



Get ready to be amazed
in 5 minutes or less

dynatrace.com/trial

Nathalie Bouillé – nathalie.bouille@dynatrace.com
Mickaël Wozniak



Agenda

- Plateforme « all in One » de Monitoring de tout le SI et amélioration continue
- Qui est Client ? Qui est Dynatrace ?
- Focus monitoring MQ
- Comment ça marche ?
- Démo

Cas d'usage classiques de Dynatrace

Ressenti Utilisateur

- (DEM)

Chaîne de Liaison de bout
en bout

Incidentologie

AI Ops

DevOps - OpsDev

Intégration continue
Qualité et automatisation

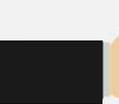
Monitorer le Cloud et
Nouvelles technologies
Dynamiques

Prévenir et diagnostiquer les problèmes sur des architectures hétérogènes et de plus en plus complexes

 **7,5 millions**
De visiteurs quotidiens sur nos sites

 **3200**
Bases de données

 **Multi technos**
Windows, AIX, SUN, MAINFRAME...

 **15 Po**
De stockage open



Laurent Benguigui
Responsable APM

L'offre Dynatrace est porteuse de valeur ajoutée et de maîtrise de notre transformation

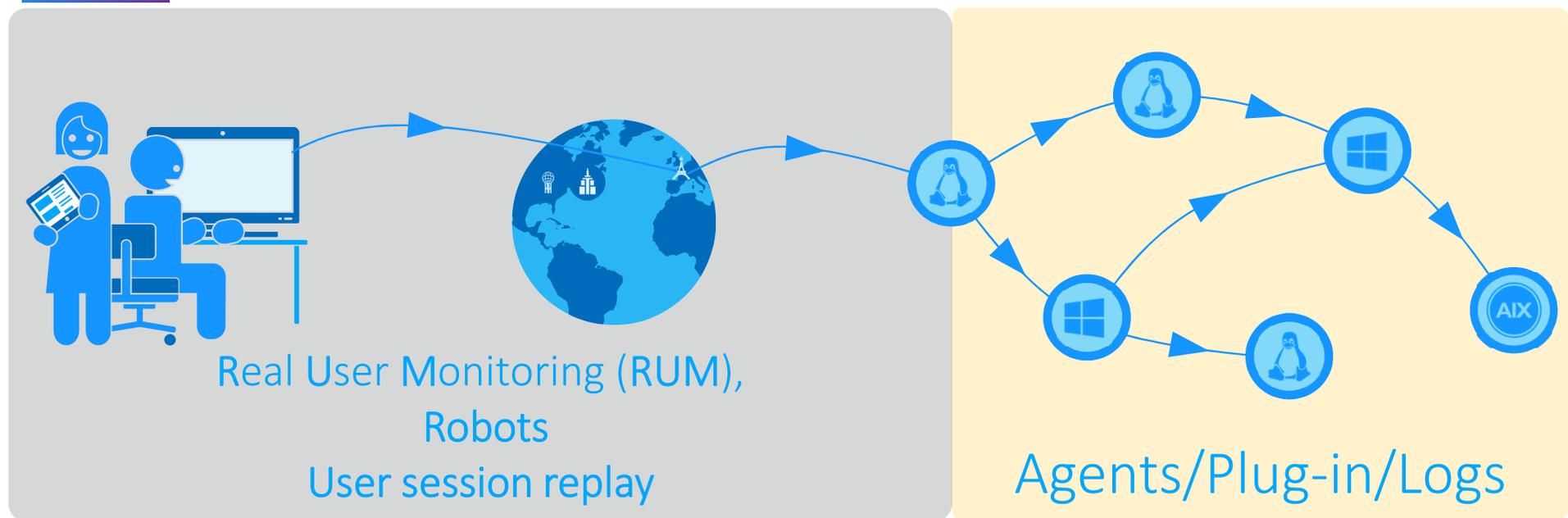


Gain Business

Les grands enjeux auxquels répond Dynatrace :

- Automatiser la détection et l'analyse de problèmes
- Comprendre l'impact sur les services et utilisateurs (multi-clients)
- Collaborer avec les équipes Applicatives et les Développeurs
- Accélérer les diagnostics grâce à une solution all-in-one
- Être prêt à monitorer les technologies nouvelles plus dynamiques

Dynatrace offre une visibilité de bout-en-bout



- Suivi de l'utilisateur / Géolocalisation
- Canal de connexion
- 3rd Party
- Conversions
- Parcours utilisateurs / actes métiers

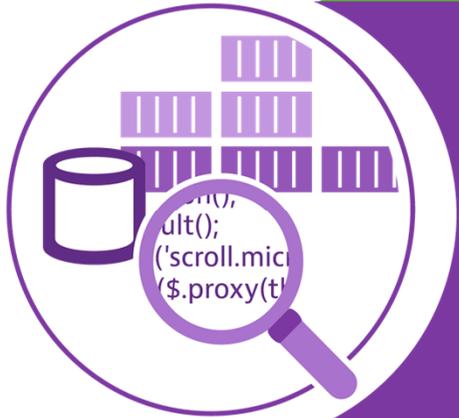
- Isolation du domaine impactant
- Performance infrastructure
- Code applicatif – pile d'appels (si java, . Net PHP Go)
- Analyse de comportement habituel
- Root Cause



Browser

Mobile

3rd parties



Application- & Webserver

Services

Containers, Processes,
Logs



OS, Disks

Cloud

Network



Full Stack

Discovery, Modeling & Analytics

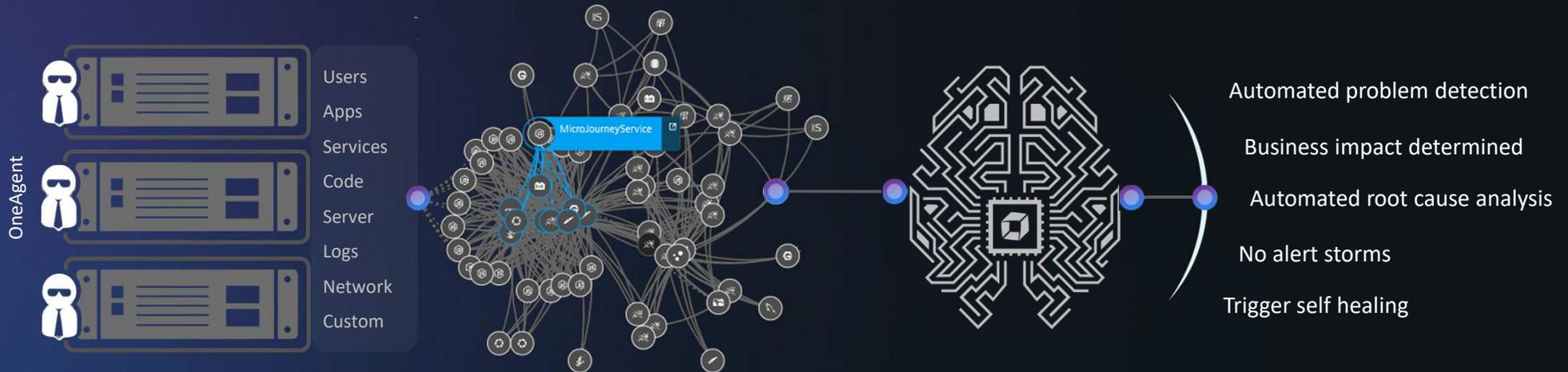
La fiabilité des données est un prerequisite pour automatiser les analyses et actions

One Agents
Logs
API

Modèle dynamique
créé automatiquement

Intelligence
Artificielle

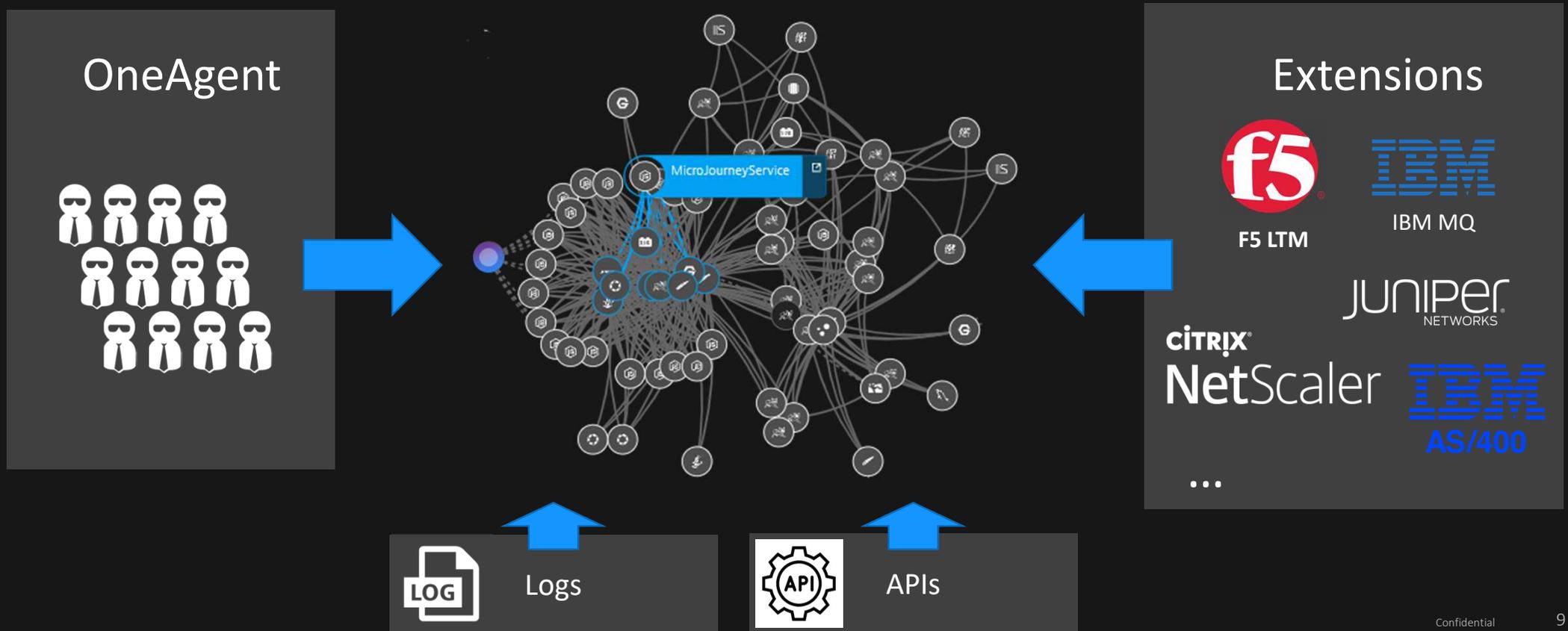
Monitoring
Impact
Diagnostics



One-Agents, Plug-in, API, Logs



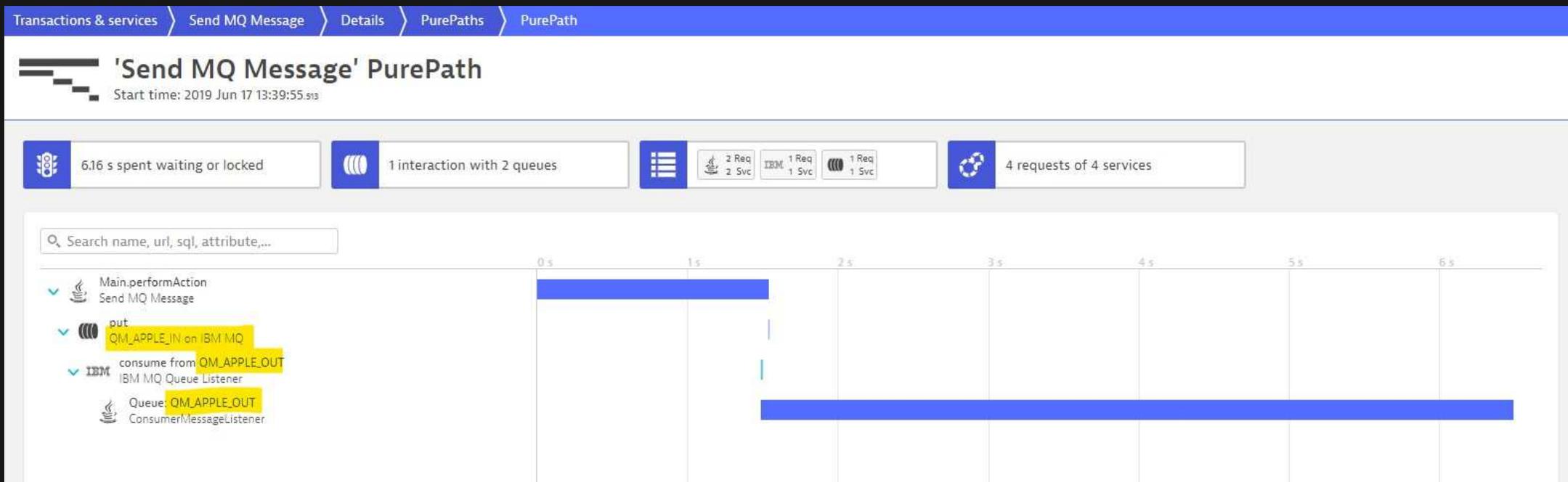
Dynatrace Extensions - étendre le modèle au-delà de l'agent





Agent

- L'agent va capturer les appels vers MQ
- Le serveur Dynatrace reconstruit la transaction de bout-en-bout



Extensions – IBM MQ



- Queue Manager
 - %dispo
 - Connections
 - ...
- Channel
 - %dispo
 - Nombre de messages reçus/envoyés
 - ...
- Queues
 - Longueur de la file
 - Time Oldest Message
 - Durée de présence des messages dans la file
 - ...
 - Listener
- %dispo



Liste exhaustive des métriques:

<https://www.dynatrace.com/support/help/technology-support/application-software/other-technologies/dynatrace-extension-required/ibm-mq/>



Exemple de rapport personnalisé

Search Dynatrace: wcb97488...

Achievement unlocked!

Sep 27, 16:00 - 19:00

4

MIW - MQ

Edit

Listener Status 2m

100%

IBM MQ - Listener - Status (Average)

Queue Manager Status 2m

100%

IBM MQ - Queue Manager - Status (Av...

Queue Depth

905

IBM MQ | AMQ.MQEXPLORER_5D80E0BF24141703

905

IBM MQ | QM_APPLE

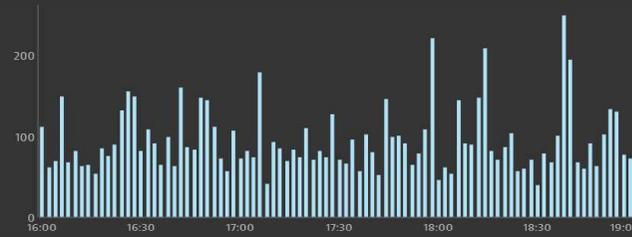
905

IBM MQ | QM_BANANA

905

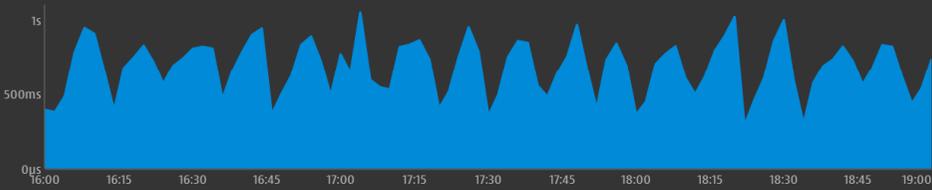
IBM MQ | XMITQUEUE

IBM MQ - Channel - Buffers received 2m



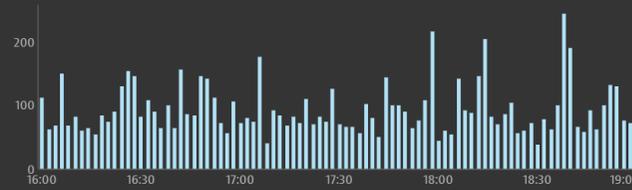
IBM MQ - Channel - Buffers received

IBM MQ - Queue - Time Long 2m



IBM MQ - Channel - Age of last message

IBM MQ - Channel - Buffers sent 2m



IBM MQ - Channel - Buffers sent



Bénéfices attendus

- Maîtriser notre SI, qu'il soit interne ou dans le cloud
- Donner à toutes les équipes une vue transverse du SI et de son comportement
 - Infra
 - Code
 - User experience
- Eviter, Réduire les cellules de crise



Démonstration





IBM Integration Bus

Transactions & services > BTM_RETAIL_APP > Details > PurePaths > PurePath

'BTM_RETAIL_APP' PurePath

Start time: 2019 Jun 18 20:50:46.592

- 1 service with failures
- RecoverableException MsgId: '2230' UserException MsgId: '3001' ...glid: '2230' Catalog: 'BIPmsgs' Severity: '3'
- 1 interaction with 1 queue
- IBM 1 Req 1 Svc IBM 1 Req 1 Svc
- 2 requests of 2 services

Q Search name, url, sql, attribute,...

- Main_Process_Order_Flow
BTM_RETAIL_APP
- Unknown Order
BTM_RETAIL_UNKNOWN_ORDER_OUTQ on IBM MQ

Main_Process_Order_Flow

[Show in fullscreen](#) [Close details](#)

Summary Timing Errors **Code level** Analyze

Q Search name, url, sql, attribute,...

	Elapsed	Self time	Duration
<ul style="list-style-type: none"> Receive Retail Request ComIbmMQInputNode 	0 ms	627 µs	2.03 ms
<ul style="list-style-type: none"> ProcessOrder ComIbmComputeNode 	+67 µs	638 µs	903 µs
<ul style="list-style-type: none"> Throw ComIbmThrowNode 	+337 µs	265 µs	265 µs
<ul style="list-style-type: none"> Unknown Order ComIbmMQOutputNode 	+1.42 ms	32 µs	501 µs
<ul style="list-style-type: none"> Unknown Order ComIbmMQOutputNode 	+1.44 ms	469 µs	469 µs



IBM Integration Bus

Transactions & services > ErrorHandling > Details > Failure analysis

Failed request of 'ErrorHandling'

Today, 10:17 - 10:27 (10 Minutes) Apply

Filtered by Request type: Default requests Failed state: only failed

37 Failed requests

Reasons for failed requests

Following are the reasons for failed requests. Click a specific reason to view the exception message and code-level details.

Reasons for failed requests

- RecoverableException MsgId: '2230' Catalog: 'BIPmsgs' Severity: '3'
- 'Caught exception and rethrowing' insert_1: 'B3_ComputeException.Compute'
- 'Caught exception and rethrowing' insert_1: 'A7_InvalidHostHTTPCatch200.HTTP Request'
- 'Caught exception and rethrowing' insert_1: 'B4_MQOutputException.MQ Output'
- 'Caught exception and rethrowing' insert_1: 'B2_JavaException.Java Compute'
- RecoverableException MsgId: '2230' / 'Caught exception and rethrowing'
- UserException MsgId: '42' Catalog: 'Sample message catalog' Severity: '1' / 'User exception thrown by throw node' insert_1: 'This exception was thrown in the throw node'

Requests that failed with 'Caught exception and rethrowing' insert_1: 'B3_ComputeException'

B3_ComputeException

Root causes for requests that failed with 'Caught exception and rethrowing' insert_1: 'B3_ComputeException'

100 % were caused by UserException MsgId: '42' Catalog: 'Sample catalog' Severity: '1'

Exception messages of UserException MsgId: '42' Catalog: 'Sample catalog' Severity: '1'

'User generated exception' insert_1: 'Exception text from compute node'

Stacktraces of exceptions

Label: 'B3_ComputeException.Compute' Type: 'ComIbmComputeNode' Name: 'B3_ComputeException#FCMComposite_1_3;SqlThrowExceptionStatement::execute (IbmRdlThrowExceptionStatements.cpp:230)'

Reasons for failed requests

Following are the reasons for failed requests. Click a specific reason to view the exception message and code-level details.

Reasons for failed requests

RecoverableException MsgId: '2230' Catalog: 'BIPmsgs' Severity: '3'	70 %
'Caught exception and rethrowing' insert_1: 'B3_ComputeException.Compute'	19 %
'Caught exception and rethrowing' insert_1: 'A7_InvalidHostHTTPCatch200.HTTP Request'	19 %
'Caught exception and rethrowing' insert_1: 'B4_MQOutputException.MQ Output'	16 %
'Caught exception and rethrowing' insert_1: 'B2_JavaException.Java Compute'	16 %
RecoverableException MsgId: '2230' / 'Caught exception and rethrowing'	16 %
UserException MsgId: '42' Catalog: 'Sample message catalog' Severity: '1' / 'User exception thrown by throw node' insert_1: 'This exception was thrown in the throw node'	14 %