




# Troubleshoot Health Rule Violations

**Related Pages:**

- [Health Rules](#)
- [Configure Health Rules](#)
- [Policies](#)
- [Alert and Respond](#)
- [Business Transactions](#)



This page provides an overview of health rule violations in AppDynamics.

A health rule is violated when the health rule processor detects that the health rule's critical or warning condition is true. In this case, a health rule violation is created with a status of Open, and a *Health Rule Violation Started - Critical* event or a *Health Rule Violation Started - Warning* event is generated.

A health rule violation ends when it is either: resolved (the agent reports metrics that indicate that that the violated condition is no longer true) or canceled (the health rule processor can no longer accurately assert that the health rule violation continues to violate or that it has ended).

When the violation status of a health rule becomes resolved, a *Health Rule Violation Canceled - Critical* event or a *Health Rule Violation Ended - Warning* event is generated.

The health rule violation status is canceled when:

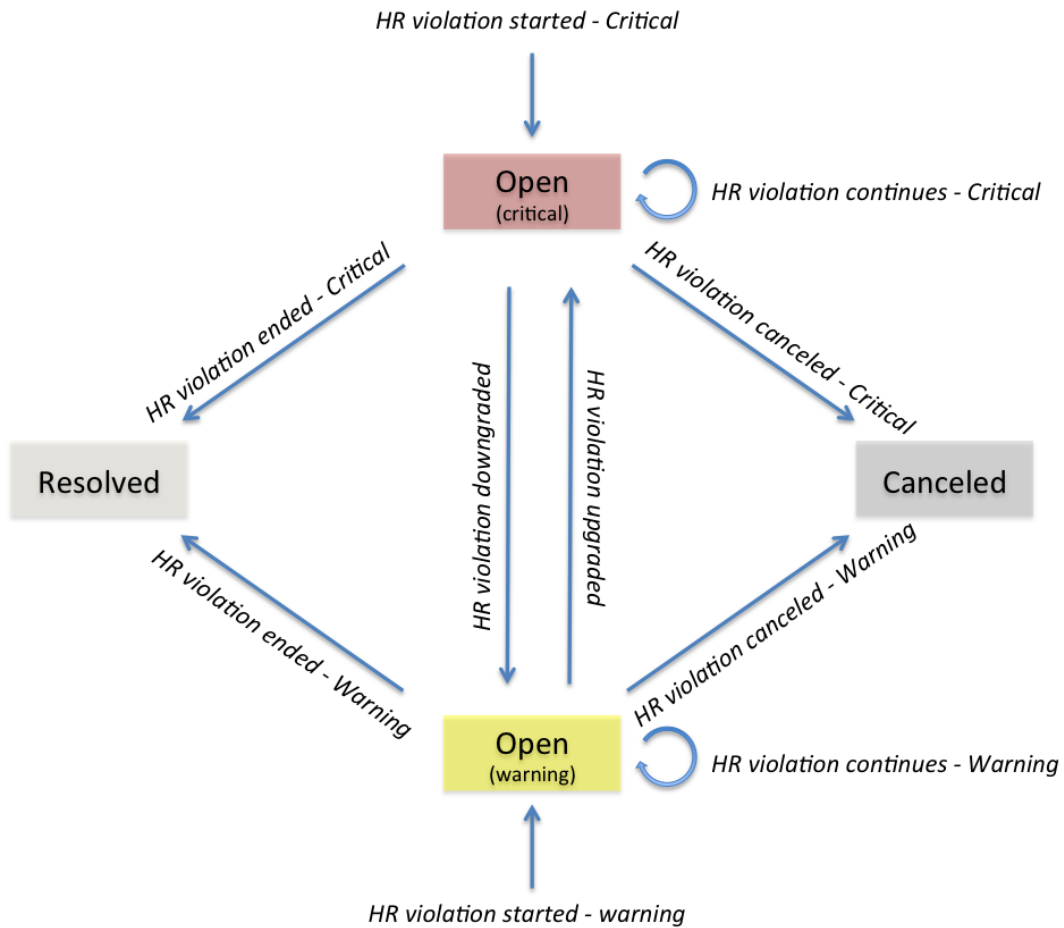
- The health rule is edited
- The health rule is disabled
- Affected entities or evaluation entities on which the health rule is based have been added or removed
- The metric values on which the health rule violation is based have become UNKNOWN

When the violation status of a health rule becomes *Canceled*, a *Health Rule Violation Ended - Canceled* event or a *Health Rule Violation Canceled - Warning* event is generated.

If the same health rule is violated after a violation of it has been resolved or canceled, a new health rule violation is started.

During the life of a single health rule violation, there may be other types of health rule violation events such as *Health Rule Violation Ungraded* /*Downgraded*/*Continues* events.

The figure below illustrates the health rule violation life cycle.



The boxes represent the health rules violation statuses that you see in the health rule violations list in **Troubleshoot > Health Rule Violations**. To get more information about a particular violation, select the violation in the list and click **Details**. You can also view the health rule violations in the Controller UI.

## Health Rule Violations

🔄 last 6 months ▾

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All Health Rule Violations in the Time Range ▾

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Show Data Showing 19 of 19









	Health Rule	Affects	Status	Description	Jira / War Room	Start Time	End Time	Duration
<span style="color: red;">!</span>	tier Node Health - Hardware, JVM, CLR (cpu, heap, disk I/O, etc)	DropWizard_Tier	Resolved	tier <a href="#">More</a>		09/18/18 4:43:55 PM	09/18/18 5:30:55 PM	47 min
<span style="color: red;">!</span>	bt Business Transaction Performance (load, response time, slow calls, etc)	/greetings/deep...	Resolved	bt <a href="#">More</a>		09/18/18 4:43:55 PM	09/18/18 4:47:55 PM	4 min
<span style="color: red;">!</span>	custom app Custom (use any metrics)	DropWizard_App	Cancelled	custom app <a href="#">More</a>		09/18/18 4:44:55 PM	09/18/18 4:52:55 PM	8 min
<span style="color: red;">!</span>	call Overall Application Performance (load, response time, num slow calls, etc)	DropWizard_App	Resolved	call <a href="#">More</a>		09/18/18 4:45:55 PM	09/18/18 4:47:55 PM	2 min

Health rule violation events are listed in the **Events** tab of various dashboards.

DropWizard\_App

Dashboard   Network Dashboard   **Events**   Top Business Tran

 Details  
  Filters  
  Actions


	Type	Summary	Time ↓
	Health Rule Viol...	Health Rule JiraCheck...	09/18/18 9:03:55 PM
	Health Rule Viol...	Health Rule JiraCheck...	09/18/18 8:56:55 PM
	Health Rule Viol...	Health Rule JiraCheck...	09/18/18 8:10:55 PM
	Health Rule Viol...	Health Rule tier has v...	09/18/18 7:17:55 PM
	Application Con...	Application Server en...	09/18/18 7:16:00 PM
	App Server Rest...	Application Server JV...	09/18/18 7:14:47 PM
	Application Dep...	deploy	09/18/18 5:35:43 PM
	Health Rule Viol...	Health Rule tier has v...	09/18/18 5:31:55 PM

Because there is a set of default health rules, you may see health rule violations reported for your application even if you have not set up your own health rules. Violations reported for the APPDYNAMICS\_DEFAULT\_TX business transaction are for default health rule violations in the All Other Traffic business transaction.

## Find Health Rule Violations

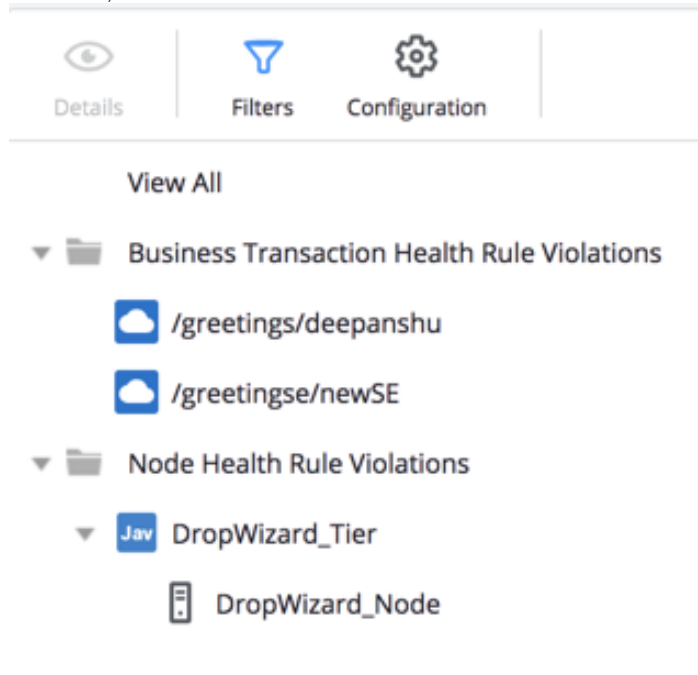
To find all health rule violations:

1. In the left navigation pane, click **Troubleshoot > Health Rule Violations**. The list of health rule violations displays.

 You can also access this screen directly from the left navigation pane of an EUM application.

2. Select **All Health Rule Violations in the Time Range** or **Only Health Rule Violations Open Now** from the drop-down list. It is possible that health rule violations that were reported are no longer open because remedial action has been taken or performance has improved on its own.
3. You can filter the list. To see the filters, click **Filters**. To hide them, click **Filters** again. With the filters showing in the left filters panel, you can select the health rule violations that you want to troubleshoot.

You can view all health rule violations or expand the nodes in the tree to select by health rule type or affected entity, such as business transaction, tier or node.



You can filter health rule violations by entering the name of the health rule in the search field on the upper right. The health rule violations are displayed in the right panel, with their affected entity, status, description, start time, end time and duration, if ended.

## Examine a Health Rule Violation

To view details about a particular health rule violation:

1. Select the health rule violation row in the list.
2. Click **View Health Rule Violation Details**.

In the **Health Rule Violation** summary window, you can click the **Affects** link to see the dashboard of the entity affected by the health rule. Alternately can click the **View Dashboard During Health Rule Violation** button to view the dashboard at the time the violation occurred.

You can also access details of a health rule violation from the health indicators in the UI. For example, if you see the red indicator on the dashboard indicating that Business Transaction Health or Server Health is critical, click it to get the list of business transactions or tiers and then click the icon in the **Health** column of the list.

## View Actions Triggered by a Health Rule Violation

For health rules that trigger actions configured by policies, you can get information about the action that was executed.

To view the action triggered by a health rule violation:

1. In the dashboard of the entity affected by the health rule violation, click the **Events** tab.
2. In the events list, locate the health rule violation that you are interested in examining. If an action was triggered by the health rule violation event, you will see an event icon in the **Actions** column of the list.
3. Select the row for the event.
4. Click **Details**.
5. In the health rule violation window, click the **Actions Executed** tab.