

## AlertSite – AppDynamics Integration

Modern businesses heavily rely on their websites, web application and/or mobile application. Unavailability or performance degradations of these applications can lead to lost customers, negative branding and lost revenue. Finding the root cause of application performance issues and fixing them is costly, both in terms of time and money. AlertSite has paired with AppDynamics to solve this problem.



### 360 degree visibility into application performance

AlertSite is the best in class synthetic monitoring platform that enables you to proactively monitor your web and mobile applications as well as the underlying APIs from the network of over 340 global nodes; helping you find external problems before they hit your end user. AlertSite's integration with AppDynamics helps you trace those errors back to the code level, helping you identify the internal erroneous component and fix it.

Together, they give you 360 degree visibility into your application performance.

### Trace errors back to the code level

Code level visibility is essential to troubleshoot performance issues in production. AppDynamics brings visibility into the entire structure of the application and all its components that make up the application backend. Once integrated, Appdynamics collects transaction snapshots of all transactions triggered by the applications you are monitoring with AlertSite monitors. These transaction snapshots provide detailed

diagnostic data about a transaction, helping you trace root cause of the problems to the exact segment of application code.

## Rapid root case analysis and recovery

This integration brings best of both worlds to the customers of AlertSite and Appdynamics. AlertSite's proactive monitoring and fastest alerting on planet means you are notified about the performance degradations instantly and before they impact the real end users. Add AppDynamics transaction tracing to the equation, and you get data driven insight about the code path that is causing problem. This speeds up root cause analysis and reduces MTTR.

## What is a transaction Snapshot?

A transaction snapshot is a point-in-time set of diagnostic data for a particular transaction across all application servers through which the transaction has passed. Transaction snapshots help you identify and troubleshoot the root causes of performance problems.

Call Drill Down. Exe Time: 509 ms Timestamp: 03/27/14 10:02:57 AM BT: ViewCart.sendItems GUID: 9af324ca-324b-4d43-8659-7ee956f78157

SUMMARY  
CALL GRAPH  
HOT SPOTS  
SQL CALLS  
HTTP PARAMS  
COOKIES  
USER DATA  
ERROR DETAILS  
HARDWARE / MEM  
NODE PROBLEMS  
ADDITIONAL DATA  
SERVICE ENDPOINTS

Execution Time: 509 ms. Node Node\_8000. Timestamp: 03/27/14 10:02:57 AM

Name	Time (ms)	Exit Calls / Threads
StrutsActionProxy:execute	10 ms (self)	2 %
Struts Action - ViewCart:sendItems:164	0 ms (self)	0 %
Proxy For Spring Bean - cartServiceTarget:getCartSize	0 ms (self)	0 %
Proxy For Spring Bean - cartServiceTarget:invoke	0 ms (self)	0 %
Spring Bean - cartServiceTarget:getCartSize:69	0 ms (self)	0 %
Spring Bean - cartPersistence:getCartSize:41	12 ms (self)	2.4 %
Proxy For Spring Bean - cartServiceTarget:checkout	0 ms (self)	0 %
Proxy For Spring Bean - cartServiceTarget:invoke	0 ms (self)	0 %
Spring Bean - cartServiceTarget:checkout:40	0 ms (self)	0 %
Spring Bean - soapUtil:raisePO:22	0 ms (self)	0 %
Constructor of com.appdynamics.inventory.OrderServicePortTypeProxy:12	0 ms (self)	0 %
com.appdynamics.inventory.OrderServicePortTypeProxy:_initOrderServicePortTypeProxy:22	0 ms (self)	0 %
Constructor of com.appdynamics.inventory.OrderServiceLocator:12	21 ms (self)	4.1 %
com.appdynamics.inventory.OrderServicePortTypeProxy:createOrder:54	0 ms (self)	0 %
com.appdynamics.inventory.OrderServiceSOAP11BindingStub:createOrder:158	207 ms (self)	40.7 %
Spring Bean - transactionManager:doCommit:578	12 ms (self)	2.4 %
Proxy For Spring Bean - cartServiceTarget:getCartSize	0 ms (self)	0 %

Export to PDF

Close

Some packages have been excluded from this Call Graph

\* SQL Calls under 10ms are not shown here

AppDynamics transaction snapshots collect following diagnostic data to help you with root cause analysis.

- Summary: Execution time, CPU, timestamp tier, Node etc.
- Call Graphs: To drill down to the problematic method call
- Hot Spots: Most expensive calls
- SQL calls: All SQL queries fired during the request
- HTTP Parameters: URLs, session IDs, Struts, JSF, Web services etc
- Cookies: To help identify the user information who initiated the erroneous transaction
- User Data: From all methods executed during transaction
- Error details: HTTP error codes
- Hardware/MEM: CPU, Memory, Garbage collection etc.
- Node Problems

## Requirements

### AlertSite side

- To configure AppDynamics integration, you must be an Admin or Co-Admin in AlertSite, and the administrator or account owner in AppDynamics.
- DéjàClick monitors that use Internet Explorer do not integrate with AppDynamics. To use AppDynamics transaction tracing, re-upload your DéjàClick script and set it to use Firefox or Chrome.

### AppDynamics side

- AppDynamics Agent must be installed and running on the application servers that run your monitored web applications or APIs. AppDynamics Lite (free version) is not supported.
- If you use AppDynamics On-Premise (self-hosted), your Controller must be accessible from the Internet.
- If you use LDAP or SAML authentication in AppDynamics, you need to have a user in AppDynamics Settings > Administration > Users for integration with AlertSite (see below).

## Frequently Asked Questions

- **Does AppDynamics integration consume measurement credits in AlertSite?**

AppDynamics integration does not consume any measurement credits.

- **Can I see AppDynamics snapshots for monitor runs from before the integration?**

No. Only runs that occurred after you configured the integration have links to AppDynamics snapshots, and only for those monitors that you selected for AppDynamics transaction tracing.

- **Does AppDynamics collect snapshots for monitors that are not selected for transaction tracing?**

Yes and no. By default, AppDynamics captures snapshots only for slow and failed transactions – whether real user transactions or transactions triggered by AlertSite monitors. You can see these default snapshots on the Transaction Snapshots tab of your application dashboard in AppDynamics.