掌控您的数字化天地

Perform 上海
明天你还想监控什么？

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监测 - 你想到什么？

告警

运维

优质服务

能见度

度量

01

02

03

04

05

这些好像都讲了很多年...

CPU 服务器 响应时间 吞吐量 利用率
进程 应用 手机App 网络
可用性 内存 路由 用户体验
中间件 日志 云 防火墙 垃圾收集频率
Exception

云交付模式

自动化

敏捷性和
成本节约

传统	IaaS	容器	PaaS	SaaS
应用	应用	应用	应用	应用
数据	数据	数据	数据	数据
Runtime	Runtime	Runtime	Runtime	Runtime
中间件	中间件	中间件	中间件	中间件
操作系统	操作系统	操作系统	操作系统	操作系统
虚拟化	虚拟化	虚拟化	虚拟化	虚拟化
服务器	服务器	服务器	服务器	服务器
存储	存储	存储	存储	存储
网络	网络	网络	网络	网络

抽象化
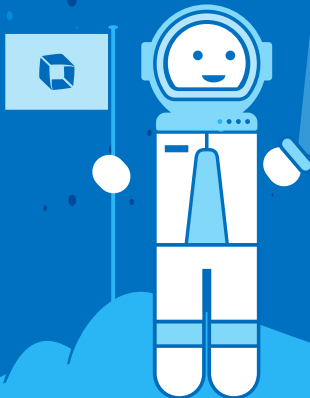
客户管理

供应商在云中管理

PaaS 应用监控

- PaaS 的基本思路是企业可以专注于应用（编写代码），剩下的由平台处理

- 用户祗需发布代码, 不会接触到平台部份

- 比想象更成熟：
  - Cloud Foundry 建于2011
  - 微软也在2008年推出 Azure PaaS，比 IaaS 方案早 5 年推出

PaaS integration

Azure Web Apps

How do I integrate Azure Web Apps?

Cloud Foundry

How do I integrate Cloud Foundry apps?

You'll need your environment ID and a PaaS token to complete setup at your PaaS platform portal.

Environment ID

[Copy]

PaaS token

[⚷ Generate new token]

Using a different PaaS platform?

Drop us an email.

支持 Azure 与 CloudFoundry

SaaS 应用监控

- SaaS 用户使用购买的服务, 一般不允许在页面加入脚本

- Real User Monitoring with Browser Plugin

  - 主要针对 SaaS 云平台厂商（如Salesforce、Office365等）真实用户体验

  - 基于浏览器插件, 允许 Dynatrace 监测任何网站数据

    - 在浏览器端加入RUM 脚本以取得真实用户流量

    - 现时 EAP 提供 Chrome 插件

Deploy Dynatrace

Monitor all your real users and technologies by installing OneAgent

A single Dynatrace OneAgent monitors real user experience and all the technologies, services, and applications that run in your environment. Just install the agent. No configuration required. More...

Start installation

No access to your host?
No worries!

Even if you can't install an agent on your web server, you can still monitor user actions and user satisfaction.

Set up agentless or AMP monitoring   **Set up PaaS integration**

Set up your web check

Web checks provide 24x7 visibility into the performance and availability of your web application.

Add web check

Applications set up for agentle
monitoring

Copy the JavaScript tag and paste it into each of your application's HTML pages:

⚠ **ServiceNow SaaS Instance Monitoring**
Produce some user actions by triggering page loads within your application.

```
<script type="text/javascript" src="https://js-cdn.dynatrace.com/
145e12d594f/ruxitagent_2fjoqr_10121170706152542.js" data-dtconfig
1|app=59CA712F666CD24D|cors=1|lastModification=0|reportUrl=https:
fgmpzd.live.dynatrace.com/bf|tp=500,50,0,1" crossorigin="anonymous"></s
cript>
```

Copy

Finish

Need help?

Read through the installation FAQs or chat with a
service rep.

☐ Enable injection

URL regex

JavaScript tag

Save & close settings

Applications 〉 ServiceNow SaaS Instance Monitoring

🌐 ServiceNow SaaS Instance Monitoring

〉 Properties, tags, and JavaScript frameworks

Pin to dashboard... ▾   ⋯

Filter user types

🔻 Start typing to filter...

Performance analysis
Actions /min, Action duration, Apdex rating, JavaScript errors, 3rd party providers and Services.

User behavior
Active sessions, Actions per session, Entry/Exit actions, Bounce rate, and Conversion goals.

94 % Chro...
Top browser

100 % Rea...
Top user type

View geographic breakdown

1.7 s
User action duration

<0.1 /min
User actions

0.90
Apdex rating

<0.1 /min
JavaScript errors

Resources

☁ **0.0 /action**
3rd party/CDN resources

📄 **31.2 /action**
Resources

0
Services

Actions

Show the   median action duration ▾   for   all actions ▾

Waterfall analysis

for Loading of page /nav_to.do

Click anywhere in the chart to change the analysis time-frame.

Yesterday, 01:05 - 13:05 (12 Hours)

◄ | | ►

02:00   04:00   06:00   08:00   10:00   12:00
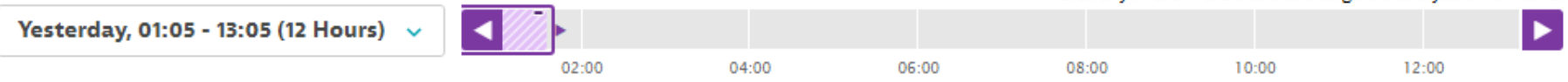
Analysis timeframe: **2 Hours**

Display average timings, focus on | full waterfall | , | don't group | and | don't compare |

| **Average timings** | **Instances of this action** |

4 Resources larger than 100 kB

56 Resources have a lower browser cache rate than 50%

Show all findings...

User interaction possible

R F H   C   A   E

0 s   2.5 s   5 s   7.5 s   10 s

Loading of page /nav_to.do	5.83 s
∨ Document Requests	9.92 s
∨ Initial Requests	9.92 s
nav_to.do?uri=%2Fhome_splash.do%3Fsy	9.92 s
∨ Resources	11.49 s
z_last_include.js?v=2	1.54 s
transaction_scope_includes.jsx?v=02-23-2...	1.33 s
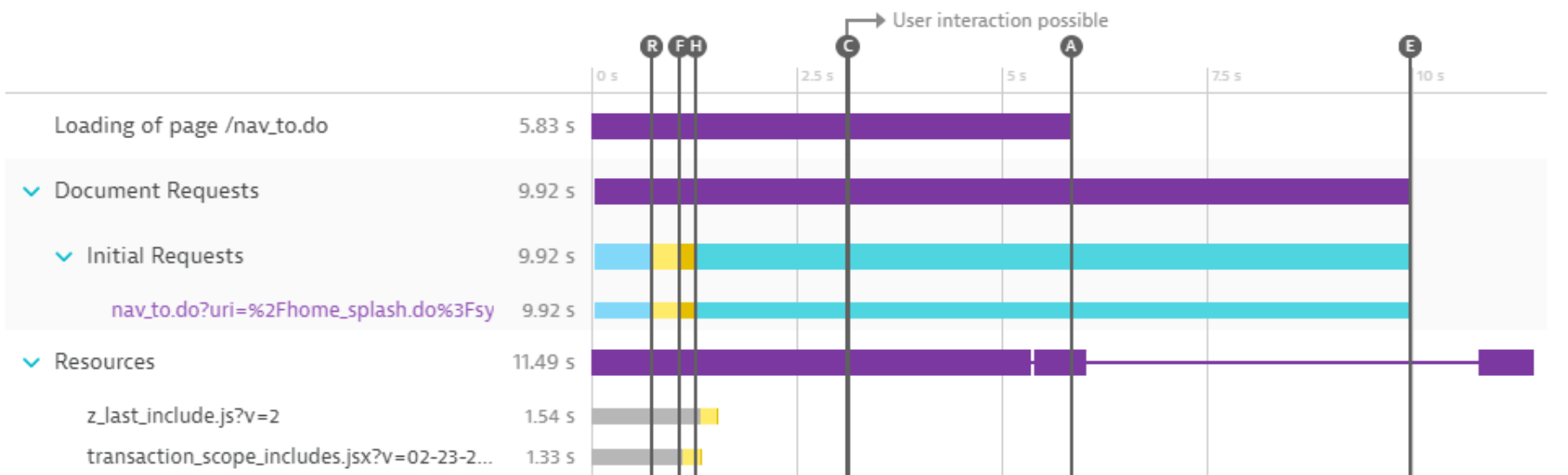
IoE 与雾计算
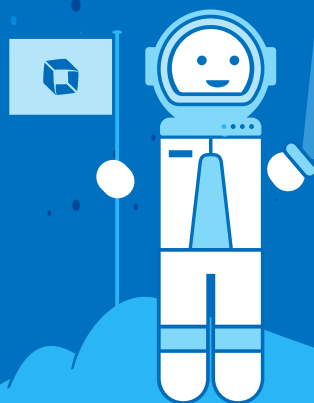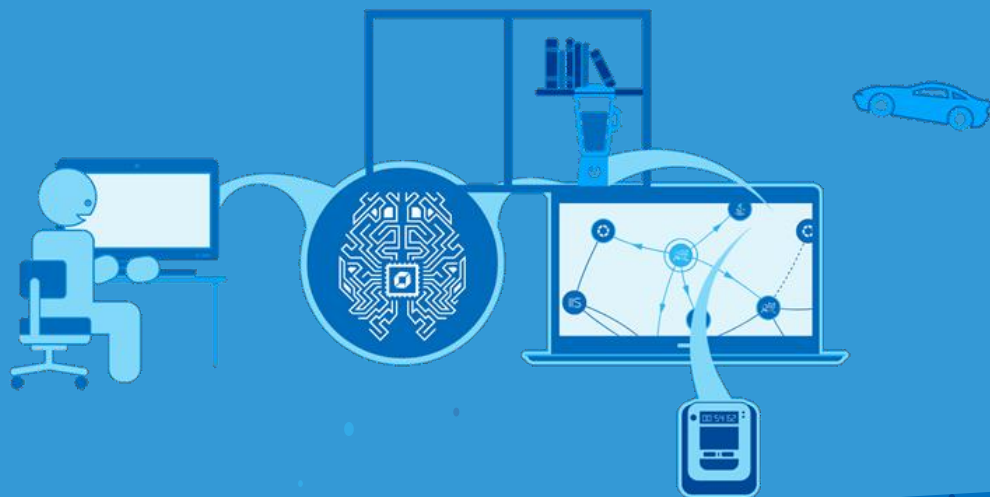
物联网的特点

- 互相连接
  - 自己连接到互联网
  - 通过网关/数据集中器（同步或异步）
  - 彼此互通 - 蓝牙、wifi、 蜂窝网络
- 便宜而且很多
  - 许多具有"一些"处理能力的设备
  - 大众市场应用（内置）
- 许多传感器都是以用户为中心的
  - 低功率
  - 24 x 7

实践 Web 规模物联网生态系统的智能监控

Dynatrace 集群

交易

智能应用

数以百万计的物联网设备

平台指标

监控网关

智能实体

设备指标

OneAgent

OpenKit

边缘设备

应用和设备监控

通过设备网关通信

| 解决方案 | 电子商务 | 制造业 4.0 | 物流运输 | 能源 电力供应 | 智能 家庭娱乐 | 行为/业务监控 |

| 物联网应用 | 网上商店 | 预测性 维护 | 车队管理 | 数据 可视化 | 家庭 自动化 | 应用监控 |

物联网平台

Azure IoT · AWS IoT · IBM Watson · Thingworx · GE Predix · Bosch IoT

通讯/交易监控

基础设施 计算平台

MS Azure · AWS · IBM · PTC · Cloud Foundry · Open Shift

（云）平台监控

Industrial Panels

Industrial control (S7)

+ Add tag

Pin to dashboard   ...

All ▾

Usage

3k Users   10k Active sessions

0 /min Active users

Crashes

56 Crashes   99.4 % Crash-free users

0 /min Crashes

HTTP performance ● ● ●

208k Web requests   ⚠ 13.6 % Error rate

Called services

0 Services

Crashes and affected users

Compares total number of crashes with numbers of affected users during selected time period.

10

5

0

28. Jan   29. Jan   30. Jan   31. Jan   1. Feb   2. Feb   3. Feb

▉ Affected users   ▉ Crashes

Crashes

Crash report details are available back until **Dec 29 2016, 18:57**.

Filter various properties:

Start typing to filter...

ⓘ Platform
▦ OS version
◎ Firmware Version
▢ Screen resolution
◉ Device

	Last occurrence	Total crashes ▼	Impacted users	Details
...e.getNextInv...	Feb 01 2017, 01:02	1	1	⌄
...rformTraversals NullPointerException	Yesterday, 18:21	1	1	⌄
Settings.getLogo:567 OutOfMemoryError	Jan 29 2017, 19:10	11	1	⌄
FragmentActivity.startActivity... :839 IllegalArgumentException	Jan 29 2017, 09:41	1	1	⌄
ArrayList.throwIndexOutOfBo... :255 IndexOutOfBoundsException	Jan 31 2017, 20:32	1	1	⌄
EditProductActivity.onCreate:137 RuntimeException caused by NullPointerException	Today, 06:38	2	1	⌄
InvoicesActivity$LoadInvoices... :143 IllegalArgumentException	Jan 30 2017, 18:03	2	1	⌄
Model.createProduct:979 NullPointerException	Yesterday, 14:52	6	1	⌄
Settings.getLogo:567 OutOfMemoryError	Jan 29 2017, 18:55	4	1	⌄
ReportingActivity$ShowGraph... :618 RuntimeException caused by NullPointerException	Yesterday, 12:24	1	1	⌄

‹   1   2   3   ›

Vehicle cockpit

Fleet management application

+ Add tag

Pin to dashboard   ...

All ▾

Usage

756 Users
1k Active sessions
1 /min Active users

HTTP performance

25k Web requests
12.5 % Error rate

Crashes

7 Crashes
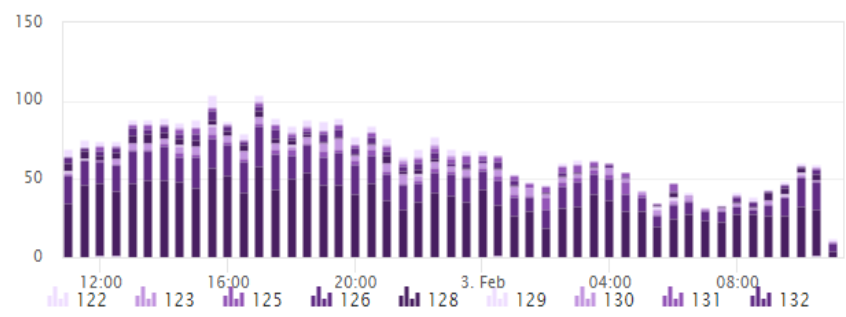99.2 % Crash-free users
0 /min Crashes

Called services

0 Services

Geographic regions
Analysis of application usage across regions.

View: Users ▾
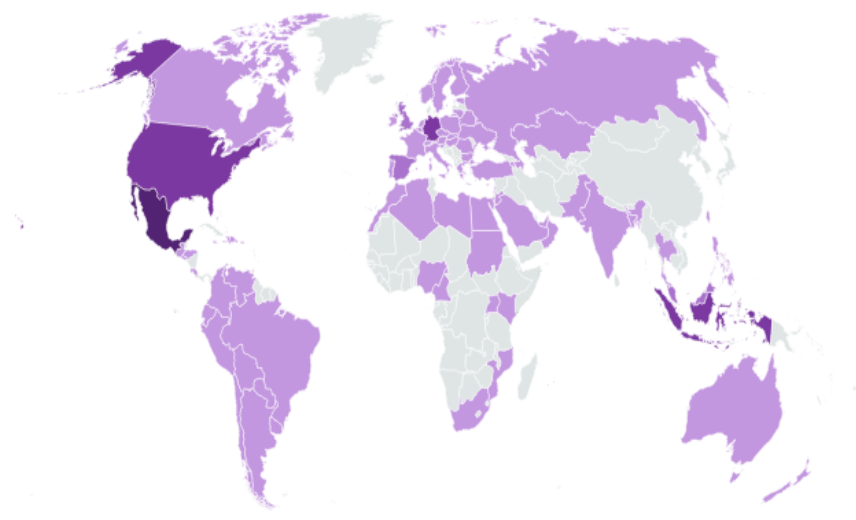
Countries	Active sessions	Users ▼	Crash count
Mexico	243	117	0
United States	71	54	0
Indonesia	111	52	1
Germany	87	49	1
Spain	126	46	0
United Kingdom	65	33	0
Malaysia	41	27	0
India	28	23	0

Users and sessions	User actions

Firmware version distribution
Shows the distribution of your firmware versions.

客户体验

我们是最先专注客户体验

Search your environment...

Last 24 hours

Applications 〉 easyTravel

Users 〉 maria

Last 6 hours

Search your environment...

Rendering breakdown of Dynatrace.com

Loading of Homepage. Click any event or milestone for further information and screenshots.

Tolerating 3.34 s

Frustrating 6.14 s

Action duration A

0 s   1 s   2 s   3 s   4 s   5 s   6 s   7 s   8 s   9 s   10 s

N   F   H   D   S   V   L   E

N Navigation start 0.23 s   F Time to first byte 0.7 s   H HTML downloaded 1.12 s   D DOM interactive 2.09 s   S Speed index 2.30 s   V Visually complete 2.89 s   L Load event start 8.7 s   E Load event end 9.13 s   DOM changes

Details and loaded resources

Show me a screenshot and the loaded resources for the event   〈   HTML downloaded, 1.12 s   〉

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9

你需要哪些客户体验?

- 不单是 IT 的事情, 但由 IT 支持

- PWA

- 客户体验旅程地图
  - 客户情感之旅

- 个性化 – 真实和相关经验

- 多渠道

www.dynatrace.com