

Alert Creation in Dynatrace

1. Understanding Dynatrace Alerting Mechanism

Dynatrace does not use traditional alert thresholds. It uses AI-powered problem detection (Davis AI) to automatically detect anomalies, failures, and performance issues. These are called Problems, and Dynatrace groups related events into a single problem.

2. Steps to Create Alerts in Dynatrace

Step 1: Define Monitoring Settings (Optional Custom Rules)

Navigate to Settings > Anomaly detection to adjust thresholds for:

- Services (response time, failure rate, throughput)
- Infrastructure (CPU, memory, disk, network)
- Synthetic monitors and applications

Step 2: Set Up Alerting Profile

1. Go to Settings > Alerting > Alerting profiles
2. Click "Add alerting profile"
3. Specify:
 - Name of profile
 - Severity level (availability, error, slowdown, etc.)
 - Tags (optional — to filter alerts by environment or team)

Step 3: Create Problem Notifications

1. Navigate to Settings > Integration > Problem notifications
2. Click "Set up notifications"
3. Choose a channel like:
 - Email
 - Slack
 - Microsoft Teams
 - ServiceNow
 - OpsGenie
 - PagerDuty
 - Webhook
4. Configure:
 - Endpoint or credentials
 - Alerting profile to use
 - Custom message templates (optional)

Step 4: (Optional) Custom Events for Alerting

If you want to create manual custom alerts for metrics:

1. Go to Settings > Anomaly detection > Custom events for alerting
2. Click “Add custom event”
3. Define:
 - Metric source (host, process, service)
 - Condition (e.g., CPU > 90%)
 - Evaluation window
 - Alert severity
 - Tags to filter scope
 - Notification settings

Use Case Example: CPU Usage Alert for Hosts

Settings > Anomaly detection > Custom events for alerting > Add custom event

- Metric: CPU usage %
- Condition: CPU > 85% for 5 minutes
- Scope: Tagged env:prod
- Severity: Availability
- Notify through: Email or Webhook