



# Mobile Health Rules

## On this page:

- [Mobile Health Rule Types](#)
- [Create Health Rules](#)
- [View Health Results](#)

## Related pages:

- [Policies](#)
- [Monitor Events](#)
- [Health Rules](#)
- [Troubleshoot Health Rule Violations](#)
- [Actions](#)

You can set [mobile health rules](#) to trigger [actions](#) when certain conditions are met or exceeded based on configured thresholds for mobile application metrics.

To [configure alerts and responses](#), you can use the **Getting Started Wizard** or manually create alerting policies based on mobile health rules. Alerts and responses help you to anticipate and take action for problems with your mobile applications.

In the following sections, you will learn about the two types of mobile health rules, how to select mobile health rule types, create new mobile health rules, and finally, how to view the health results of your mobile applications.

## Mobile Health Rule Types

When you select the [health rule scope](#) for mobile applications, you are given a set of health rules based on the two [health rule types](#) **Mobile Apps** and **Network Requests**. You can create new health rules using the mobile health rule types or use a custom health rule type.

### Mobile Apps Health Rule Type

The **Mobile Apps** health rule type can be used to add conditions based on a wide range of mobile application metrics such as application starts, crashes, or network requests for the application. The network request metrics for the **Mobile Apps** health rule type refer to all the network requests of the application. For example, when you configure a threshold for the metric **Slow Network Requests**, the **Mobile App** type health rule will evaluate all the network requests of the mobile application in determining which network requests are slow.

### Network Requests Health Rule Type

The **Network Requests** health rule can only be used to add conditions based on network-related metrics such as HTTP errors, network errors, network request time, and network requests per minute. The network request metrics for the **Network Requests** health rule type refers to specific network requests. For example, when you configure a threshold for the metric **Slow Network Requests**, the **Network Requests** type health rule will evaluate one network requests, such as calls to <http://google.com> in determining which network requests are slow.

### Custom Health Rule Type

The **Custom** health rule type allows you to use any metric. This enables you to set health rules that have metrics from different health rule types. For example, you could have a custom health rule that is based on configured thresholds for mobile metrics and business transaction metrics.

## Create Health Rules

The process and user flow for creating health rules for mobile applications are similar to creating health rules for other applications. Thus, if you haven't created policies or health rules before, see [Configure Policies](#) and [Configure Health Rules](#) for general instructions. The sections below are not going to cover creating policies, but instead focus strictly on the important differences when creating health rules for mobile applications.

The first example will show you how to use the default set of mobile health rules, modify one of the default mobile health rules, and finally, how to create a new health rule using one of the mobile health rule types.

## Using Default Health Rules

When you use the [health rule scope](#) for mobile applications, you are given a set of default health rules based on mobile health rule types. To enable these default health rules, click **Alert & Respond > Health Rules** to see the list of default health rules for mobile applications. You can use these default health rule types for your mobile applications by checking the **Evaluate Health Rules** check box as shown below.

The screenshot shows the 'Health Rules' configuration page for the 'ECommerce-E2E-EUM' application. At the top, there is a dropdown menu for the application name and a refresh icon. Below this, there is a section with a checked checkbox labeled 'Evaluate Health Rules' and a blue arrow icon. Underneath are icons for adding, editing, deleting, and filtering rules, along with a search bar. The main part of the interface is a table with the following data:

Type	Name ↑	Enabl...
	Crash Rate is much higher than normal Mobile App - Mobile Apps	✓
	HTTP Error rate is much higher than normal Mobile App - Network Requests	✓
	Network Error rate is much higher than normal Mobile App - Network Requests	✓
	Network Request response time is much highe... Mobile App - Network Requests	✓
	Number of App Starts is much less than normal Mobile App - Mobile Apps	✓
	Number of Crashes is much more than normal Mobile App - Mobile Apps	✓

## Modify Default Health Rules

The default health rules for mobile applications are based on mobile health rule types and have default conditions based on preset values for mobile metrics. You may want to retain the default health rules, but want to customize the conditions for your mobile application. To do this, click the default health rule you want to modify and navigate to either the **Critical Warning** or **Warning Condition** panel. You can then change the parameters of the existing conditions or add new conditions.

## Select Mobile Applications for the Health Rules

You can choose whether to apply the health rules for mobile applications. Depending on the mobile health rule type, you have different criteria to choose when to apply the health rules.

For health rules based on the health rule type **Network Requests**, you can apply the health rules for:

- all network requests in the mobile app group
- specified network requests
- network requests matching criteria
- network requests for specific mobile applications

For health rules based on the health rule type **Mobile Apps**, you can apply the health rules for:

- all mobile applications in a mobile app group
- specified mobile applications
- mobile applications matching criteria

## Create New Health Rules

You may want to create additional health rules based on one of the mobile health rules or a custom health rule. You do this in the same way you would create any health rule, except from the **Create Health Rule** dialog, you would select either the mobile health rule type **Mobile Apps** or **Network Requests** as shown below.

**Create Health Rule**

OVERVIEW Overview

AFFECTS

CRITICAL CONDITION

WARNING CONDITION

Name: My new mobile health rule

Enabled:

Type: 

- User Experience - Mobile Apps
  - Mobile Apps
  - Network Requests
- User Experience - Browser Apps
  - Pages
  - IFrames
  - AJAX Requests

When is this Health Rule Enabled? Always

During these times: End of Business Hour: 5pm-6pm, Mon-Fri

Use the last 30 minutes of data when evaluating the Health Rule

(Note: evaluations won't draw conclusions until at least this many minutes of data are available)

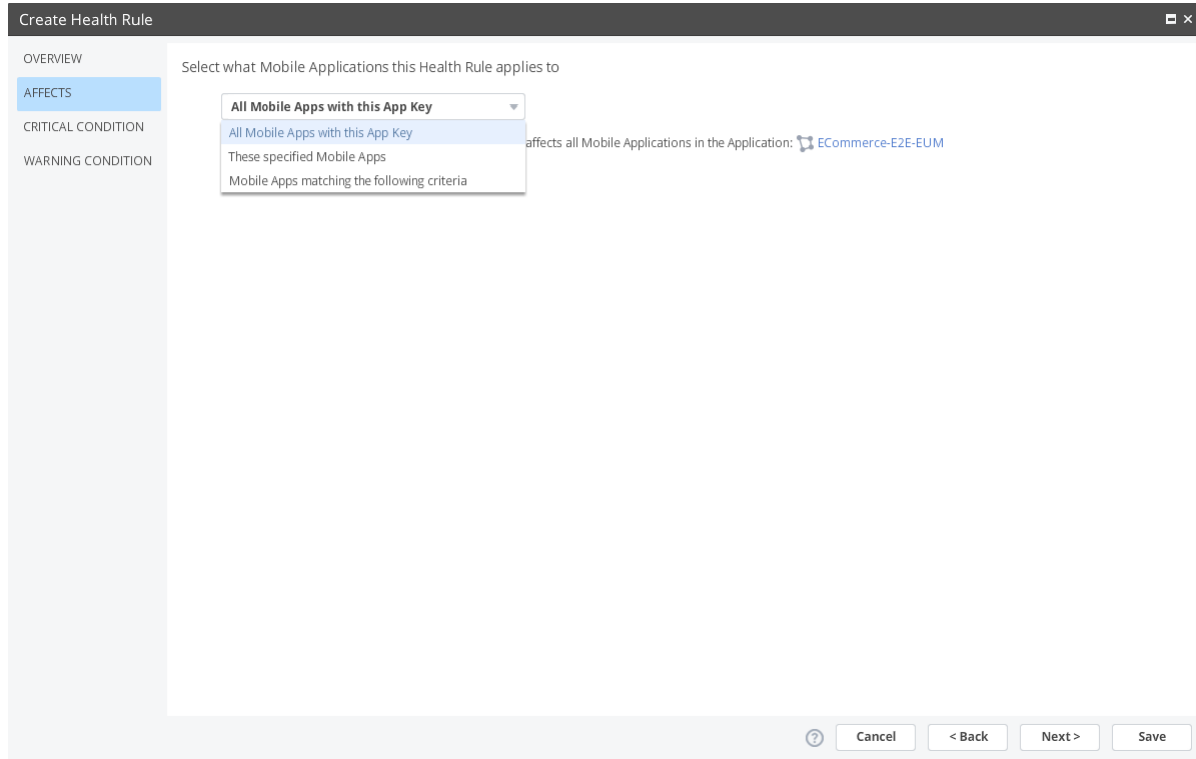
Wait Time after Violation: Health Rules are evaluated every minute.

If a Health Rule Violation status remains unchanged (Critical or Warning), wait 30 minutes before updating the violation status and evaluating Policies for that affected entity (Business Transaction, Tier, Node, etc).

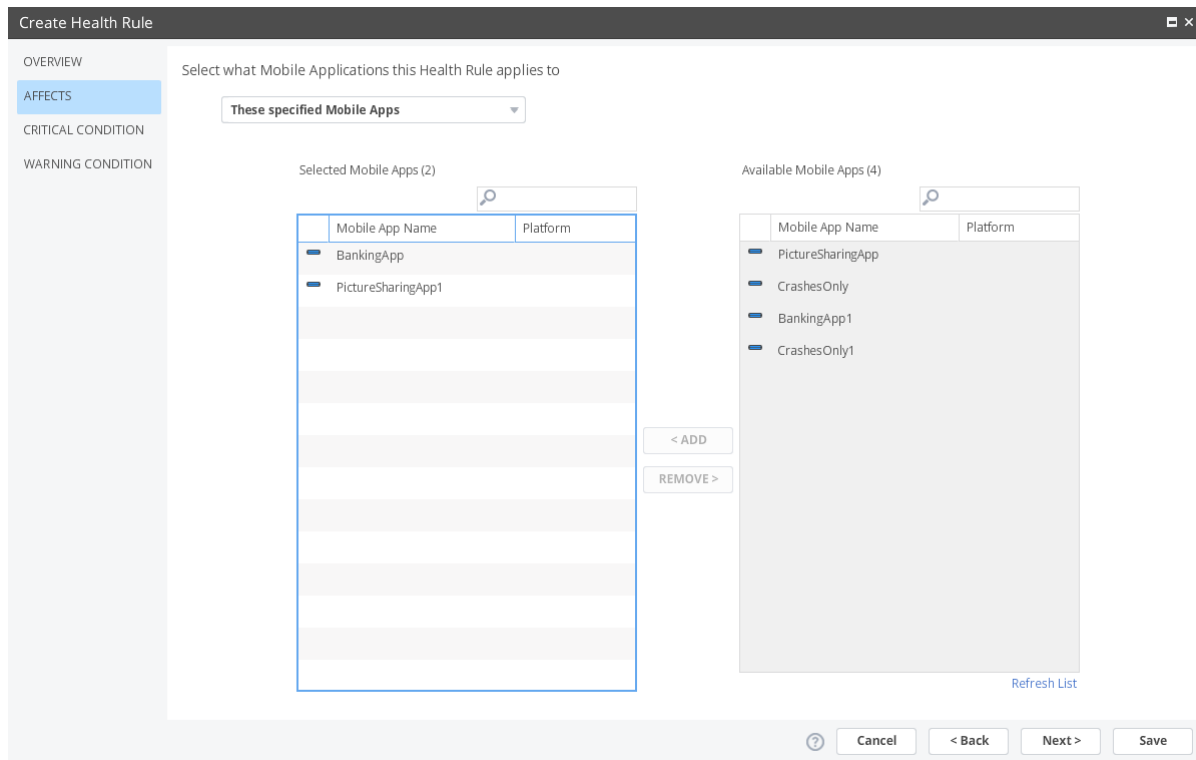
For example, if a Health Rule violates as Critical for Business Transaction 'Checkout' at 1:00pm, and this wait time is set to 30 min, then the Health Rule Violation status will not be updated for 'Checkout' until 1:30pm unless the status becomes Warning or Resolved. If the rule evaluates to Warning for 'Checkout' at 1:05pm, the status will be updated and Policies will be evaluated.

? Cancel < Back Next > Save

You can choose to apply the new health rule to mobile applications based on an app key, those that you select, or those that match given criteria:



If you select the mobile applications, you can select the mobile applications you want the health rules applied to and click **Add**.



From the **CRITICAL WARNING** and/or **WARNING CONDITION** panels, you can add conditions and define parameters with mobile metrics.





## View Health Results

In addition to getting alerts when mobile applications are unhealthy, you can also view the health of your mobile application from certain widgets the **Mobile App Dashboard** and in the **Events** and **Health Rule Violations** tabs.

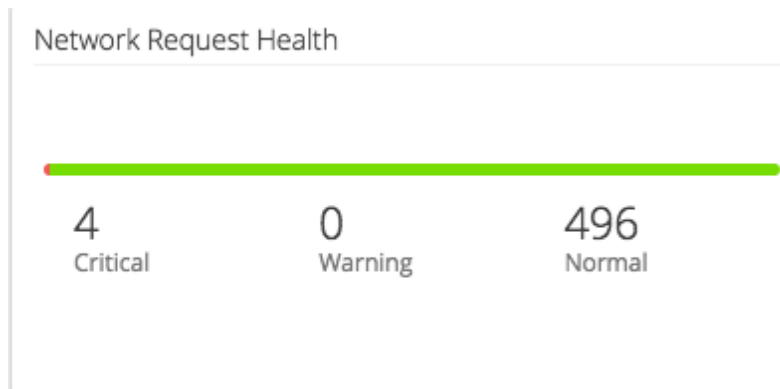
### Overview Widgets

From the **Mobile Dashboard**, you should see the **Events** and **Network Request Health** widgets.

When a health rule is violated, you will see entries in the **Events** widget as shown below. Clicking on the widget opens the **Events** tab.

Events	
<a href="#">Health Rule Violations Started</a>	114 
<a href="#">Mobile App Health</a>	59 
<a href="#">Network Request Health</a>	55 
<a href="#">Mobile New Crash</a>	136 

When a health rule is violated for network requests, the **Network Request Health** widget will show you the number of warning and critical violations. In this case, there are four critical health rule violations. Clicking on the widget opens the **Network Requests** tab.



### Events

The **Events** tab displays the health rule violations for your mobile application. See [Monitor Events](#) for more information.

BankingApp

Events

last 6 months

Showing 395 of 395

Type	Summary	Time ↓	Business Transaction	Tier	Node	Actions
Mobile New Crash	BankingApp (Android) 2.0 has crashed at "...	08/31/16 7:15:59 PM	-	-	-	-
Mobile New Crash	BankingApp (Android) 2.0 has crashed at "...	08/31/16 7:15:59 PM	-	-	-	-
Mobile New Crash	BankingApp (Android) 2.0 has crashed at "...	08/31/16 7:15:59 PM	-	-	-	-
Mobile New Crash	PictureSharingApp (Android) 2.0 has crash...	08/31/16 7:14:59 PM	-	-	-	-
Mobile New Crash	BankingApp (Android) 1.1 has crashed at "...	08/31/16 7:14:59 PM	-	-	-	-
Mobile New Crash	BankingApp (Android) 1.1 has crashed at "...	08/31/16 7:13:59 PM	-	-	-	-
Mobile New Crash	PictureSharingApp (Android) 2.0 has crash...	08/31/16 7:13:59 PM	-	-	-	-
Mobile New Crash	BankingApp (Android) 1.1 has crashed at "...	08/31/16 7:13:59 PM	-	-	-	-
Mobile New Crash	PictureSharingApp (Android) 1.0 has crash...	08/31/16 7:13:59 PM	-	-	-	-
Mobile New Crash	PictureSharingApp (Android) 2.0 has crash...	08/31/16 7:12:59 PM	-	-	-	-
Mobile New Crash	CrashesOnly (Android) 1.0 has crashed at "...	08/31/16 7:11:59 PM	-	-	-	-

You can sort the health rule violations for your mobile application by event types, health rules, or custom events you created.

## Health Rule Violations

The **Health Rule Violations** tab lists the health rule violations that have happened over the specified time or that are still open.

BankingApp

Health Rule Violations

last 6 months

Showing 16 of 16

Health Rule	Affects	Status	Description	Start Time	End Time	Duration
HTTP Error rate is much higher than normal	myapp.com/sendmessage...	Open	AppDynamics has detected a problem with Mobile Network Request myapp.com/sendmessage/1234. HTTP Error rate is much higher than normal continues to violate with critical.	08/31/16 5:34:55 PM	-	1 hour, 37 minutes Ongoing
HTTP Error rate is much higher than normal	myapp.com/sendmessage...	Open	AppDynamics has detected a problem with Mobile Network Request myapp.com/sendmessage/1234. HTTP Error rate is much higher than normal continues to violate with critical.	08/31/16 5:34:55 PM	-	1 hour, 37 minutes Ongoing
HTTP Error rate is much higher than normal	myapp.com/sendmessage...	Open	AppDynamics has detected a problem with Mobile Network Request myapp.com/sendmessage/1234. HTTP Error rate is much higher than normal continues to violate with critical.	08/31/16 5:34:55 PM	-	1 hour, 37 minutes Ongoing
HTTP Error rate is much higher than normal	twitter.com/sendtweet	Open	AppDynamics has detected a problem with Mobile Network Request twitter.com/sendtweet. HTTP Error rate is much higher than normal continues to violate with critical.	08/31/16 5:34:55 PM	-	1 hour, 37 minutes Ongoing
HTTP Error rate is much higher than normal	google.com/dosearch	Open	AppDynamics has detected a problem with Mobile Network Request google.com/dosearch. HTTP Error rate is much higher than normal continues to violate with critical.	08/31/16 5:34:55 PM	-	1 hour, 37 minutes Ongoing

Double-clicking one of the health rule violations in the list opens the **Health Rule Violation Details** dialog showing the type of health rule violation, the timeline, the events, and a description of the violation.