



APPDYNAMICS

Getting Started

AppDynamics Pro Documentation

Version 3.8.x

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Getting Started

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This section gives you a roadmap to using AppDynamics.

Initial Installation

Self-Service Trial or Standard?

If you are using the self-service trial see [Quick Install](#).

If you are using a standard installation see [Install and Upgrade AppDynamics](#).

On-premise or SaaS?

To get started with installing, configuring, and using AppDynamics, first determine whether you will use an [on-premise](#) or [SaaS](#) Controller.

For information about the different approaches see:

- [SaaS Availability and Security](#)
- [Differences when using a SaaS Controller](#)

Get Started with AppDynamics SaaS

If you are using or going to use the AppDynamics SaaS Controller, see [Get Started with AppDynamics SaaS](#).

Get Started With AppDynamics On-Premise

If you are going to host your own Controller on premise, see [Get Started With AppDynamics On-Premise](#).

Monitoring, Troubleshooting, and Analyzing Application Performance

To get started using AppDynamics after it is installed see:

- [AppDynamics Essentials](#)
- [Quick Tour of the User Interface Video Tutorial](#) 

Get Started with AppDynamics SaaS

Follow these steps to get started with AppDynamics.

If you are reading a PDF of this document, use your Help Center login to access the documentation at <http://docs.apddynamics.com>.

Expert Advice

Deploying APM in the Enterprise... the Path of the Rock Star

By Jim Hirschauer

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Get Your SaaS Account Information from AppDynamics

After signing up for AppDynamics SaaS, you receive a Welcome email containing important account information, including the [Account Owner](#) login. Save this information.

Design Your AppDynamics Deployment

- Learn about [Business Transaction Monitoring](#) and identify which critical business transactions you want to monitor.
- Learn about [AppDynamics End User Experience](#) and decide whether you want to use this feature.
- Learn about how to map your application components to the AppDynamics business application, tier, and node model. See [Logical Model](#) and [Name Business Applications, Tiers, and Nodes](#).
- Based on the model, plan how you will specify AppDynamics application, tier, and node names during installation.
- Decide whether you want to monitor client-side usage with [AppDynamics End User Experience](#).
- For Java environments, decide whether you want to use [object instance tracking](#).

Download and Install the AppDynamics App Agents

Download the AppDynamics application agents from the [Download Center](#). AppDynamics app agents collect data from your application servers and other monitored systems and report to the

Controller. Select the agents that are appropriate for your environment:

- Java Agent
- .NET Agent
- PHP Agent
- Machine Agent

For details see [Download AppDynamics Software](#).

Follow the [instructions to install the AppDynamics App Agents](#).

Download and Install the AppDynamics Web and Mobile Agents

Install the client-side agents in your mobile applications and web pages. See [instructions for mobile](#) and [web](#).

SaaS Login Credentials

SaaS Controller login credentials are included in the welcome email from AppDynamics.

To add additional login accounts contact the [AppDynamics Support Team](#).

The SaaS Controller login is an Account Administrator credential. The Account Administrator can create other users for the account. See [Account Administrator](#).

Connecting Agents to Your SaaS Controller Service

For agents to successfully connect to the Controller, configure the Controller host and port information using either the controller-info.xml file or the system properties of your JVM startup script.

To use HTTPS communication, enable SSL by setting the <controller-ssl-enabled> agent configuration property to "True". For details see [App Agent for Java Configuration Properties](#), [App Agent for .NET Configuration Properties](#), [App Agent for PHP Proxy Configuration Properties](#) and [Machine Agent Configuration Properties](#).

- The default ports for the SaaS Controller service are:
 - Port 80 for HTTP
 - Port 443 for HTTPS

If you need to specifically open up the communication ports (80 or 443) for the AppDynamics SaaS Controller IP address please request the IPs from the [AppDynamics Support Team](#).

Access the AppDynamics UI from a Browser

Once you have installed the agents, launch your web browser and connect to the AppDynamics User Interface (UI). For SaaS, the URL includes the account name from the Welcome email:

```
http://<account-name>.saas.appdynamics.com/controller
```

When using SSL, use port 443 or https to access the Controller.

Review the Dashboards and Flow Maps

AppDynamics automatically discovers the [Business Transactions](#) in your application environment. Browse the [Application Dashboard](#) and see the [Flow Maps](#) to visualize your application. You can resize and move icons around on the flow maps.

Review Defaults and Configure Business Transactions, if Needed

The default configurations may need to be further customized for your environment. For example, AppDynamics may have discovered transactions that you want to group together or even exclude, because you want to concentrate on the most important transactions. There may be business transactions that are not yet discovered for which you need to configure detection rules. See:

- [Monitor Business Transactions](#)
- [Configure Business Transaction Detection](#)

Review Defaults and Configure Client-Side Monitoring, if Needed

You may want to refine the way AppDynamics names pages and mobile requests, for example, if the data for multiple web pages would be better understood under a single name. See:

- [Configure Mobile Network Requests](#)
- [Set Up and Configure Web EUM](#)

Review Defaults and Configure Databases and Remote Services, if Needed

AppDynamics automatically discovers "backends" such as databases, message queues, etc. by following calls in the Java or .NET code. Look at the [databases](#) and [remote services](#) dashboards to make sure all necessary backends are revealed. If needed, configure how backends are detected.

Review Default Health Rules and Set Up Policies

AppDynamics provides default [Health Rules](#) that define performance parameters for business transactions, such as the conditions that indicate a slow transaction, or when too much memory is being used. You can adjust the thresholds that define when a health rule is violated, create new health rules, and [set up policies](#) to specify actions to automate when health rules are violated.

Review Default Error Detection

AppDynamics detects errors and exceptions. You can review and, if needed, modify the [error detection rules](#). For example, some errors you may want to ignore.

Explore Additional Data and Metric Features

Explore these features to gain more insight into application performance:

- [Data Collectors](#)
- [Business Metrics](#)
- (for Java environments) [JMX Metrics](#)
- [Machine Agent Custom Metrics](#)

Configure Advanced Features

Additional features you may want to use include:

- [Custom Dashboards](#)
- [Automation](#)
- [AppDynamics Extensions and Integrations](#)

Start Monitoring and Troubleshooting

Start getting the benefits of AppDynamics! See:

- [AppDynamics in Action Videos](#)
- [AppDynamics Features](#)

Questions?

For questions about using AppDynamics contact the [AppDynamics Support Team](#).

Use a SaaS Controller

- [Your SaaS Controller URL](#)
- [Login Credentials](#)
- [Connecting Agents to Your SaaS Controller Service](#)
- [SMTP Service for SaaS](#)
- [Contact Support](#)

If you are using the SaaS service for the AppDynamics Controller, simply open a web browser at the URL of the AppDynamics UI and log in with your AppDynamics credentials.

Your SaaS Controller URL

Your SaaS Controller URL is included in the welcome email from AppDynamics.

The URL is of the following form:

```
http(s)://<customer>.saas.appdynamics.com/controller
```

Login Credentials

Login credentials are included in the welcome email from AppDynamics.

To add additional login accounts contact the [AppDynamics Support Team](#).

Connecting Agents to Your SaaS Controller Service

For agents to successfully connect to the Controller, configure the Controller host and port information using either the controller-info.xml file or the system properties of your JVM startup script.

To use HTTPS communication, enable SSL by setting the <controller-ssl-enabled> agent configuration property to "True". For details see [App Agent for Java Configuration Properties](#), [App Agent for .NET Configuration Properties](#), and [Machine Agent Configuration Properties](#). See also [Implement SSL on SaaS](#).

- The default ports for the SaaS Controller service are:
 - Port 80 for HTTP
 - Port 443 for HTTPS

⚠ Important If you need to specifically open up the communication ports (80 or 443) for the AppDynamics SaaS Controller IP address the subnet range is: 69.27.44.0/24.

SMTP Service for SaaS

To enable email and SMS notifications you must configure SMTP. See [Configure the SMTP Server](#).

For SaaS users, AppDynamics has an SMTP service running on every machine.

The configuration is:

SMTP Host: localhost

SMTP Port: 25

No authentication is needed.

Contact Support

For questions about the service contact the [AppDynamics Support Team](#).

SaaS Availability and Security

- [Service Availability](#)
- [Customer Account Login Security](#)
- [Hosting](#)
- [Data Access](#)
- [Data Collection](#)
- [Data Communication](#)

This topic summarizes the service availability and security AppDynamics provides for customers who use the AppDynamics SaaS platform.

Service Availability

AppDynamics makes every best effort to operate and manage the AppDynamics SaaS platform with a goal of 99.5% uptime Service Level Agreement (SLA), excluding planned maintenance windows. AppDynamics actively monitors the latency of the SaaS platform 24/7 from different locations around the world to ensure AppDynamics delivers the best quality of service.

Customer Account Login Security

The AppDynamics user interface (UI) uses TLS 1.0 with AES 256 bit encryption terminated at the server to ensure end-to-end security over the wire.

For additional security, AppDynamics can restrict UI access to customer corporate networks. This is available for dedicated SaaS hosting plans only.

Hosting

The AppDynamics SaaS platform (servers, infrastructure and storage) is hosted in one of the

largest Tier III data centers in North America. The data center is designed and constructed to deliver world-class physical security, power availability, infrastructure flexibility, and growth capacity. The data center provider is SSAE 16 SOC 1 Type II compliant, which means that it has been fully independently audited to verify the validity and functionality of its control activities and processes.

Every server is operated in a fully redundant fail-over pair to ensure high availability. Data is backed up nightly, stored redundantly and can be restored rapidly in case of failure. AppDynamics also provides an off-site backup service that is available at additional cost.

Security updates and patches are actively evaluated by engineers and are deployed based upon the security risks and stability benefits they offer to the AppDynamics SaaS platform and customers.

Data Access

Access to the AppDynamics SaaS platform infrastructure and data is secured by multiple authentication challenges including RSA and DSA key pairs, passwords, and network access control lists. Infrastructure and data access is restricted to AppDynamics employees and contractors, all of whom are under strict confidentiality agreements.

System and Network activity is actively monitored by a team of engineers 24/7. Failed authentication attempts are audited and engineers are paged immediately so that any possible intrusion or threat can be investigated promptly. Standard firewall policies are deployed to block all access except to ports required for AppDynamics SaaS platform and agent communication.

Data Collection

AppDynamics agents collect metrics that relate to the performance, health and resources of an application, its components (transactions, code libraries) and related infrastructure (nodes, tiers) that service those components.

Data Communication

AppDynamics agents typically push data using one-way HTTP or HTTPS connections to a single host (a Controller) which has been allocated to one or more customer accounts. AppDynamics offers dedicated Controllers for customers who require their data to be isolated.

For added security, agents can be configured to send data using encrypted transmission by simply selecting HTTPS port 443 and setting "controller-ssl-enabled" to true in the agent configuration. AppDynamics agents also have built-in support for outbound HTTP proxies for customers using these security mechanisms.

AppDynamics uses random staggering on agent data communication to the AppDynamics SaaS platform so traffic is spread evenly to minimize bursts and spikes of network traffic from your data center to the AppDynamics SaaS platform.

The following table shows typical bandwidth usage by number of agents, given the default agent configuration and typical application conditions:

Number of Agents	Typical Network Bandwidth Used (per minute)
1	300 Kbit to 500 Kbit

100	30 Mbit to 50 Mbit
1000	300 Mbit to 500 Mbit

These figures assume a 1:1 relationship between an agent and a JVM/CLR.

Get Started with AppDynamics On-Premise

Follow these steps to get started with AppDynamics.

If you are reading a PDF of this document, use your Help Center login to access additional documentation at <http://docs.appdynamics.com>.

Expert Advice

[Deploying APM in the Enterprise... the Path of the Rock Star](#)

By Jim Hirschauer

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- [Size and Verify the Controller Environment](#)
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Design Your AppDynamics Deployment

- Learn about [Business Transaction Monitoring](#) and identify which critical business transactions you want to monitor.
- Learn about [AppDynamics End User Experience](#) and decide whether you want to use this feature.
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- Based on the model, plan how you will specify AppDynamics application, tier, and node names during installation.
- Decide whether you want to monitor client-side usage with [AppDynamics End User Experience](#).
- For Java environments, decide whether you want to use [object instance tracking](#).

Size and Verify the Controller Environment

- Verify that you have the resources to support system requirements and the Controller performance profile. The profile reflects the number of nodes and AppDynamics applications that the Controller will monitor. For details see [Controller System Requirements](#).

Download AppDynamics

- Download the AppDynamics software components from the [Download Center](#). For details see [Download AppDynamics Software](#).

Install the AppDynamics Controller

The AppDynamics Controller is the central management server where all data is stored and analyzed. All AppDynamics Agents connect to the Controller to report data, and the Controller provides a browser-based user interface for monitoring and troubleshooting application performance. A wizard installs the Controller in just a few minutes. Install the AppDynamics Controller only if you are using the on-premise Controller deployment option.

- Follow the [instructions to install an on-premise Controller](#).
- Important installation and configuration considerations include:
 - [High Availability](#)
 - [Backups](#)
 - [SSL and Certificates](#)
 - [User Authentication with LDAP or SAML](#)

Install the AppDynamics App Agents

AppDynamics Application Agents collect data from your application servers and other monitored systems and report to the Controller. Install them on the application servers you want to instrument and any other machines you want to monitor. Follow the [instructions to install the AppDynamics App Agents](#).

Install the AppDynamics Web and Mobile Agents

Install the client-side agents in your your mobile applications and web pages. See [instructions for mobile](#) and [web](#).

Access the AppDynamics UI from a Browser

Once you have installed the Controller and agents, launch your web browser and connect to the AppDynamics User Interface (UI).

- For an on-premise Controller, the URL pattern is:

```
http://<controller-host>:<controller-port>/controller
```

When using SSL, use port 443 or https to access the Controller.

Review the Dashboards and Flow Maps

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- [Business Transaction Monitoring](#)
- [Configure Business Transaction Detection](#)

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- [Set Up and Configure Web EUM](#)

Review Defaults and Configure Databases and Remote Services, if Needed

AppDynamics automatically discovers "backends" such as databases, message queues, etc. by following calls in the application code. Look at the [databases](#) and [remote services](#) dashboards to make sure all necessary backends are revealed. If needed, [change how backends are detected](#).

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Explore Additional Data and Metric Features

Explore these features to gain more insight into application performance:

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- [Business Metrics](#)
- (for Java environments) [JMX Metrics](#)
- [Machine Agent Custom Metrics](#)

Configure Advanced Features

Additional features you may want to use include:

- [Custom Dashboards](#)
- [Automation](#)
- [AppDynamics Extensions and Integrations](#)

Start Monitoring and Troubleshooting

Start getting the benefits of AppDynamics! See:

- [AppDynamics in Action Videos](#)
- [AppDynamics Features](#)

Download AppDynamics Software

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Accessing the AppDynamics Download Center

You should have received a Welcome email from AppDynamics. The Welcome email contains credentials for you to log in to the [AppDynamics Support Center](#).


If you have not received this Welcome email, contact your AppDynamics Sales Representative or email support@appdynamics.com.

Access the [AppDynamics Download Center \(http://download.appdynamics.com\)](http://download.appdynamics.com) and browse to the appropriate section on the Download Center to download the relevant files.

Download Tips

Always copy or transfer the downloaded files in binary mode.

If you have downloaded a binary on Windows, and you are moving it to a Unix environment, the transfer program must use binary mode.

 For each file you download, verify that the download is complete and that the file is not corrupted. [Run a checksum tool](#) and compare the results against the checksum information on the download site.

AppDynamics Software Components

AppDynamics Software Component	Description	SaaS	On-Premise
Controller	Central management server where all data is stored and analyzed.	N/A	Required

Java App Server Agent	Instrumentation Agent for Java virtual machines. This component must be installed on each Java application server you want to instrument through AppDynamics.	Required for Java	Required for Java
.NET App Server Agent (includes a Machine Agent by default)	Instrumentation Agent for .NET Common Language Runtime (CLR). This component must be installed on those worker processes that you want to instrument through AppDynamics.	Required for .NET	Required for .NET
PHP Agent	App agent for PHP installations.	Required for PHP	Required for PHP
Machine Agent	Collects hardware performance metrics and can be installed on any machine in your environment. The Machine Agent can be extended to collect data from other subsystems.	Optional	Optional
GeoServer	For End User Management. See Customize Your Web EUM Deployment .	Optional	Optional

Access to Older Versions

The [AppDynamics Download Center](#) provides downloads of older versions of the products.

- For On-Premise installations: Go to "AD Pro-OnPremise".
- For SaaS installations: Go to "AD Pro-SaaS".

On the top-right corner, click on the drop-down list to select the version that you want to download.

Downloading from the Linux Shell

To download AppDynamics software from a Linux shell, you can use the wget utility or [cURL](#).

When using these tools, you first need to authenticate to the AppDynamics domain and store the resulting session ID in a file. Next, send the request to download the software, passing the session information file as a cookie.

For example, on Fedora you can use the following wget commands:

```
wget --save-cookies cookies.txt --post-data
'username=<USERNAME>&password=<PASSWORD>'
https://login.appdynamics.com/sso/login/
```

```
wget --content-disposition --load-cookies cookies.txt '<URL_TO_FILE>'
```

On the Windows platform add the --no-check-certificate option.

The equivalent cURL commands are:

```
curl -c cookies.txt -d 'username=<USERNAME>&password=<PASSWORD>'
https://login.appdynamics.com/sso/login/
```

```
curl -O -b cookies.txt <URL_TO_FILE>
```

You can discover the URL for the file to download at the [AppDynamics Download Center](#).

Learn More

- [Supported Environments and Versions](#)
- [Agent - Controller Compatibility Matrix](#)

Quick Start for DevOps

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Monitor Your Applications

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Set User Preferences

- [Change Account Settings](#)
 - [To change your password](#)
 - [To change your display name and contact email](#)
- [Configure View Preferences](#)
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- [Advanced Features](#)
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Users in the Controller UI can change their passwords, account settings, date and time format, and other user-specific settings in the User Preferences tab, as described by this topic.

Change Account Settings

The account settings for a Controller UI user include the user's password, display name, and contact email.

Passwords and account settings are attributes of local user accounts (that is, AppDynamics users). If your Controller is configured to use an external authentication mechanism to control access, such as SAML or LDAP, you need to change the equivalent settings in the external system instead.

To change your password

1. From the upper right menu bar of the Controller UI, click the **User** icon and then **My Preferences**.
2. Click the **Change Password** button.
3. Enter your current password in the **Current Password** field.
4. Type your new password in the **New Password** and **Confirm New Password** fields, and then click **Save**.

You will need to enter the new password the next time you log in.

To change your display name and contact email

The display name is the name that the Controller uses to identify you in certain screen text and messages. For example, it appears in notifications to other Controller users when you share a dashboard with them.

1. In the Controller UI, access your user preferences by clicking the **User** icon and then **My Preferences**.
2. Click the **Edit Account** button.
Note that your username cannot be changed. To effect a change of a username, you would need to have an administrator delete your account and create another one with the new name.
3. Enter new values for:
 - **Display Name:** Your new display name in the UI.
 - **Email:** The email address where you want to receive notifications from the Controller.
4. Enter your current password in the **Current Password** field. The Controller uses this field to ensure your identity before making changes to your account. If you do not provide the correct password, your changes will not be applied.
5. Click the **Save** button.

The change take effect immediately.

Configure View Preferences

The Controller UI allows individual users to customize certain view preferences in the UI, such as the time and date format and style elements of the UI.

To configure view preferences

1. In the Controller UI, access your user preferences by clicking the **User** icon and then **My Preferences**.
2. In the View Preferences of the page, configure any of the following settings as desired:
 - **Date Format:** By default, the format is MM/DD/YY (for example, 09/25/14). Choose an alternate format from the drop-down menu.
 - **Use 24 hour Time Format:** Enable this option if you want the UI to represent time in 24-hour time format instead of 12 hour clock format.
 - **Enable Help Pop-ups:** Help popups provide help text in context in the Controller UI. By default, they are enabled. To prevent help popups from appearing in the UI, clear this checkbox.
Alternatively, you can prevent individual popups by selecting the **Don't Show Again** checkbox when the popup appears. To clear the list of popups marked as "Don't Show Again", click the **Reset All** button.
 - **Graph Color Scheme for the Metric Browser:** Select either Light or Dark to change the metric browser color scheme.
 - **Graph Color Scheme for All Other Graphs:** Select either **Light** or **Dark** to change the navigation panel color scheme.
 - **Maximum number of Backends to display in graphical views:** This setting limits the number of backend systems that appear in flowcharts or other graphical depictions of your application environment. The default is 20.
 - **Font:** Determines the font type used in the UI. For screen text, the Controller UI uses a font set it embeds and manages by default. If the operating system of the computer on which you access the Controller UI uses a non-English language, you can configure the UI to use non-English languages by setting the font to use system fonts instead. For more information, see [Internationalization](#).
 - **Mouse Wheel Legacy Mode:** If scrolling in the Controller UI using your mouse scroll doesn't work properly, you should try enabling the **Mouse Wheel Legacy Mode** option. This may be necessary if accessing the Controller UI with certain older browsers.
3. You may need to log out of the UI and log back in to see the effects of your changes.

Advanced Features

AppDynamics cloud automation features allow you to set up workflows that are triggered by policy conditions. By default, the features are hidden in the UI. You need to specifically enable the features to configure cloud auto-scaling features.

To enable cloud automation features in the UI, enable the **Show Cloud Auto-Scaling** option. Enabling this option displays the **Cloud Auto-Scaling** link at the bottom left side of the UI, under the Alert & Respond menu.

See [Workflow Overview](#) for information about using cloud scaling automation features. See [Policies](#) for information about specifying policy conditions that trigger workflows.

About Debug Mode

The debug mode in the Controller UI is primarily intended for internal use by the AppDynamics development team.

In some cases, you may be asked to enable debug mode in consultation with AppDynamics Support, for example, when you are troubleshooting an issue. However, it is important to note that

certain debug mode options can negatively impact Controller performance. For this reason, you should only enable debug mode when directly advised to do so by AppDynamics Support.