnostics.plugins.extendedmailreport.MailExecutor.getProperties(MailExecutor.java:289)

After an AppMon server restart, the plugin would send HTML emails. Can this be fixed in a future release? The file compuware\_logo.png would need to be added in folder res.

Best regards  
Tomislav

 Anonymous (login to see details)

Hi Tomislav,

The 'res/compuware\_logo.png' file is obsolete and was replaced with the 'res/logo.png' file one year ago on 4/19/2015 in the release 0.9.9.19 of the plugin. Please use the 'res/logo.png' file instead of the 'res/compuware\_logo.png' file in any of your customized e-mails.

Let me know if you have any further questions.

Eugene.

 Anonymous (login to see details)

Hello Eugene,

Thanks a lot for clarifying this! Can we update the example HTML code on this site to not contain "res/compuware\_logo.png"? It is in the middle section "Configuration"

Next screenshot contains more complex example of the Body parameter (full content of the Body parameter is [here](#)):

Someone who is new to the plugin might download and try the example code and email sending wouldn't work with this example, as it contains "res/compuware\_logo.png"

Best regards  
Tomislav

 Anonymous (login to see details)

Hi Tomislav,

Surely, I've sync up content of the [BodyExample.html](#) file referenced in the plugin's home page with the latest version of the plugin. Thank you for bringing issue with outdated documentation to our attention. In future, please note, that the 'res' directory of the plugin jar file always contains the BodyExample.html file which is synchronized with the correspondent plugin version. This allows to prevent issues with outdated documentation.

Eugene.



Anonymous (login to see details)

Hi Eugene,

The plugin is working great for sending automated reports to developers here at my client's site! It's awesome.

There is a problem when the report generated includes PurePaths in an XLS document - The PurePath tree is not included in the document. How do I get the PurePath methods to populate under the description of the PurePath table?

Thanks,

Eric

---



Anonymous (login to see details)

Hi Eric,

Could you please generate report using [server REST Interface](#) outside of the plugin and check if it will be created as you expected.

Eugene.

---



Anonymous (login to see details)

Hey Eugene,

The report is not as I would expect. The PurePath tree is not present in the report. I did find that it is possible to request the full PurePath details (PurePath Tree) using the XML of the dashboard - [Documentation](#). Is this feature possible within the plugin?

However, it would be preferable to export the PurePath details in XLS. I have posted this question in the [forums](#).

Thanks,

Eric

---



Anonymous (login to see details)

Hi Eric,

You are referring to the [XML REST Reporting](#) while plugin is using [regular REST Reporting](#). The XML REST Reporting can provide PurePaths information. This is an enhancement request for the plugin. It is easy to implement this request for the XML reports. In terms of presenting the PurePath details in the XLS format: it is also doable but require more work.

Eugene.

---



Anonymous (login to see details)

Hey Eugene,

It would be very helpful to be able to save these XML reports with full purepath data. Currently the XML is generated dynamically, and if the dashboard data changes, then so does the XML data. I have inserted a link to this dynamic XML data in the emails, but if there is a way to create a static XML report with full purepath data, then that would be valuable to my client's development teams.

Thanks,

Eric

---



Anonymous (login to see details)

Hi Eric,

I don't know about a timeline for your enhancement request, but it is correct that the Extended Mail Action plugin attaches snapshots of the dashboard(s) at the time when incident was triggered while a dashboard link embedded in the body of the e-mail will show the latest dashboard content.

Eugene.

---



Anonymous (login to see details)

Hi Eugene,

Any chance the plugin could be enhanced with support for **Hostgroup**, **Label** and **Site** variables to be used with custom text? This would be handy for sending [Infrastructure Alerts](#) which I think are new as of DT 6.2

Thanks,  
Enrico

---



Anonymous (login to see details)

Hi Enrico,

As of now the DT engine does not pass information about a Hostgroup, Label and Site to a plugin. You are welcome to open a RFE about enhancing the DT plugin interface. Plugin can be easily enhanced to maintain Hostgroup, Label and Site variables if this RFE request will be accepted and implemented by the DT team.

Eugene.

---



Anonymous (login to see details)

Hi Eugene,

Would it be possible to add "Application" to the Email-Filters Dependency? I am at a customer that has many apps and specific teams per app. This would make their life so much easier as now they are parsing individual incidents.

Thanks!  
  
KR,  
Kristof

---



Anonymous (login to see details)

Hi Kristof,

Yes, this feature was added in the release 0.9.10 of the plugin. Please see section 'New in the Release 0.9.10' at the top of this page.

Eugene.



Anonymous (login to see details)

Hi Eugene,

Thanks for your quick response.

I saw the filter by application option, but in the XSD for the email-filter relation I only see agent, agentgroup, monitor, collector and server as possible source.

Is the relationship application-email to be set up a different way?

Kristof



Anonymous (login to see details)

Hi Kristof,

While there is no option to use filter by applications in the Emails-Filters Dependency File, you can set it in the 'Applications' parameter of the plugin outside of the Emails-Filters Dependency File. Please let me know if it is sufficient for your customer.

Eugene.



Anonymous (login to see details)

Hi Eugene,

Apologies for the delayed response. Does that mean that the customer would have to create an incident rule for each application? That is what we want to avoid as the customer has 100-odd apps.

Thanks again for your help.

KR,  
Kristof



Anonymous (login to see details)

Hi Kristof,

Just to clarify: if customer decides to create a unique incident rule per application then there is no need in using the applications filter.

Could you please do the following steps:

1. Pick up 3 - 4 applications from 100+ applications that customer is monitoring;
2. If it is not already created, create an incident rule for the selected in the step 1 applications;
3. Setup the Extended Mail Action plugin as an action for the incident rule from the step 2;
4. Paste content of the [BodyHeaderExample.html](#) file into the Body Header parameter of the Extended Mail Action plugin from the step 3;
5. For each application, trigger an incident for the incident rule from the step 2;
6. For each application, send me the Extended Mail Action plugin notification e-mail.
7. Send me <profile-name>.profile.xml system profile for the profile which contains the incident rule from the step 2 above.

Eugene.



Anonymous (login to see details)

Hi Eugene,

Have a questions regarding 'Body' part. Is there any limit on number of character that can be in body html.

We have put a very long html text in body part but incident email shows text not showing after about 1024 characters.

Thanks,

Ankur



Anonymous (login to see details)

Hi Ankur,

There should not be any limitations on length of the 'Body' parameter in the plugin. Please do the following:

- Set the log level of the plugin to FINER, re-run your test, and gather the FINER log file of the plugin.
- Send to the [eugene.turetsky@dynatrace.com](mailto:eugene.turetsky@dynatrace.com) the following information:
  - Gathered FINER log file;
  - File which you entered in the 'Body' parameter of the plugin;
  - DT version and version of the Extended Mail Action plugin.

Based on the above information we will be able to check if plugin gets the body content in full.

Eugene.



Anonymous (login to see details)

Hey Eugene,

Is it possible to use a variable in order to place the "Current Value" of a measure within the email body? For example, if an incident end email is sent out, the related measure value is therefore lower than the threshold and the incident ended as a result. Placing the below threshold measure value within the email body would show the end user what the "current value" of the measure is and how close it is to exceeding the threshold again.

Perhaps I'm missing something but it appears that this isn't possible with the current variables. The closes one looks like the "[VIOLATED\\_MEASURE\\_VALUE](#)" but this variable only displays the initial value of the measure that caused the incident to occur and not the current value.

As always, thanks in advance for your help!

Josh



Anonymous (login to see details)

Hi Josh,

I'm sorry for the delay. What you are describing is done by design in the DT Engine: the DT Engine is passing to the action plugin through the DT plugin interface a value (i.e. the VIOLATED\_MEASURE\_VALUE) which caused incident to be triggered. The same value is passed by the DT Engine when this incident ends. This is done to see a value in the end incident event that triggered the incident.

What you can do here is to attach a dashboard/report that contains measure which is used in the incident rule to a notification e-mail. You can use time interval in the dashboard/report which is greater or equal the evaluation time frame of the incident rule. Thus customer will see in the dashboard/report attached to the incident ended notification e-mail current value of the measure which is used in the incident rule when incident is ended. You can vary format of the attached dashboard/report, e.g. PDF, Excel, XML, etc.

Eugene.



Anonymous (login to see details)

Hey Eugene,

That makes sense, thanks for the information!

Josh



Anonymous (login to see details)

Hey Eugene,

Quick question concerning the updates within the 0.9.10 Release. It states:

*"Added ability to filter by application name. New parameter 'Applications' contains list of semicolon separated filters."*

This update is obviously referring to the "Applications" field within the plugin, however, is it possible to also define specific recipients for each application within the filters.xml file? After some brief testing, I was unable to get this to work as "applications" is not listed in the schema within the filters.xsd file.

Thanks!

Josh



Anonymous (login to see details)

Hi Josh,

What you are observing is correct: as it is implemented right now the "Application" filter does not allow to send notification e-mails to application specific recipients. The "Application" filter affects all recipients. Please see this post [here](#) which is asking exactly the same question.

I'll add this feature to the plugin which will allow to send notification e-mails to an application specific set of recipients. It will be done in next plugin release.

Eugene.



Anonymous (login to see details)

As always, thanks for the quick response Eugene! I'm certainly looking forward to this being included in the next plugin release.

Thanks,

Josh



Anonymous (login to see details)

Hi Josh,

Please use release 0.10.9+ of the Extended Mail Action plugin. It has ability to filter notification e-mails by application names which are set in the XML file that is described in the Emails-Filters Dependency File configuration parameter.

Eugene.



Anonymous (login to see details)

Hi Eugene,

It seems that if you specify a real or fake email address for the From attribute, the plugin will no longer send out emails. The only way to get it working again would be to blank out the value for the From field and restart the dynatrace server. I am running on dt 6.3 and plugin version 0.10.6

Also checked the logs and nothing is being written there, even if I turn up the logging to Finest. Is this a known issue?

Thanks,  
Walid



Anonymous (login to see details)

Hi Walid,

Below is explanation of the "From" parameter of the Extended Mail Action plugin:

1. Plugin works without issues if you set valid e-mail address in its "From" parameter.
2. If e-mail address in the "From" parameter is not a valid e-mail address, plugin will throw the `javax.mail.internet.AddressException` exception and exit, i.e. no notification e-mail will be sent. Please check the log file for the SEVERE log messages with the `javax.mail.internet.AddressException` exception.
3. If the "From" parameter is not set or set to blank(s)/whitespace(s), plugin will set it to some predefined default e-mail address, e.g. "[alerting@compuware.com](mailto:alerting@compuware.com)". Notification e-mail will be sent in this case.

If you set log level of the plugin to FINER you *must* see log messages in the plugin's log file. If you don't see them, please work with DT Technical Support team to resolve this issue with missing FINER log messages. This issue is not plugin specific.

Also, please make sure you are running DT 6.3.5.1050+ to eliminate DT engine bug described in the [JLT-153551](#).

Let me know if you have any further questions.

Eugene.



Anonymous (login to see details)

For the predefined variables, does one of those send everything in terms of the current incident? I see variables like 'APPLICATION\_ALL' or 'ALL\_AGENTS' but I'm looking for one that just sends all parameters that can be related to a single incident (rule name, start time, message, violation message, agent host, monitor type, etc)

**Anonymous (login to see details)**

Hi Paul,

Coming this week new version 0.10.8 of the plugin already has variable that you are asking about.

Eugene.

**Anonymous (login to see details)**

Hi Paul,

Please use release 0.10.8+ of the Extended Mail Action plugin. The \${DYNATRACE INCIDENTS} predefined runtime variable contains serialized incidents information in JSON format. Please let me know if you have any further questions.

Eugene.

**Anonymous (login to see details)**

Hi Eugene,

We updated 0.10.9 plugin. but still, we encountering the email issues with this plugin, I updated only the required parameters to get at least the email notification But even thought if i gave any real email address from From attribute and to attributes, the plugin will no longer to send out emails. Here I am gettings Finer logs , but it's saying incidents were raised but notification email was not sent. Please find the log information, Kindly help me if there anything we need to override the default values, I updated madatory like server name, SMTP address , Port and from and to attributes .. other than that anything we need to pass the value to triger the emails notifications ?? Please help me to fix the issues.

```
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering getSourceHostNames method
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] populateSubstitutorMap method: Incidents Collection: Entry 1: Violations Collection Entry 2: Violated Trigger Value Collection Entry 1: Agent Name: '-'
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] populateSubstitutorMap method: Incidents Collection: Entry 1: Violations Collection Entry 2: Violated Trigger Value Collection Entry 1: Agent Name: '-' Agent Host: '-'
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] populateSubstitutorMap method: Incidents Collection: Entry 1: Violations Collection Entry 2: Violated Trigger Value Collection Entry 1: Value: '8473.0341796875'
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] populateSubstitutorMap method: Incidents Collection: Entry 1: Violations Collection Entry 2: Violated Trigger Value Collection Entry 2: Source Type: 'AgentGroup'
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering getSourceHostNames method
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] populateSubstitutorMap method: Incidents Collection: Entry 1: Violations Collection Entry 2: Violated Trigger Value Collection Entry 2: Agent Group Names: '<all-agents>'
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] populateSubstitutorMap method: Incidents Collection: Entry 1: Violations Collection Entry 2: Violated Trigger Value Collection Entry 2: Value: '8473.0341796875'
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering getMetricIndicators method
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] getMetricIndicators method: metricName is 'Time'
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] getMetricIndicators method: props.getThresholdsFile() is ''
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] getMetricIndicators method: metricNameInFilter is 'false', dynamicMeasureReturn is false'
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering isQuietTime method: quietTimeList is 'null'
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] Entering isEmailNeeded method
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: metricNameInFilter is 'false', dynamicMeasureReturn is 'false'
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: quiet time indicator is 'false'
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isEmailNeeded method: usedSendOnlyPatterns is false, sendOnlyPatternsIndicator is false, usedMeasureNamePatterns is false, measureNamePatternsIndicator is false, usedApplicationsPatterns is false, applicationPatternsIndicator is false
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] logSourcesFilters method: Agent names: '[AGENT_NAME,AGENT_NAME1]', Agent agent servers: '[AGENT_HOST]'
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] logSourcesFilters method: source references: Agent source names '[]', Agent source hosts '[]'
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] logSources method: AgentGroup names: '[AGENT_GROUPS_NAME]'
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] logSources method: AgentGroup source references: '<all-agents>'
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isSourceNamesMatches method: source names for type 'AgentGroup' is '<all-agents>'
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] isSourceNamesMatches method: pattern for type 'AgentGroup' and filter name 'AGENT_GROUPS_NAME' does not match name <all-agents>
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] logSourcesFilters method: Monitor names: '[MONITOR_NAME]', Monitor agent servers: '[MONITOR_HOST]'
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] logSourcesFilters method: Monitor names: no entries with type Monitor
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] logSourcesFilters method: Collector names: '[]', Collector agent servers: '[]'
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] logSourcesFilters method: Collector names: no entries with type Collector
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] logSources method: Server names: '[]'
2016-10-13 15:32:43 FINER [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] logSources method: Server names: no entries with type Server
2016-10-13 15:32:43 WARNING [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] execute method: Incident(s) were raised but notification e-mail was not sent
```



Anonymous (login to see details)

Hi Baskaran,

The last record of your post is telling that filters that you setup for the instance of the plugin are preventing from sending notification e-mail:

2016-10-13 15:32:43 WARNING [MailExecutor@com.dynatrace.diagnostics.plugins.extendedmailreport.action] execute method: Incident(s) were raised but notification e-mail was not sent

Please see section 2 Filtering on page 9 of the plugin documentation [here](#). There should be WARNING messages in the log which have information about incidents that were skipped because of filters of the plugin.

Please note that I'm off until Wednesday this week with little access to my e-mails. Please expect delays with my replies. Also feel free to send me e-mails directly to [eugene.turetsky@dynatrace.com](mailto:eugene.turetsky@dynatrace.com).

Eugene.

---



Anonymous (login to see details)

Hi,

Can someone tell me what the correct launch is and help me configure this plugin?

Regards

---



Anonymous (login to see details)

Hi Isaac,

Please provide your availability for the webex session. I'll help you to configure the Extended Mail Action plugin. Please e-mail me your availability to [eugene.turetsky@dynatrace.com](mailto:eugene.turetsky@dynatrace.com).

Eugene.

---



Anonymous (login to see details)

Hi Eugene,

Can you tell me how to round off \${VIOLATED\_TRIGGER\_VALUE}?

After an incident ends, i am unable to use \${VIOLATION\_MESSAGE\_1} .It gives the same message as when the incident is created.

Can you please help me on this?

John

---



Anonymous (login to see details)

Hi John,

The incident message is unchanged when incident ends. This is done by design for both built in the DT product and community developed action plugins. I'll round off values of the supported by the plugin runtime variables including the \${VIOLATED\_TRIGGER\_VALUE}. I'll publish updated version of the plugin sometime tomorrow.

Eugene.

---



Anonymous (login to see details)

Hi John,

Please download and deploy [v0.10.10](#) of the Extended Mail Action plugin. It rounds off value of the \${VIOLATED\_TRIGGER\_VALUE} variable.

Let me know if you have any further questions.

Eugene.

---



Anonymous (login to see details)

Thanks Eugene.I will try it.

John

---



Anonymous (login to see details)

HI Eugene,

thanks for the updated version it works great.

I want to one more thing that for the violated thresholds?

I want the add the detail of the violated threshold level, I mean if the upper warning threshold is violated then I can add the message in email that this email is for warning threshold violation and when the upper severe threshold violated I can mention in the email that the server threshold is violated.

Is it addressed in current version?

if not them requesting you to add this feature, this will help lot.

Thanks,

Shirish

---



Anonymous (login to see details)

Hi Shirish,

Sorry for the delay. Please copy and paste content of the [BodyHeaderExample.html](#) file into the Body Header parameter of the plugin. Then trigger an incident and check content of the e-mail body of the generated notification e-mail. You should see 158 supported runtime variables and their values. Please use them to customize your notification e-mail.

Eugene.



Anonymous (login to see details)

Hi Eugene,

I am using extended mail for an incident and i am trying to customize the violation message.

For example i configured an incident with upper severe value as '5' and upper warning value as '3'.If this incident rule is violated with 10.48,i am getting the 'VIOLATION\_MESSAGE\_1' as 'Was 10.48% but should be lower than 5.00%.Here in this message instead of 'Was' can you replace it by 'Is'(Is 10.48% but should be lower than 5.00%).

I also need a new variable for Severity with values as 'Warning' and 'Severe' based on 'VIOLATED\_MEASURE\_THRESHOLD\_UPPER\_SEVERE' or 'VIOLATED\_MEASURE\_THRESHOLD\_UPPER\_WARNING',here 'VIOLATED\_MEASURE\_THRESHOLD\_UPPER\_SEVERE'(5.00).

Finally when incident is completed,i need some new variable which says 'Is now lower than 5.00%'.

Can you please help me?

Thanks,

John

---



Anonymous (login to see details)

Hi John,

Please see my post [here](#). You will find most of variables you are looking for there. When incident is completed, i.e. incident ended event is triggered, you can attach chart to the notification e-mail which contains measure(s) which triggers the incident.

Please let me know if you have any further questions. You can e-mail me directly to [eugene.turetsky@dynatrace.com](mailto:eugene.turetsky@dynatrace.com).

Eugene.

---



Anonymous (login to see details)

Hi,

Could I config that the alert email content include "purepath name" or "URL" in the email content??

like "home.jsp" response time: 5000 ms

Thanks.

---



Anonymous (login to see details)

Hi Alex,

I'll add PurePath(s) name(s) to the list of supported runtime variables. In terms of URL, the DT engine does not pass this information to the plugin. The best correlation in this case is name of the incident rule that was triggered.

I'll update you when PurePath(s) will be added to the list of the supported runtime variables.

Eugene.

---



Anonymous (login to see details)

Hi Alex,

Please use the Extended Email Action plugin v. 0.10.12+. It maintains PURE\_PATH\_N run-time variables, where N = 1,2,3,4,5,...

Let me know if you have any further questions.

Eugene.

---



Anonymous (login to see details)

Hi Eugene,

I have designed a custom plugin for my requirement where i need to post Incident **SPLITTING** value to some port.

I have referred PDK (plugin dev kit) javadoc, but could not find the getter method to fetch the splittings for incidents which are based on BT.

Could you kindly suggest me how you extract splitting from the incidents object? 😊

Thanks and Regards,

Rajesh Swarnkar.

---



Anonymous (login to see details)

Hi Rajesh,

Let's take it offline. I'll send you e-mail sometime today.

Eugene.

---



Anonymous (login to see details)

Hi Eugene,

thanks for the nice plugin.

I have a question regarding the quite times. Our customer wants to have a quite time over the night.

Is it enough to set start 20:00 and end 6:00? Can the plugin handle that?

Or do I have to split it?

20:00 - 23:59 and 00:00 - 6:00?

Thanks,

Robert

---



Anonymous (login to see details)

Hi Robert,

It is enough to set start time to 20:00 and end time to 6:00 times of the quiet time parameters.

Eugene.



Anonymous (login to see details)

Hi Eugene,

Thanks for this very good plugin.

I have question,Is it possible to send the splitting information from the BT in email?

I am looking for option where I can send the extended email incase of the failed BT with the BT splitting values in the email or pls suggest is there any other way to handle this?



Anonymous (login to see details)

Hello Shirish,

Yes, It is possible with this plugin, Thanks to Eugene. 😊

You should refer to the full HTML list of email variables which you can use to customize your email template.

[https://community.dynatrace.com/community/download/attachments/120128619/Extended%20Mail%20Action%20Plugin%20Release\\_0.9.6.docx?version=7&modificationDate=1376914363760&api=v2](https://community.dynatrace.com/community/download/attachments/120128619/Extended%20Mail%20Action%20Plugin%20Release_0.9.6.docx?version=7&modificationDate=1376914363760&api=v2)



Anonymous (login to see details)

Hi Rajesh,

Thanks for the prompt response.

the challenge is that I am not able to see that info been logged against those parameters in the extended email plugin logs.Pls find the following info we are splitting in the BT and I want the same to be sent in the email when there is some failure for that BT.

Is it possible to achieve using this plugin?

Splitting
102.18.4.2;United States;;KLICK1111
54.25.20.105;United States;3812738;STAND6
10.20.4.10;United States;3803135;KAYYEN1
10.25.21.243;United States;3812318;SPPWEUK



Anonymous (login to see details)

Hi Eugene,

We are interesting in exploring whether this plugin can be used for scheduling downtime on an incident generated from a particular server or server group (such as Host CPU Unhealthy). It's fine if the incident still fires within the dynatrace console but stopping the email alert from being sent is key for us. I notice there is Quiet Time From/To fields, could this be used for achieving such an outcome?

If so would it be possible to provide an example configuration?

Thanks,

Jonathan



Anonymous (login to see details)

Hi Rajesh,

Thanks for the prompt response.

the challenge is that I am not able to see that info been logged against those parameters in the extended email plugin logs.Pls find the following info we are splitting in the BT and I want the same to be sent in the email when there is some failure for that BT.

Is it possible to achieve using this plugin?

Splitting
102.18.4.2;United States;;KLICK1111
54.25.20.105;United States;3812738;STAND6
10.20.4.10;United States;3803135;KAYYEN1
10.25.21.243;United States;3812318;SPPWEUK



Anonymous (login to see details)

Hi Shirish,

First of all, I want to understand the use case you are trying to build. If you wish to send the alerts on each unique users details them it will be troublesome if there are infinite or very large unique splittings. This will cause the what's called BT Explosion.

You should always ensure that splittings are finite and small set.

Next, if you are not storing the splitting in PWH, the \${SPLITTINGS} variable will yield to a dash. Because the splitting are always fetched from the PWH not the disk sessions.

You should consider redesigning your use case because sending unique details over mail is not the sole purpose of APM. (Unfortunately, been there and done that)

Regards

Rajesh Swarnkar



Anonymous (login to see details)

Hi Rajesh,

thanks for your response,

Let me put it other way... the splitting will be limited. I want the email to be triggered in case of any of the business transaction failed. So the alert will have all the splitting info in the email.

I hope now you will be able get my requirement.

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Anonymous (login to see details)

I got your point.

But I doubt that with those unique fields splits will be greater than 50 thousands (BT explosion). It may be apparently not certain in lesser loaded application but later this will become problem (Dash in splitting)

Also, I hope you have referred the Doc file attached in the above plugin. It explains pretty well every fields.

If you don't know how to create such BT with desired splitting, you can ask your difficulties on [answers.dynatrace.com](https://answers.dynatrace.com).

Or send me a mail at rajeshkumars{yet}qualitykiosk{dout}com.

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Anonymous (login to see details)

Hi all,

We have disabled comments on this plugin page.

Please use the [AppMon & UEM Plugins](#) forum for questions about this plugin.

Sorry to interrupt ongoing discussions. Please re-post your last question in [AppMon & UEM Plugins](#) forum.