

Splunk4Rookies Workshop

Lab Guide

Overview

This lab guide contains the hands-on exercises for the **Splunk4Rookies** workshop. Before proceeding with these exercises, please ensure that you have a copy of the [Splunk4Rookies slide deck](#), which will help to put into context the tasks you are carrying out.

Prerequisites

In order to complete these exercises, you will need your own Splunk instance. Splunk's hands-on workshops are delivered via the [Splunk Show portal](#) and you will need a splunk.com account in order to access this.

If you don't already have a Splunk.com account, please create one [here](#) before proceeding with the rest of the workshop.



Registering for a Splunk.com Account

To help reduce any additional identity verification checks during the registration process, please use full names and full company names where possible, avoiding nicknames and abbreviations. Please see [Splunk.com Registration Best Practices](#) for more details.



Troubleshooting Connectivity

If you experience connectivity issues with accessing either your workshop environment or the event page, please try the following troubleshooting steps. If you still experience issues please reach out to the team running your workshop.

- **Use Google Chrome** (if you're not already)
- If the event page (i.e. <https://show.splunk.com/event/<eventID>>) didn't load when you clicked on the link, try **refreshing the page**
- **Disconnect from VPN** (if you're using one)
- **Clear your browser cache and restart your browser** (if using Google Chrome, go to: Settings > Privacy and security > Clear browsing data)
- **Try using private browsing mode** (e.g. Incognito in Google Chrome) to rule out any cache issues
- **Try using another computer** such as your personal computer - all you need is a web browser! Cloud platforms like AWS can often be blocked on corporate laptops.

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Exercise 1 – Access Your Lab Environment

Description

You'll need a Splunk instance to do these hands-on exercises – time to get one!

In this exercise, you will obtain your own Splunk Enterprise instance using our Splunk Show portal.

Already been given your Splunk instance details?

If your workshop host has already provided you with your instance URL and login details then **you do not need to follow the instructions in exercise 1 of this lab guide** - you can skip straight to [exercise 2](#)!

Steps

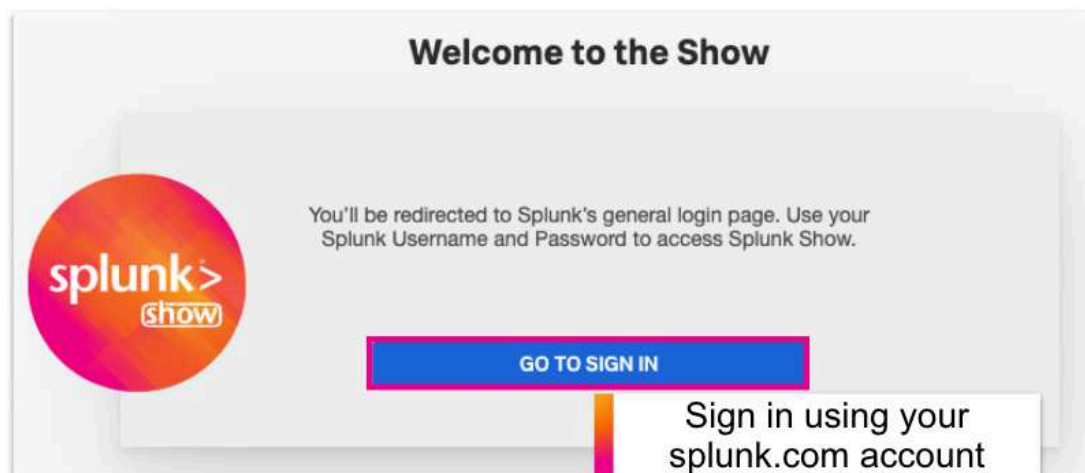
Depending on how your workshop is being run, you may have already been invited to a Splunk Show event via email or you have been given a link to a workshop event (“<https://show.splunk.com/event/...>”). If that is the case please follow this next section [Enrolling in today's event if you've been given an event link](#).

If you're joining a public event and haven't been given a link then please jump to [Enrolling in today's event if you haven't been given an event link](#) on the next page.

Enrolling in today's event if you've been given an event link:

1. If you have been given a direct link to today's workshop event (“<https://show.splunk.com/event/...>”), click on this link and it will take you to Splunk Show (<https://show.splunk.com>).

Click **GO TO SIGN IN** and log in using your **Splunk.com account**.



🔑 Don't have a Splunk.com Account?

To access our hands-on workshop events you will need a Splunk.com account. If you don't already have a Splunk.com account, don't worry - it only takes a few minutes to create one! Please create one [here](#).

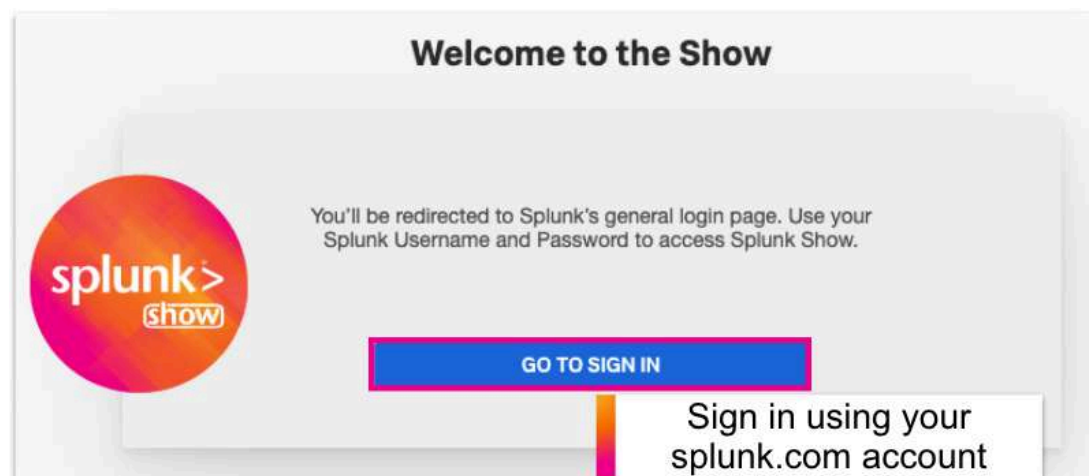
2. Once logged in you should see the event page where you can click on **Enroll event**.



(You can now jump straight to step 3 on page 6)

Enrolling in today's event if you haven't been given an event link:

1. If you haven't been given a direct link to the event - for example, if this is a public event and you're just signing up today - please browse to <https://show.splunk.com> and click on **GO TO SIGN IN**. Log in with your **Splunk.com account**.

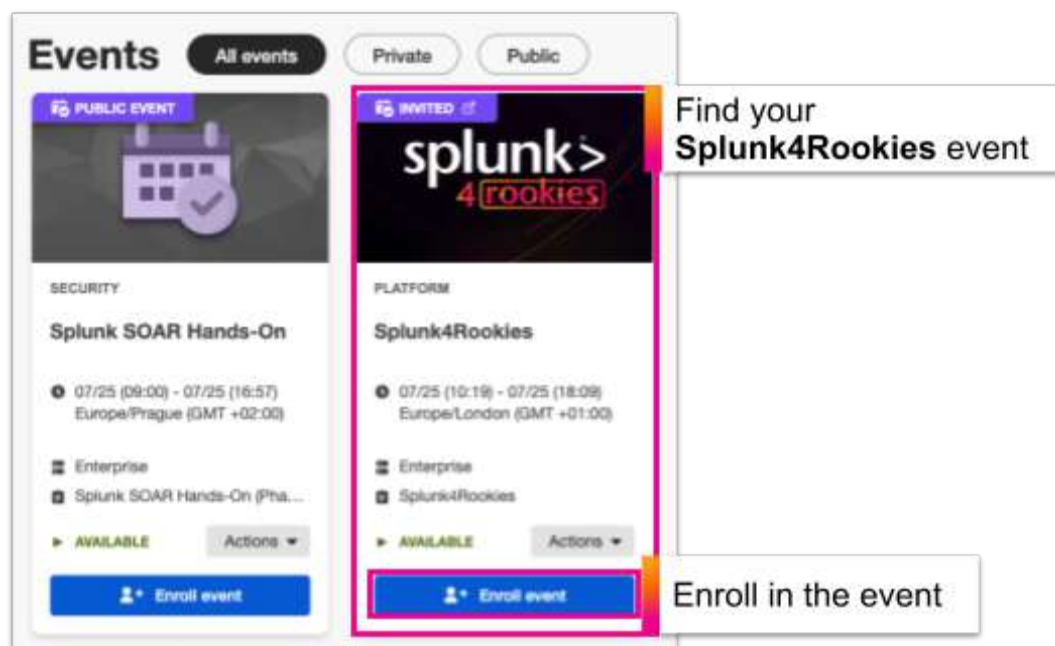


🔑 Don't have a Splunk.com Account?

To access our hands-on workshop events you will need a Splunk.com account. If you don't already have a Splunk.com account, don't worry - it only takes a few minutes to create one! Please create one [here](#).

2. Once logged in to Splunk Show, scroll down to the **Events** section and find the event you have been invited to. Optionally use the 'Private' and 'Public' filters to find available events.

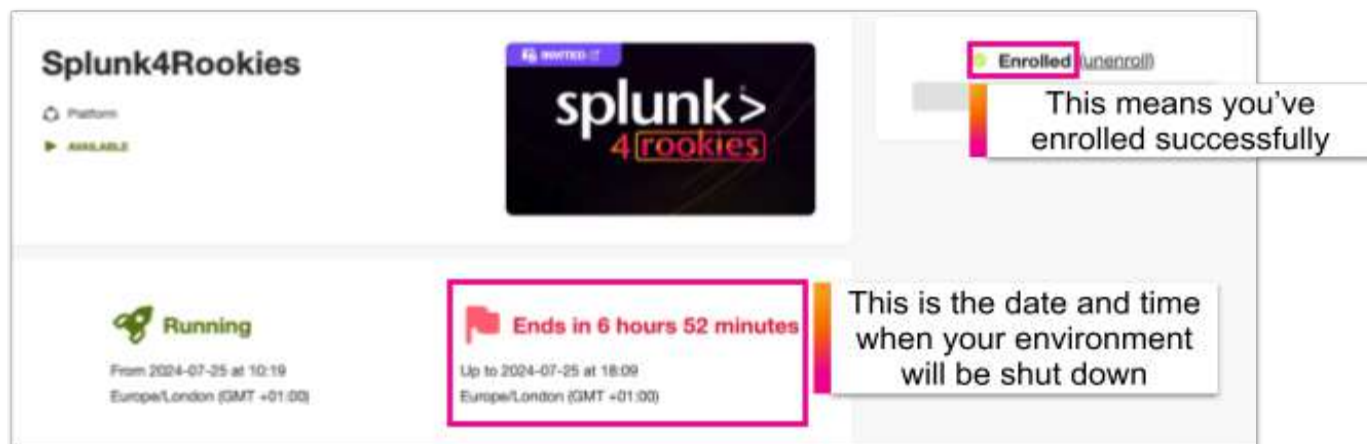
When you find your event, click on the **Enroll event** button to join the event.



SOS Need help enrolling?

Please ask the workshop host, who will be able to help you get enrolled!

Once you enroll the page will refresh and the event will now display 'Enrolled'.



🕒 Lab environment expiration

All Splunk environments that are part of this event will automatically be shut down at the date and time specified on this screen so feel free to continue to play around with your lab environment until then!

Finding Your Instance Details:

3. Scroll down the page to the **Instances information** section and expand out the 'Splunk Enterprise' section to locate the user credentials and link to your lab environment.

The screenshot shows the 'Instances information' section with a sub-section for 'Splunk Enterprise'. A pink box highlights the 'Splunk Enterprise' header, and a callout 'Expand this section' points to it. Below the header, a table lists instance details:

| Instance ID | Termination Date | User ID |
|--------------------------|-------------------------|---------|
| 66a22627a263a1dd4776842c | 6 hours 26 minutes left | - |

Below the table is the 'Connection Information' section, which is expanded. A pink box highlights the 'Admin Username' (admin), 'Admin Password' (masked), and 'URL' (https://i-09de6ec9181aefc6a.splunk.show). A callout 'View your login details' points to the URL.

! No connection information shown?

If you don't see any connection information displayed yet it means that your lab environment is currently starting up. Please try refreshing this view in a few minutes.

The screenshot shows the 'Instances information' section with a sub-section for 'Splunk Enterprise'. A pink box highlights the 'Starting' status. A callout 'Your instance may take up to 5 minutes to spin up so please be patient!' points to the status. Below the status, a table lists instance details:

| Instance ID | Termination Date | User ID |
|--------------------------|--------------------------|---------|
| 641871fd0b8a20001d52a5dd | 23 hours 48 minutes left | - |

Below the table is the 'Connection Information' section, which is expanded. A pink box highlights the 'No data' status. A callout 'Connection information will be displayed once your environment is running' points to the status.

Exercise 2 – Create an App and Add Data to Splunk

Description

Splunk apps and add-ons provide customisable content and capabilities for a variety of technologies and use cases, accelerating the time it takes to get value from your data. They're also a great way to organise and share your content - such as reports and dashboards - to Splunk users. Anyone can build apps and add-ons, and today we're going to create our own app that contains a dashboard.

Since Splunk is a data platform, we'll also need to load some data in before we can do anything!

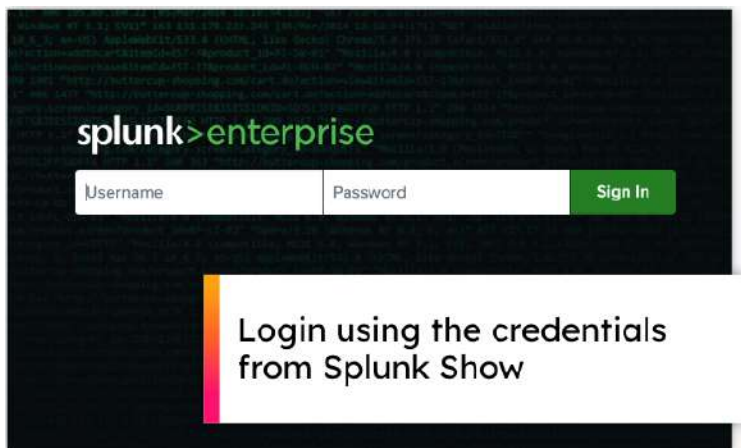
In this exercise, you will create a new app and then add some data to your Splunk Enterprise instance. We will configure Splunk to monitor some sample web server logs, which are currently being generated on the same server that Splunk is running on.

Steps

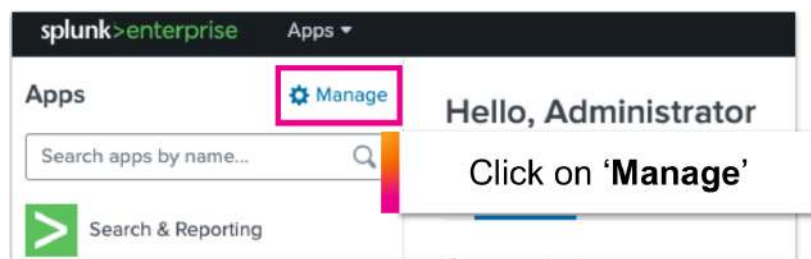
1. Browse to your Splunk instance by using the unique URL link provided in the Splunk Show event (see step 3 of [Exercise 1 - Access Your Lab Environment.](#))

| | | |
|----------------|---|-----|
| Admin Username | admin | 📋 |
| Admin Password | | 📋 |
| URL | https://i-07f843e7e5e12fdad.splunk.show | 🔗 📋 |

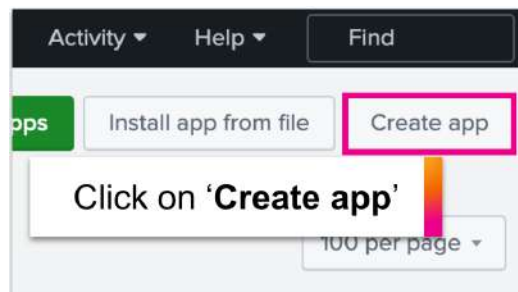
2. Log in using the credentials from the Splunk Show event.



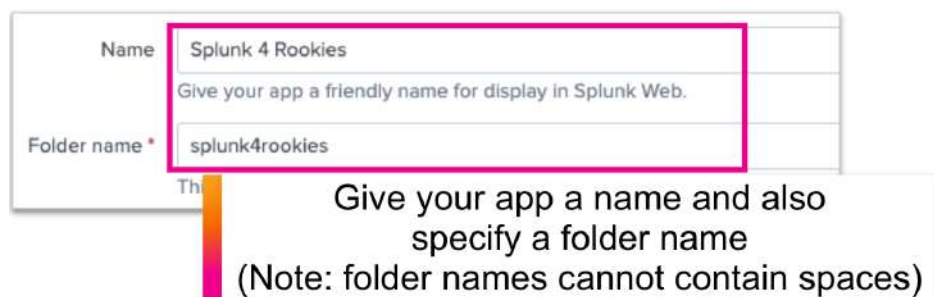
3. On the left side of the page, under the **Apps** section, click on **Manage**.



4. On the top right corner of the screen, click on **Create app**.



5. Give your app a name and enter a folder name. Leave all other values as they are and click on **Save**.



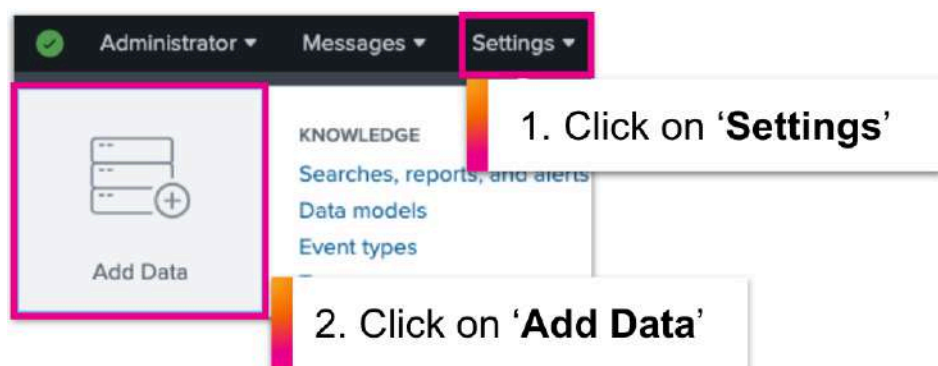
6. Now that our blank app has been created, we need to select the app so that everything we do from now on will be created and saved within the new app.

To select your app, click on the **Apps** dropdown list at the top left of the page and select your app.

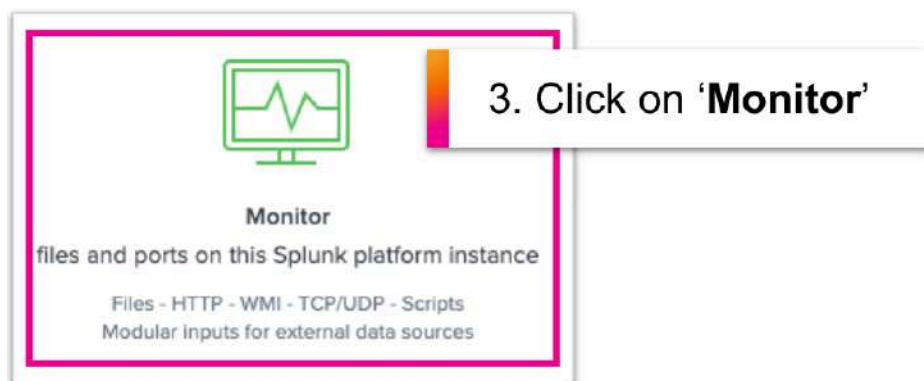


Now let's add some data!

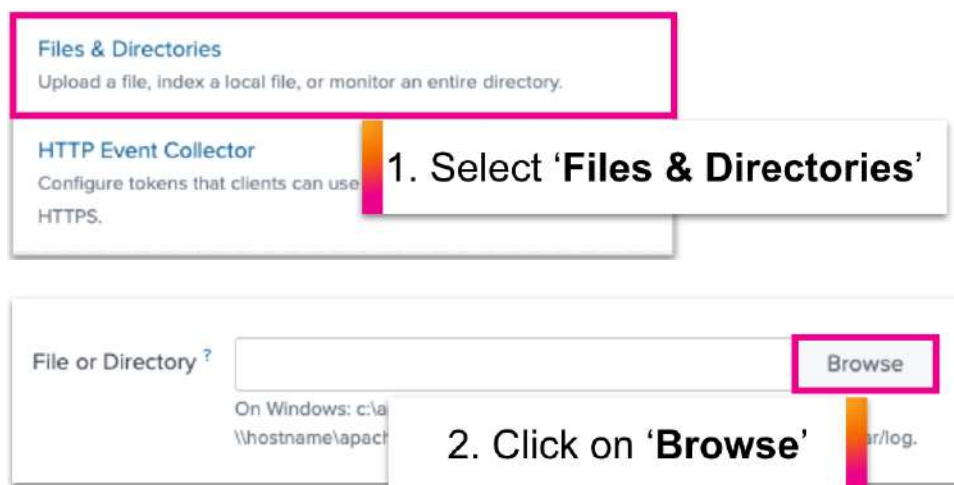
7. With our new app still selected from the dropdown list, go to **Settings > Add Data**.



8. For this exercise we will monitor a directory, as this will allow us to pick up new data as it is generated by the web server. To do this, click on **'Monitor'**.



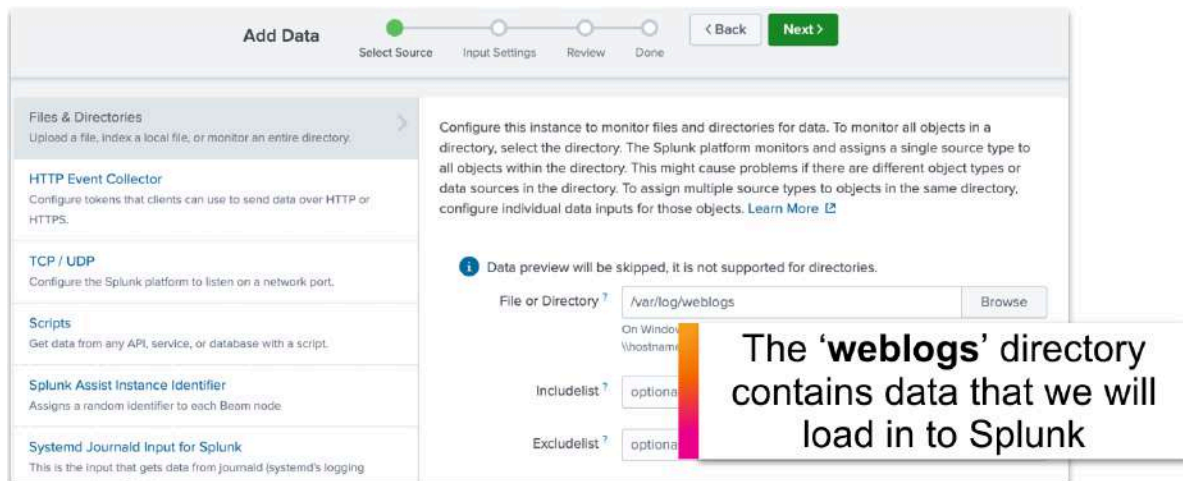
9. Select **'Files & Directories'** and then click **'Browse'**.



10. Browse to **/var/log** and select the **weblogs** directory. Click on **Select** to choose this directory.



11. Check that the directory path is correct (**/var/log/weblogs**) and click on **Next**.

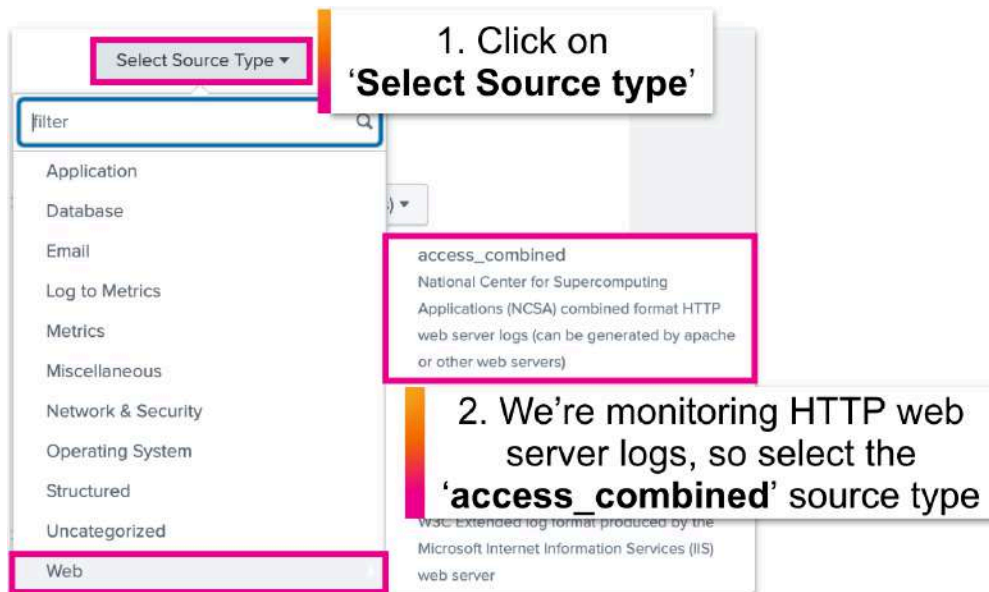


12. Now we need to select a source type for this data. A source type determines how Splunk formats the data during the indexing process. Splunk comes with a large set of predefined source types and can often detect the source type automatically. However, for this exercise you will specify the source type.

On the **Input Settings** screen, to the right of the **Source type** section, click on **Select**.



13. Click on the **Select Source Type** dropdown list and browse to **Web > access_combined**. Alternatively, you can start typing 'access' in the **filter** field and the 'access_combined' source type should appear.



14. For the **App Context**, ensure that your new app is selected from the list.




15. Leave all other values as default and click on **Review**.

16. Review your settings and click on **Submit**.



17. You should now receive a message stating that your **'File input has been created successfully'**.

Click on **Start Searching** to search the data you have just added to Splunk.

 **File input has been created successfully.**
Configure your inputs by going to [Settings > Data Inputs](#)

Start Searching

Search your data now or see [examples and tutorials](#). [🔗](#)

Extract Fields

Create search-time field extractions. [Learn more about fields](#). [🔗](#)

Add More Data

Add more data inputs now or see [examples and tutorials](#). [🔗](#)

Download Apps

Apps help you do more with your data. [Learn more](#). [🔗](#)

Build Dashboards

Visualize your searches. [Learn more](#). [🔗](#)

You should now see the raw events being shown in Splunk.

SearchAnalyticsDatasetsReportsAlertsDashboards

splunk4rookies

New Search

Save AsCreate Table ViewClose

source="/var/log/weblogs/*" host="ip-172-31-39-95" sourcetype="access_combined"

All time

🔍

✓ 1,467 events (before 17/01/2022 16:29:20.000) No Event Sampling

JobPauseRefreshDownloadSmart Mode

Events (1,467)PatternsStatisticsVisualization

Format TimelineZoom OutZoom to SelectionDeselect1 minute per column

ListFormat20 Per Page

< Prev12345678...Next >

< Hide FieldsAll Fields

SELECTED FIELDS

a host 1

a source 1

a sourcetype 1

INTERESTING FIELDS

a action 5

bytes 100+

a clientip 67

date_hour 2

date_mday 1

date_minute 25

a date_month 1

date_second 60

| i | Time | Event |
|---|-------------------------|--|
| > | 12/01/2022 18:09:15.129 | 194.215.285.19 - - [12/Jan/2022 18:09:15:129] "GET /cart.do?action=view&itenId=EST-7&product_id=WPSS-2&JSESSIONID=SD9SL10FF5ADFF9 HTTP/1.1" 403 3490 "http://www.buttercupenterprises.com/product.screen?product_id=WPSS-2" "Mozilla/5.0 (Windows; WOW64) AppleWebKit/537.36 Chrome/51.0.2704.106 Safari/537.36" 402 host = ip-172-31-39-95 source = /var/log/weblogs/noise_apache_3.log sourcetype = access_combined |
| > | 12/01/2022 18:09:13.193 | 141.146.8.65 - - [12/Jan/2022 18:09:13:193] "GET /cart.do?action=changequantity&itenId=EST-26&product_id=MCB-6&JSESSIONID=SD3SL1FF7ADFF5 HTTP/1.1" 200 2278 "http://www.buttercupenterprises.com/cart.do?action=changequantity&itenId=EST-26&product_id=MCB-6" "Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12_2) AppleWebKit/537.36 Chrome/57.0.2957.0 Safari/537.36" 613 host = ip-172-31-39-95 source = /var/log/weblogs/noise_apache_3.log sourcetype = access_combined |
| > | 12/01/2022 18:09:13.191 | 128.241.220.82 - - [12/Jan/2022 18:09:13:191] "GET /product.screen?product_id=WPSS-2&JSESSIONID=SD4SL2FF5ADFF8 HTTP/1.1" 400 317 "http://www.buttercupenterprises.com/product.screen?product_id=WPSS-2" "Mozilla/5.0 (Linux; Android 6.0.1; Nexus 5 Build/HRA56N) AppleWebKit/537.36 Chrome/52.0.2743.8 Mobile Safari/537.36" 818 host = ip-172-31-39-95 source = /var/log/weblogs/noise_apache_3.log sourcetype = access_combined |

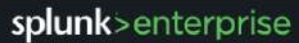
Start Exploring Your Data

Description

In this exercise, you will try some basic Splunk searches using the Search section of your new app.

Steps

1. Click on the Splunk logo in the top left corner of the screen to take you back to the default home screen.

The image shows the Splunk Enterprise logo, which consists of the word "splunk" in a dark font followed by ">enterprise" in a green font, all contained within a dark rectangular box.

2. Under the **Apps** section on the left of the page, click on the new app that you created in task 2 (Note: the name will be whatever you entered when you created it.)



3. To search, just type any word or phrase into the search bar and Splunk will search for all events that contain those words.

So enough talking – let's try some searches!

Firstly, set the time picker (to the right of the search bar) to **Last 60 minutes**. Your environment has an event generator running in the background, which is constantly creating sample data for you to use. This data started being generated from the moment you registered for your Splunk environment, so let's stick to the last 60 minutes of data...

Try the following search:

```
503 purchase
```

This will return all events from Splunk that contain the number '**503**' and the word '**purchase**'.

Spaces between words in a search

In Splunk, a space between two words is an implied Boolean '**AND**', meaning that Splunk will automatically search for events containing both words – you don't need to specify it.

4. That's great, but what if there are events with the word '*purchased*', '*purchasing*', or '*purchaser*', for example? Well, we can use a wildcard asterisk (*) to search for any events containing '**503**' and any word beginning with '**pur**':

```
503 pur*
```

A wildcard is useful if we want to be a bit more flexible with what we're searching for.

5. Remember the '**AND**' operator we mentioned in step 3? Well you can also use the other Boolean operators as well: **OR** and **NOT**. Note that these must be in UPPERCASE.

Let's try using one of these operators in a search:

```
503 (purchase OR addtocart)
```

This search will return all events containing the number '**503**' and either the word '**purchase**' or the word '**addtocart**'.

6. So far, we've just been searching for text – those numbers could appear anywhere in our data, so how do we know that we're searching the right values? Depending on our data '**503**' could be a HTTP status code, or it could be part of a session ID or a phone number.

Well, we know we're looking at web logs, so let's include field/value pairs in our search to be more specific with what we're looking for:

```
status=503 action=purchase
```

This will ensure that our results only return web server **purchase** events where the HTTP status code is '**503**'. Always specify field names where possible to ensure that your results are as accurate as possible!

Search Best Practices

In a production environment you will likely have much more data to search through than in today's workshop environment. As a best practice, always specify the index and sourcetype if you know them - it will make your searches MUCH faster!

Example:

```
index=main sourcetype=access_combined
```

For more information please see [Write better searches](#) in the Splunk docs.

Challenge Tasks

Q1. How can we find events with a status of 200 that are not purchase events?

Q2. How can we find events where someone had an error when trying to either add an item or remove an item from their cart? (Hint: A HTTP status code of 200 means the transaction was successful. A code of 400 or higher usually means that a failure occurred.)

Challenge Task Solutions

The challenge task solutions are at the [end of this document](#).

Exercise 3 – IT Operations team: Investigate successful vs unsuccessful web server requests over time


Description

The IT Operations team currently has no visibility of failures on the Buttercup Enterprises website.

In this exercise, you will produce a dashboard panel for the IT Operations team, showing website successes vs failures over time.

Steps

1. To start a new search, first make sure your app is selected from the Apps dropdown list and then click Search on the app menu bar.



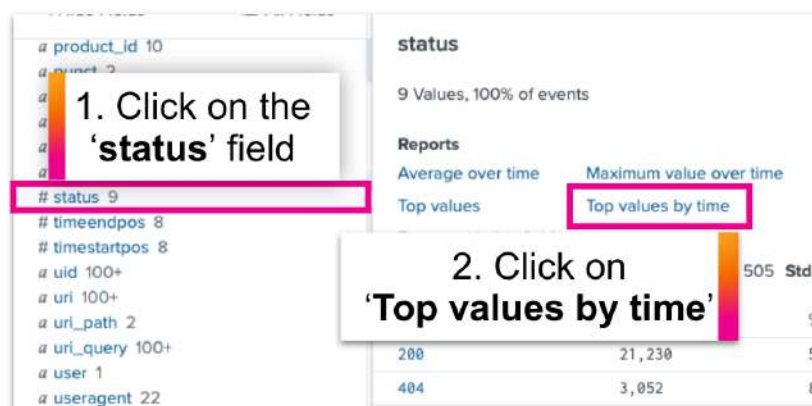
1. Click on the 'Apps' dropdown list and select your new app

2. Click on 'Search'

2. Search the **main** index (i.e. the default index) for all web server events over the **Last 60 minutes**:

```
index=main sourcetype=access_combined
```

3. Scroll down the page and find the **status** field. Click on the field name to display the field window and select **Top values by time**.



1. Click on the 'status' field

2. Click on 'Top values by time'

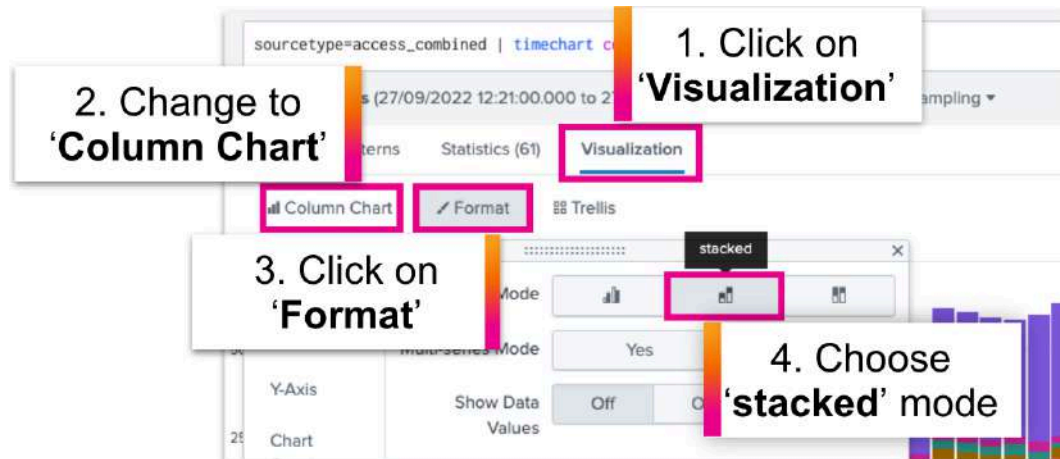
| status | Count |
|--------|--------|
| 200 | 21,230 |
| 404 | 3,052 |

Splunk will automatically populate your search as follows:

```
index=main sourcetype=access_combined | timechart count by status limit=10
```

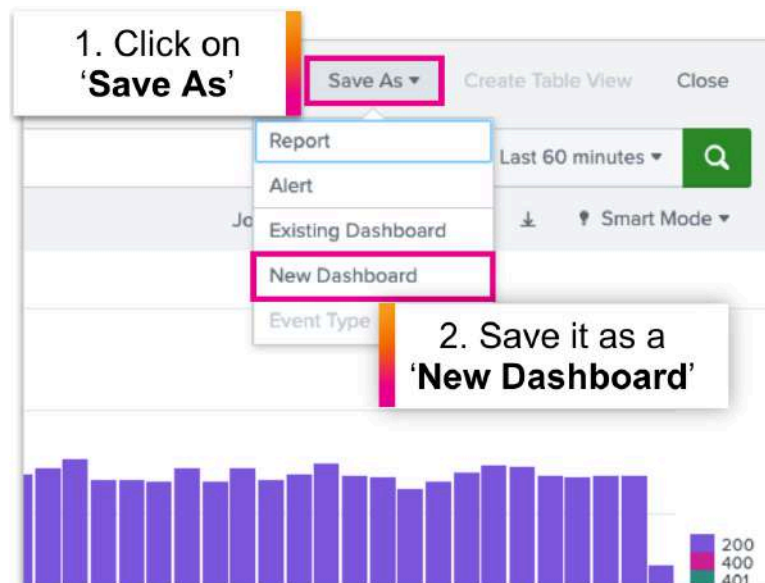
4. A chart will display on the **Visualization** tab. Change the visualization to a **Column Chart**.

Click on **Format** and then on the **General** tab to change the **Stack Mode** to '**stacked**'. Feel free to play around with the formatting until you're happy with the visualization.



5. Now that we have a nice chart visualization, let's add it to a new dashboard so we can share this information with the business.

In the top right corner of the screen, go to **Save As > New Dashboard**.



6. On the **Save Panel to New Dashboard** screen, give your dashboard a suitable title and optionally a description too. If you can't think of a name for your dashboard, call it '**Buttercup Enterprises**, or something else meaningful to you.

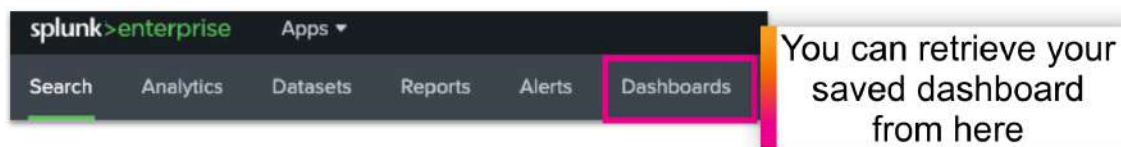
Choose how you want to build your dashboard. For today's workshop we will use **Dashboard Studio**. For your layout mode, select **Absolute**.

Give your panel a title – something that describes what this chart is showing, such as '**IT Ops - Web Server Status Codes Over Time**'.

The screenshot shows the 'Save Panel to New Dashboard' dialog box. It has several sections: 'Dashboard Title' with the text 'Buttercup Enterprises' and a subtext 'buttercup_enterprises' with an 'Edit ID' link; 'Description' with the text 'Optional'; 'Permissions' with a dropdown menu set to 'Shared in App'; and 'How do you want to build your dashboard?' with two options: 'Classic Dashboards' (The traditional Splunk dashboard builder) and 'Dashboard Studio' (A new builder to create visually-rich, customizable dashboards), with 'Dashboard Studio' marked as 'NEW'. Below this is a 'Select layout mode' section with 'Absolute' (Full layout control) and 'Grid'. At the bottom, there is a 'Panel Title' field with 'IT Ops - Web Server Status Codes Over Time', a 'Visualization Type' section with 'Column Chart' and 'Statistics' options, and an 'Advanced Panel Settings' link. At the very bottom are 'Cancel' and 'Save to Dashboard' buttons. Four numbered callouts are overlaid on the image: 1. 'Give your dashboard a title and description' points to the title and description fields. 2. 'Select Dashboard Studio' points to the 'Dashboard Studio' option. 3. 'Select Absolute' points to the 'Absolute' layout mode. 4. 'Give your panel a name - make it clear what the chart is showing!' points to the 'Panel Title' field.

7. Click on **Save to Dashboard** and then **View Dashboard**.

Congratulations - you've just created a Splunk dashboard with your first panel! Anytime you want to access a dashboard, click on **Dashboards** in the menu bar and select the dashboard you wish to display. Go ahead – give it a try!



Exercise 4 – DevOps team: Show the most common customer operating systems and which web browsers are experiencing the most failures

Description

In this exercise, you will need to extract a new field from your events in order to create the report we need. To accomplish this, we will use Splunk's field extractor wizard.

Custom field extractions are useful in a variety of scenarios, such as:

- When you have custom data and Splunk did not recognise/extract a particular field that you need
- When you need to extract a particular part of an event in order to be able to search/report on that value

Steps

Extract a New Field

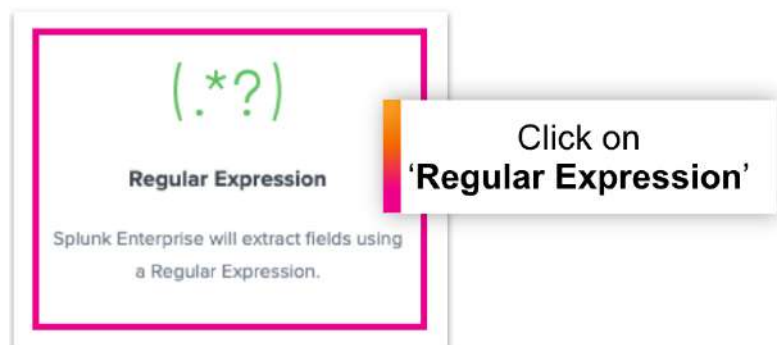
1. Click **Search** if you don't see the search bar displayed. Search for all web server events over the **Last 60 minutes**:

```
index=main sourcetype=access_combined
```

2. Expand out one of the events by clicking on the arrow (>) to the left of the event timestamp. Click on the **Event Actions** dropdown list and select **Extract Fields**:

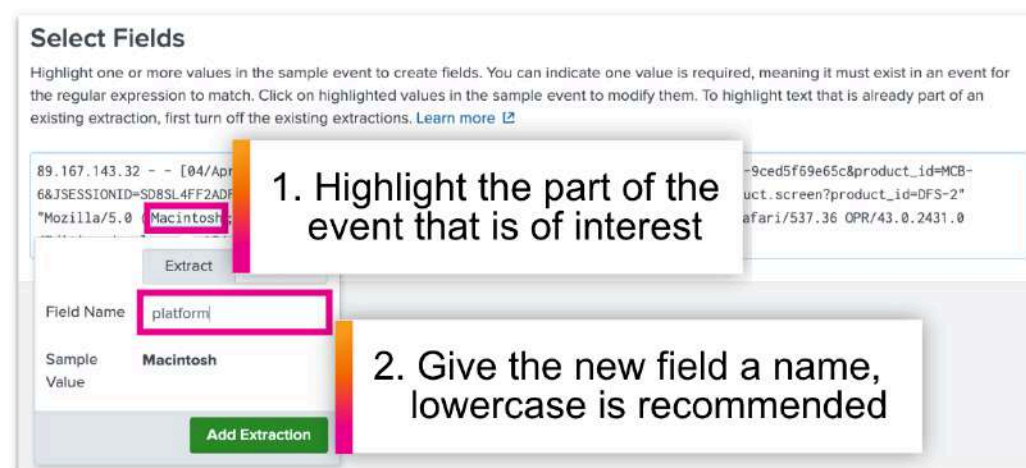


3. We have two options for extracting fields: Regular Expression or Delimiters. For this exercise, we will choose Regular Expression. Click on **Regular Expression** and then click on **Next**.



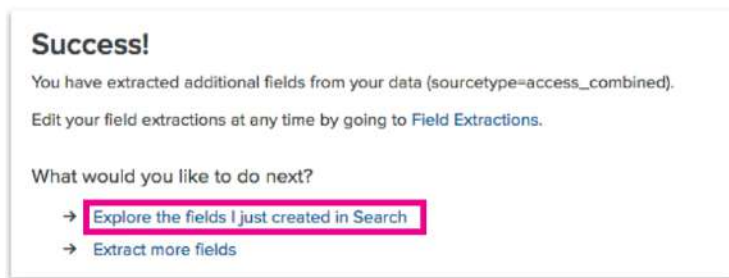
4. You will now be presented with a sample event from which to extract your field. For this exercise, we will need to extract the platform (operating system) information from each event so we can report on it. Look for the platform/operating system information in your event (e.g. Linux, Macintosh, Windows, etc.) contained in the useragent string towards the end of the event and highlight it.

Give the new field the following name: **platform** (field names are case sensitive, so be sure to use all lowercase letters for this to make your life easier!)

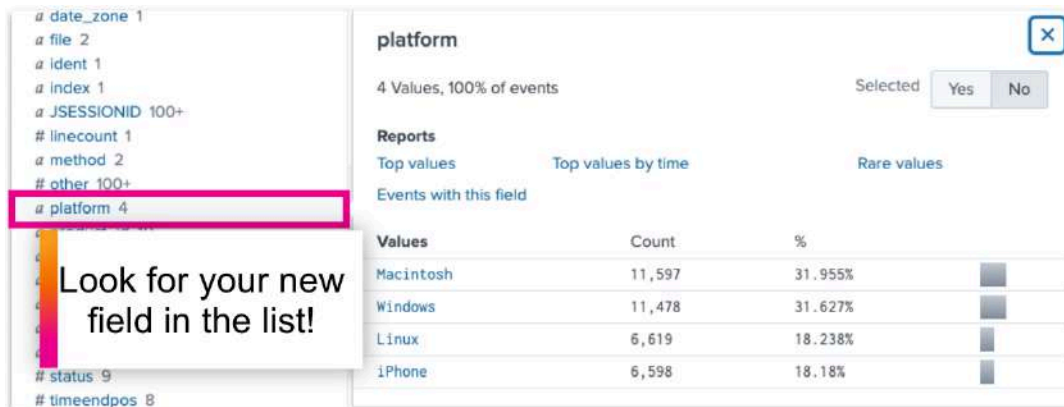


5. Click on **Add Extraction** and then click on **Next**.
6. Click on **Next** again to reach the **Save** screen. On the Save screen, click on **Finish** to save your new field extraction.

7. You should now see a **Success!** page. Click on **Explore the fields I just created in Search.**



8. Splunk will show you search results for all of your web server data over the last 24 hours. Scroll down the page and look for your new field listed on the left – you can now use it in your searches!



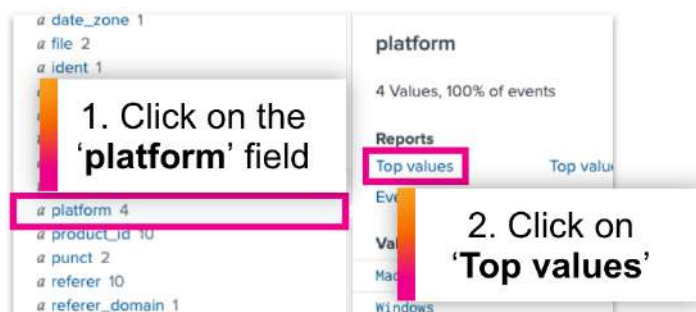
Show the most common customer operating systems

Now that we have our new field, we can use it to report for the DevOps team!

9. Search for all web server events over the **Last 60 minutes**:

```
index=main sourcetype=access_combined
```

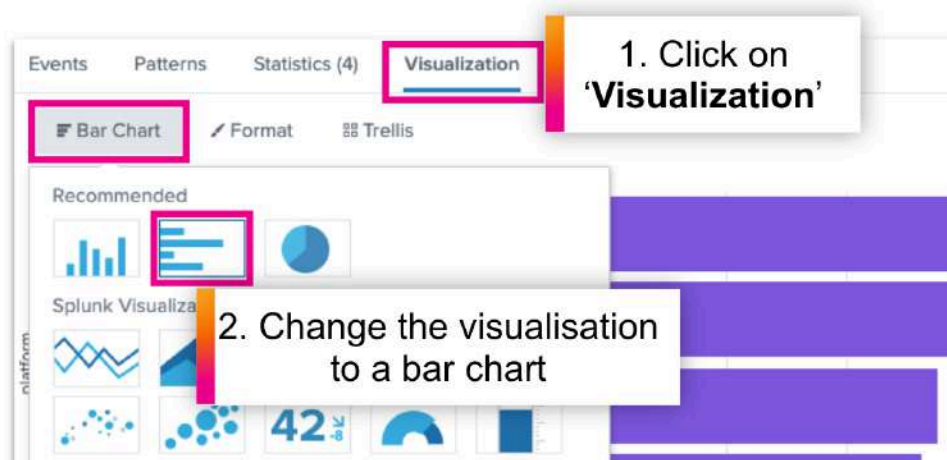
10. Scroll down the page and find the **platform** field that you just extracted. Click on the field name to display the field window, and then select **Top values**.



Splunk will automatically populate your search as follows:

```
index=main sourcetype=access_combined | top limit=20 platform
```

11. Select the **Visualization** tab if not already displayed and change the visualization to a **Bar Chart**.

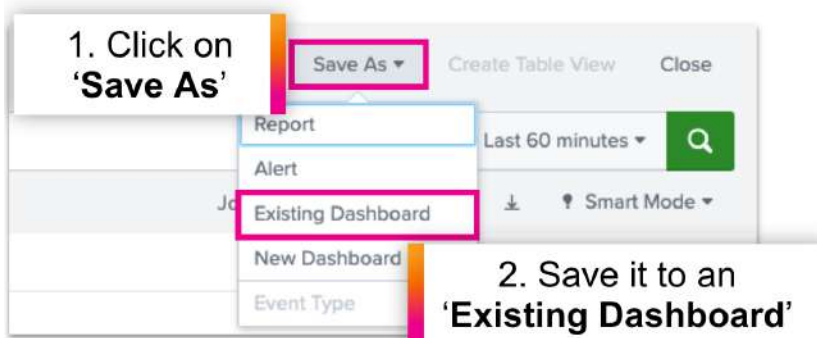


i Tip for cleaning up your chart

You can optionally add `showperc=f` to the `top` command to remove the 'percent' column from the table of statistics. This will help to keep the chart nice and clean when we view it on our dashboard later.

```
index=main sourcetype=access_combined | top limit=20 platform showperc=f
```

12. When you're happy with your chart, save it to an **'Existing Dashboard'** and select the dashboard you previously created from the list. Finally, give the dashboard panel a suitable title, such as **'DevOps - Most Popular Operating Systems'** and click on **Save to Dashboard**.



Save Panel to Existing Dashboard

Select an Existing Dashboard Sort: Title (A - Z) ↓

Search By Title

✓ Buttercup Enterprises

1. Select your existing dashboard from the list

Panel Title DevOps - Most Popular Operating Systems

Visualization Type Bar Chart

2. Give your panel a title

> Advanced Panel Settings

Cancel Save to Dashboard

Show which web browsers are experiencing the most failures

One DevOps use case down, one more to go! We now need to report on failures by web browser.

13. Search for all web server events over the **Last 60 minutes**:

```
index=main sourcetype=access_combined
```

14. Add a search filter to return only events with a status code of 400 or higher (an event with a status value of 400 or higher is considered a failure of some kind.)

```
index=main sourcetype=access_combined status>=400
```

15. Scroll down the page and find the **useragent** field (Note: 'useragent' is a field containing information about the web browsers that are interacting with our website.) Click on the field name to display the field window and then select **Top values by time**.

1. Click on the 'useragent' field

useragent

22 Values, 100% of events

Selected Yes No

Reports

Top values Top values by time Rare values

Events with this field

2. Click on 'Top values by time'

Top 10 Values

Mozilla/5.0 (Macintosh; Intel...)

AppleWebKit/537.36 Chrome/56.0.2914.3

Safari/537.36 OPR/43.0.2431.0 (Edition developer)

Splunk will automatically populate your search as follows:

```
index=main sourcetype=access_combined status>=400
| timechart count by useragent limit=10
```

16. Select the **Visualization** tab if not already displayed and change the visualization to an **Area Chart**.

To make your chart cleaner, limit your output to the top 5 useragents by changing the “limit” to 5 in your search.

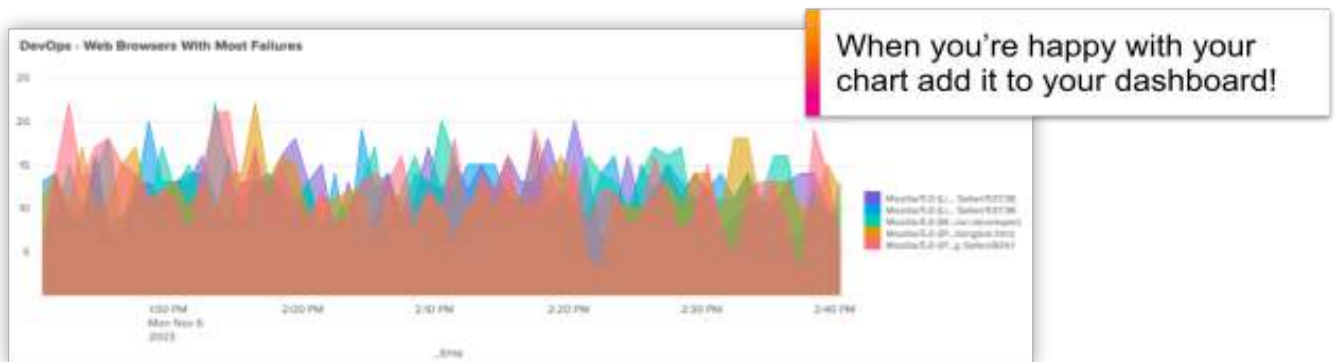
```
index=main sourcetype=access_combined status>=400
| timechart count by useragent limit=5
```

i **Tip for cleaning up your chart**

You can optionally add `useother=f` to the `timechart` command to remove the ‘OTHER’ value from your chart.

```
index=main sourcetype=access_combined status>=400
| timechart count by useragent limit=5 useother=f
```

When you’re happy with your chart, add it to your dashboard and give the panel a title such as ‘**DevOps - Web Browsers With Most Failures**’.



Note: Remember to add it to your existing dashboard rather than creating a new one!

Exercise 5 – Business Analytics team: Show lost revenue from the website

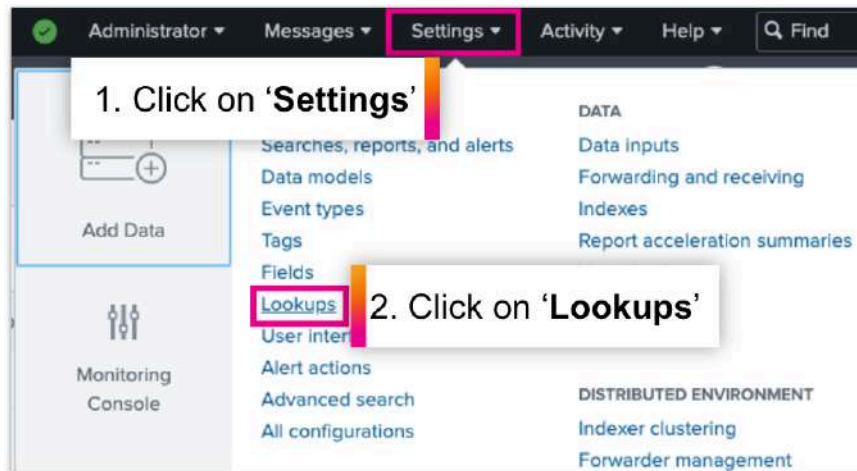
Description

Buttercup Enterprises does not have a way of seeing lost revenue from the website in real-time and the senior managers would like to track lost revenue trends throughout the day via a dashboard.

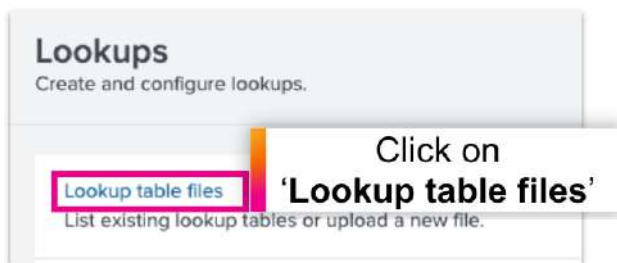
In this exercise, we will create a Single Value visualization that shows lost revenue from the company website and add this to our dashboard.

Steps

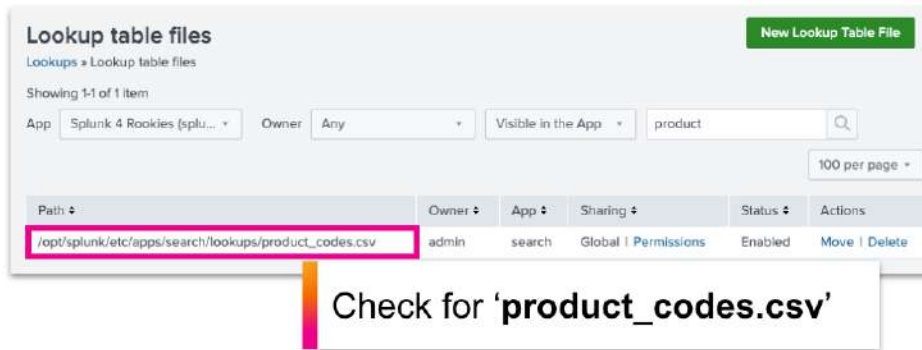
1. Go to **Settings > Lookups**.



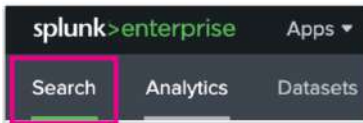
2. Click on **Lookup table files**.



Check that the '**product_codes.csv**' file exists in your environment.



- Return to your app and make sure you are on the **Search** view.



You may want to view the contents of the lookup file to familiarise yourself with the fields and values that it contains. To do this, use the `inputlookup` command along with the name of your lookup file:

```
| inputlookup product_codes.csv
```

The resulting table should look like this:

| category | product_id | product_name | product_price |
|----------|------------|------------------------------|---------------|
| Clothing | BS-2 | Batguy Slippers | 25.7 |
| Books | MCB-5 | Mad Comics- Batguy | 12.7 |
| Books | MCB-6 | Mad Comics- Bronze Man | 12.7 |
| Books | MCF-3 | Mad Comics- Flyman | 12.7 |
| Books | ZSG-2 | Zombie Survival Guide | 15.21 |
| Clothing | CM-1 | Costume- ManHawk | 97.5 |
| Gifts | DFS-2 | Double Fudge Sundae | 22.75 |
| Gifts | PP-5 | Pony Potpourri | 9.99 |
| Clothing | BW-3 | Batguy Watch | 9.99 |
| Gifts | WPSS-2 | Waterproof Scratch and Sniff | 4.99 |

- Now that you've checked the lookup file, you can use the `lookup` command to extract the **product_price** field from the csv file and add it to the web server purchase events by running the following search over the **Last 60 minutes**:

```
index=main sourcetype=access_combined action=purchase  
| lookup product_codes.csv product_id
```

You will notice that a **product_price** field now appears under the extracted fields on the left side of the page, along with a couple of other new fields: 'category' and 'product_name'.



Splunk is pulling this new data from the csv file we specified using the **product_id** field, which exists in our data. You can now use these additional fields in your searches!

5. We now need to customise our search to focus on **failed purchase events**, since this is what we need to measure in order to calculate lost revenue. To do this, add a search filter to find events where the status is **400** or greater (i.e. an error of some kind has occurred.)

```
index=main sourcetype=access_combined action=purchase status>=400
| lookup product_codes.csv product_id
```

6. Finally, we need to calculate the total of the **product_price** field for all of these failed purchase events **over time**. To do this we will use the **timechart** command along with the **sum** function.

The **sum** function returns the sum of the values of a field, so we need to tell it the field we want it to work with. We will specify **product_price** as knowing the sum of this field will tell us how much total revenue we have lost.

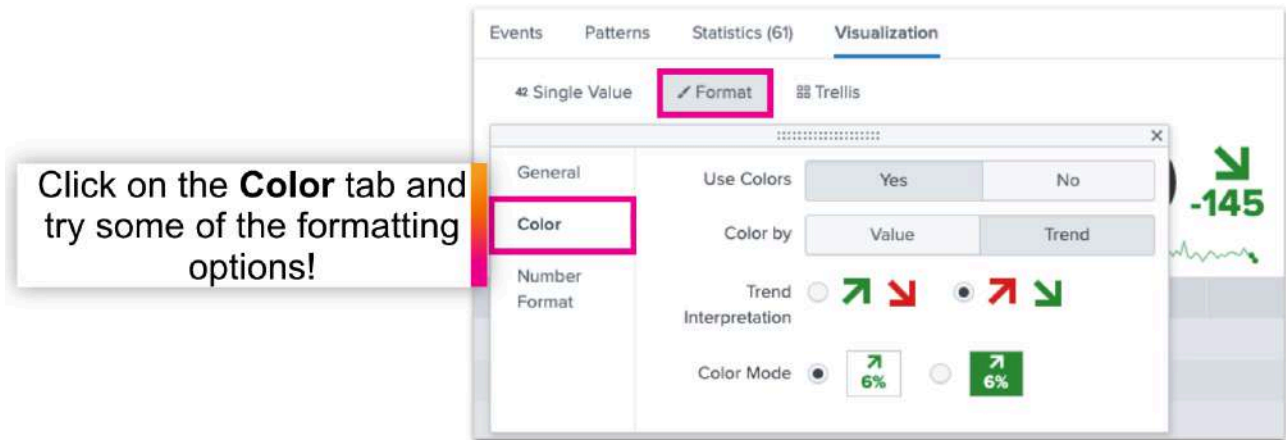
```
index=main sourcetype=access_combined action=purchase status>=400
| lookup product_codes.csv product_id
| timechart sum(product_price)
```

i Want to learn more about SPL?

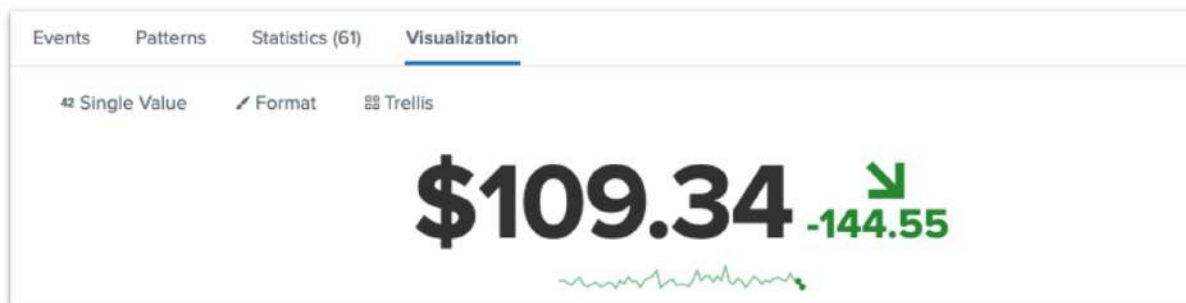
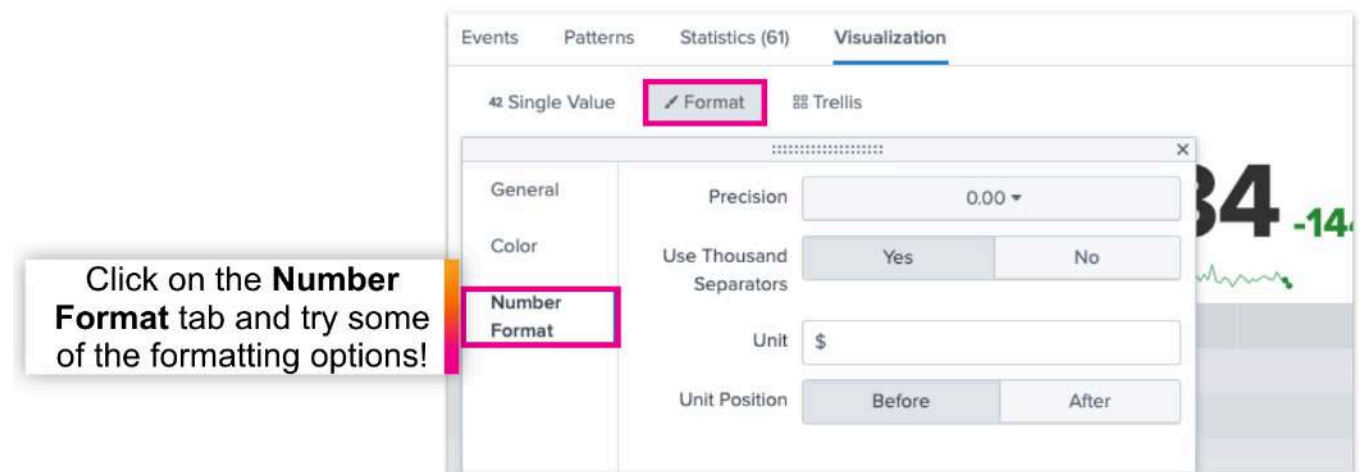
Check out Splunk's [Search Reference](#) documentation page for a catalog of all the search commands and functions, along with complete syntax, descriptions, and examples of how to use them!

7. Select the **Visualization** tab if not already displayed and change the visualization to a **Single Value** visualization.

Click on **Format** and use the side tabs to change the formatting options. Try adding some color!



8. Click on **Number Format** and add a currency unit symbol (£, \$ or €) to make it clear that it's a monetary value.



Once you're happy with the visualization, add it to your dashboard and give the panel a title such as **'Business Analytics - Lost Revenue'**.

Exercise 6 – Security and Fraud teams: Show website activity by geographic location

Description

Buttercup Enterprises is based in the United States, and there is a concern that there could be many potentially fraudulent transactions coming from other countries. However, they don't currently have any visibility of where website traffic is originating from.

In this exercise, we will create a **Cluster Map** visualization that shows the geographic location of anyone connecting to the company website.

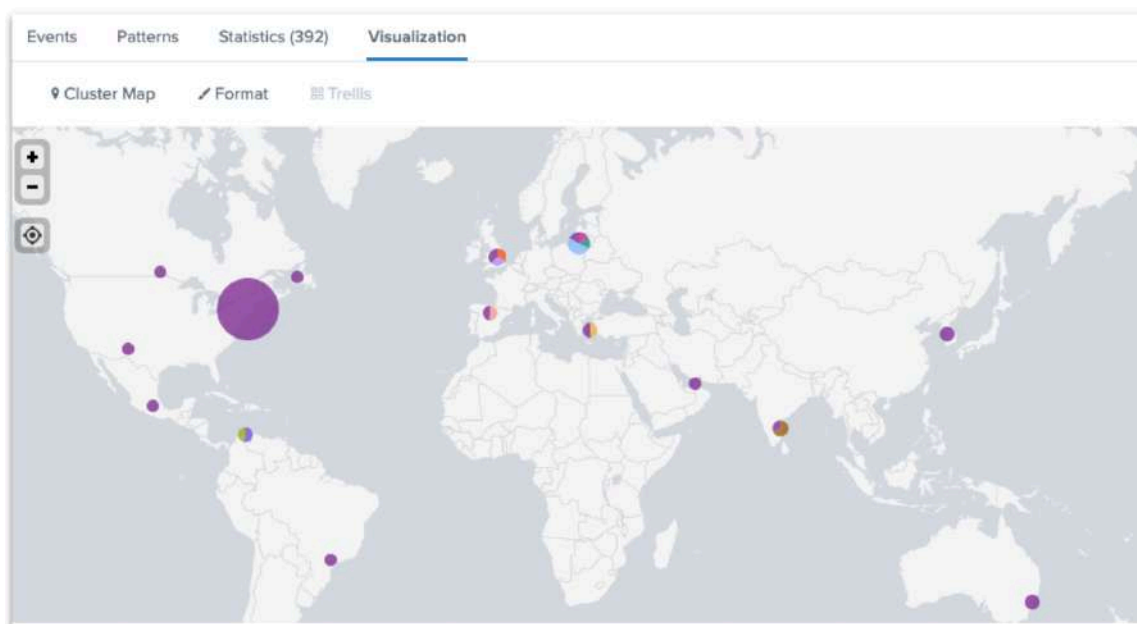
Steps

1. First, search for all web server events and use the `iplocation` and `geostats` commands to count the events by **City** (**Note:** 'City' is one of the fields in our data that's created when we use the `iplocation` command):

```
index=main sourcetype=access_combined
| iplocation clientip | geostats count by City
```

2. If it isn't selected already, click on the **Visualization** tab. For your visualization type, choose **Cluster Map**.

You should now have a map showing the location of clients (i.e. customers) connecting to the company website.



Don't forget to add the resulting map to your dashboard and give your panel a name such as '**Security and Fraud - Customer Locations**'.

Challenge Tasks

The map we've generated shows customers from all countries, but since Buttercup Enterprises is a US-based company, the Security team may only be interested in seeing customers who are NOT located in the US.

Q1. How would you update your search to remove events coming from "**United States**" from your map?

Hints:

- The first part of every Splunk search includes an implicit `search` command, so we don't need to use a `search` command at the start of our searches. However, in Splunk if we want to apply a search filter after a pipe (" | ") has been used – such as to filter out certain results - then we will need to specify the `search` command somewhere in our search query (i.e. | `search <search terms>`)
- **Note:** Remember that when searching, if we want to use a field to filter our results, we need to make sure the field exists at that point in our search – as we've seen today, some commands will add or remove fields as Splunk steps through our search query! Look at the commands you're using and remember which fields each command may be adding or removing from your data.

✓ Challenge Task Solutions

The challenge task solutions are at the [end of this document](#).

Exercise 7 – Customize Your Dashboard

Description

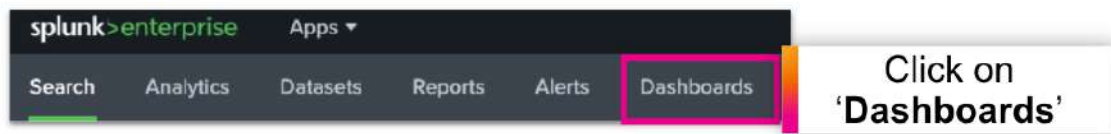
Having a dashboard with multiple panels is powerful, but the layout of your dashboard is also important to ensure that the information presented is clear and easy for users to consume.

The Buttercup Enterprises Marketing team has seen what we've built so far and have provided us with a custom background image that they would like us to use on our new dashboard. In this exercise we will upload the custom background image and rearrange our panels to work with the new background. Finally, we will configure each of our dashboard panels to use the global time picker so it's all ready to share with the business!

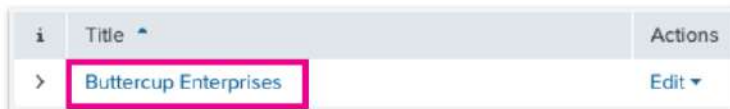
Steps

Add a Custom Background Image to Your Dashboard

1. First, open your dashboard. To do that, click on **Dashboards** in the top menu bar.



2. Click on the name of your dashboard to open it.

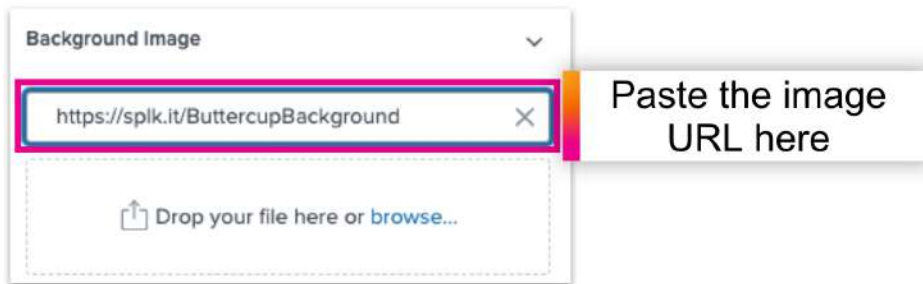


3. Click on the **Edit** button to put your dashboard into edit mode.



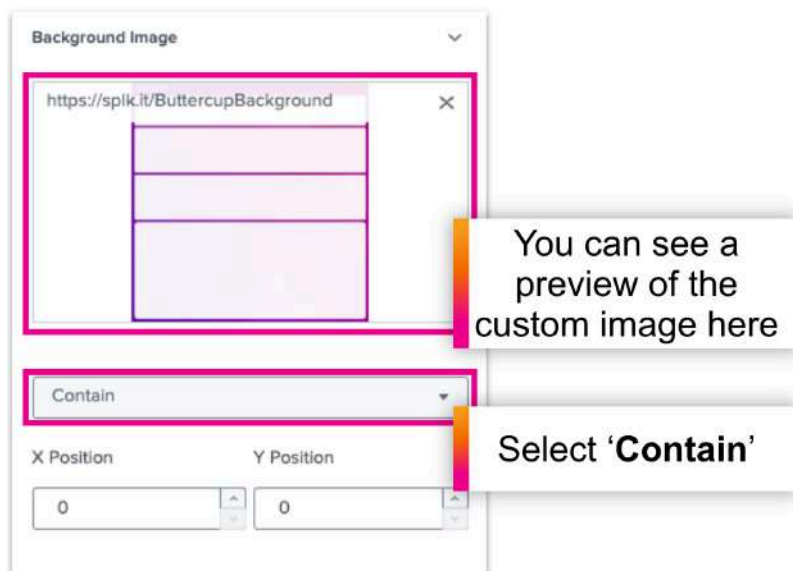
4. Locate the **Background Image** section and copy/paste the following image URL into the '**Enter URL**' box:

<https://splk.it/ButtercupBackground>

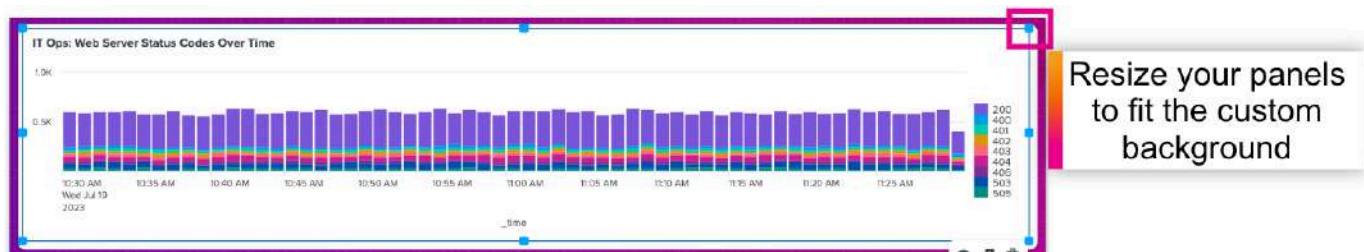


To upload the image, either hit the Enter key on your keyboard or click anywhere on your dashboard.

To ensure that our custom image is contained within the dimensions of our dashboard, click on the dropdown list beneath the image preview and select '**Contain**'.



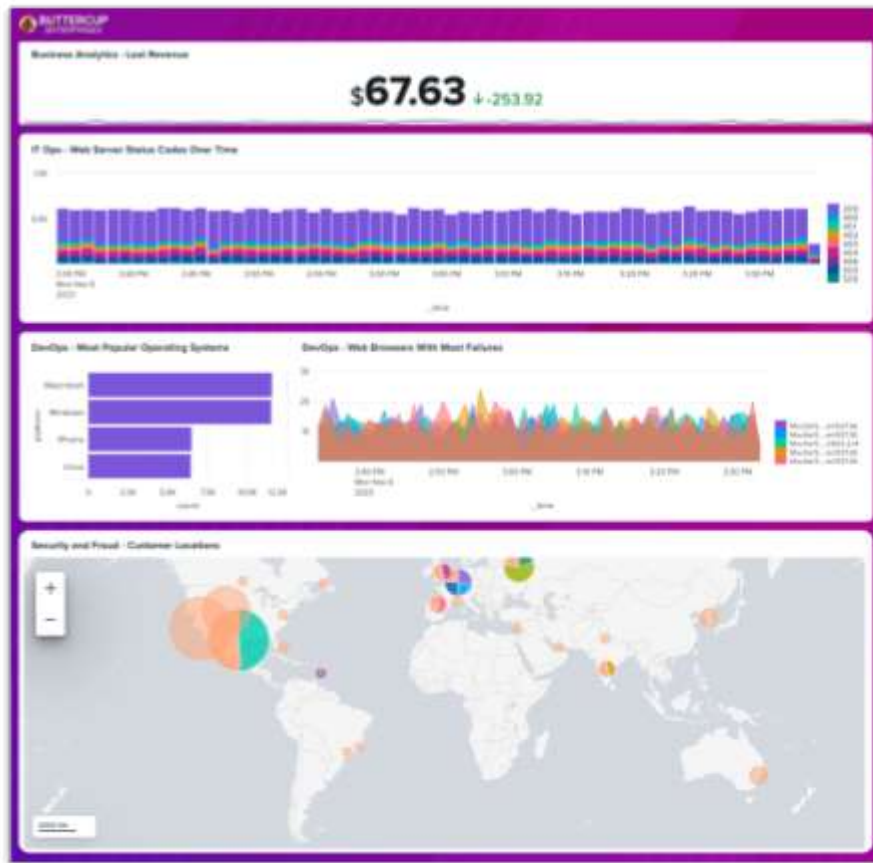
- Now click on each dashboard panel and drag the blue squares that appear around the edges of the panels to resize them to fit within the areas on your custom background image.



Be sure to click on **Save** when you've finished rearranging everything!



When you're finished, your dashboard should now look something like this:



6. Finally, since we have a nice colored background to show off we can set each panel to be transparent to help the color to shine through! To do this, click on a dashboard panel and in the Configuration panel on the right find the **Color and style** section.

Find the '**Background**' option for your panel and change the background color to be transparent. Repeat this step for each dashboard panel.

Note: The Cluster Map visualization has no background color option so you can ignore this panel.

Link Your Dashboard Panels to the Global Time Picker

The global time picker is included in all new dashboards by default and allows you to control the time range of all dashboard panels from a single place. Since each of our panels was using a static time range (e.g. **Last 60 minutes**) when we added them to our dashboard we just need to switch each panel to use the global time picker instead.

7. With your dashboard in edit mode, click a dashboard panel and in the Configuration panel on the right find the **Data sources** section. Click on the pencil icon to edit the data source.



8. Each data source consists of an SPL query (i.e. a search) and a time range.

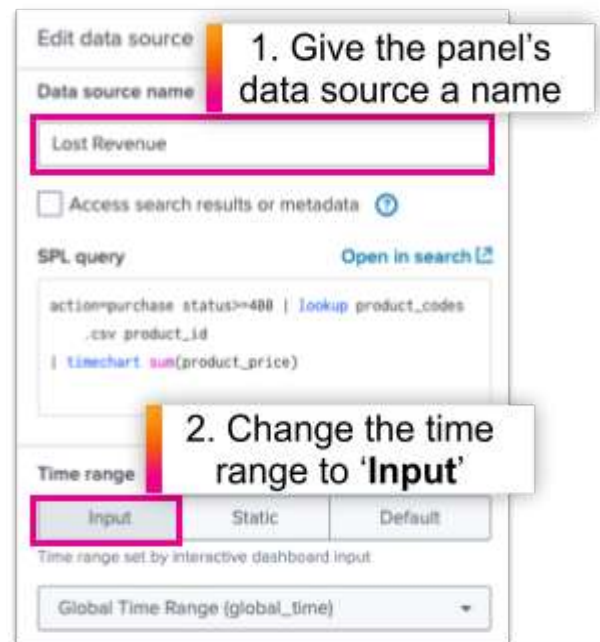
You will notice that your data source has a fairly generic default name but it is good practice to rename this so the name is more unique and meaningful - this helps if you decide to reuse this data source for other dashboard panels in future.

Give the data source a new name. For simplicity, use the name of the dashboard panel. For example, if you're working with our Single Value visualization panel, use 'Lost Revenue' as the data source name.

For the time range select '**Input**'. This will then show 'Global Time Range (global_time)' in the dropdown list below - this means the data source will now use our dashboard's built-in ("global") time picker.

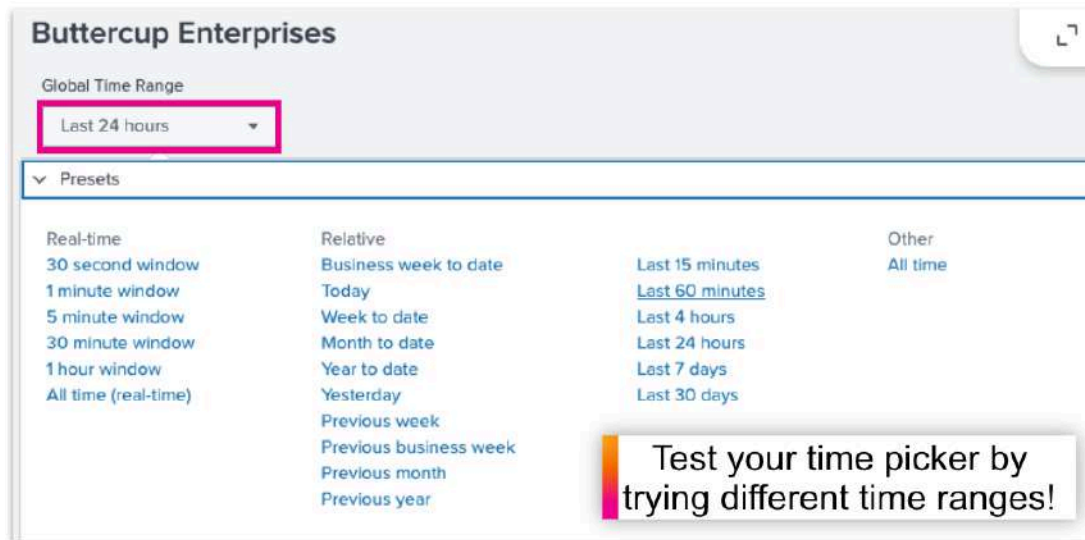
Click on **Apply and close** to save your panel changes

Repeat steps 7 and 8 for all dashboard panels.



9. Now that you've linked all your panels to the global time picker, click on **Save** and then click on **View** to view your updated dashboard. Try changing the search time range for your dashboard by choosing different time ranges from the dropdown list.

All of your panels should update to reflect the time setting.



Challenge Task Solutions

Below are suggested solutions to the challenge tasks contained in this lab guide. Don't worry if you used a slightly different method – there are often multiple ways of reaching the same result!

Start Searching in Splunk

- Q1. How can we find events with a status of **200** that are not purchase events?

Solution:

```
status=200 action!=purchase
```

NOT vs !=

`status=200 NOT action=purchase` will also work for this exercise but this is not a good way of performing this query due to the way that the **NOT** operator works. If you're interested to learn why, please see <https://docs.splunk.com/Documentation/Splunk/latest/Search/NOTexpressions> for a full explanation of the differences between these two methods.

- Q2. How can we find events where someone had an error when trying to either add an item or remove an item from their cart?

Solution:

```
index=main sourcetype=access_combined status>=400 (action=addtocart OR action=remove)
```

Exercise 6 – Security and Fraud teams: Show any activity on the website coming from outside the United States

- Q1. How would you remove events coming from “United States” from your map?

Solution:

```
index=main sourcetype=access_combined  
| iplocation clientip | search Country!="United States" | geostats count by City
```