



Monitoring New Relic

New Relic: APM PowerPack Beta version 101

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Chapter

1

Introduction

Overview

This manual describes how to monitor New Relic web services in SL1 using the *New Relic: APM PowerPack*.

The following sections provide an overview of New Relic web services and the *New Relic: APM PowerPack*:

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What is New Relic?

New Relic is an Application Performance Tool (APM) that captures data and information about web-based applications. Users can measure the performance of their applications, which helps determine potential service delivery issues.

What Does the New Relic: APM PowerPack Monitor?

To monitor New Relic web services using SL1, you must install the *New Relic: APM PowerPack*. This PowerPack enables you to discover, model, and collect data about New Relic web services.

The *New Relic: APM PowerPack* includes:

- A sample credential you can use as a template to create SOAP/XML credentials to connect to the New Relic services you want to monitor
- Dynamic Applications to discover, model, and monitor performance metrics, and to collect configuration data for New Relic services
- Device Classes for each of the New Relic services SL1 monitors
- Event Policies and corresponding alerts that are triggered when New Relic services meet certain status criteria
- Device dashboards that display information about New Relic services

NOTE: The PowerPack does not model applications with "reporting: false" statuses.

Installing the New Relic: APM PowerPack

Before completing the steps in this manual, you must import and install the latest version of the *New Relic: APM PowerPack*.

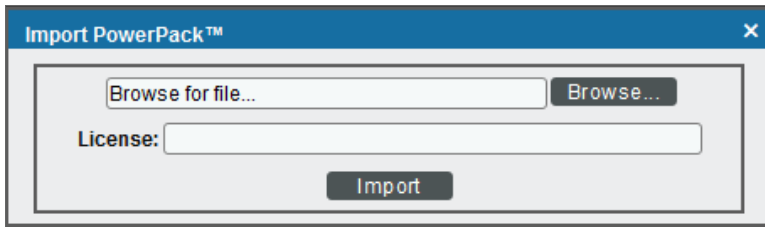
NOTE: Ensure that you do not have the *New Relic: APM Pro PowerPack* installed before installing the *New Relic: APM PowerPack*. These PowerPacks are not compatible. If you have the *New Relic: APM Pro PowerPack* installed, it will need to be uninstalled prior to installing the *New Relic: APM PowerPack*. The historical data from the *New Relic: APM Pro PowerPack* will be deleted when it is uninstalled.

TIP: By default, installing a new version of a PowerPack overwrites all content from a previous version of that PowerPack that has already been installed on the target system. You can use the **Enable Selective PowerPack Field Protection** setting in the **Behavior Settings** page (System > Settings > Behavior) to prevent new PowerPacks from overwriting local changes for some commonly customized fields. (For more information, see the **System Administration** manual.)

To download and install a PowerPack:

1. Download the PowerPack from the [ScienceLogic Customer Portal](#).
2. Go to the **PowerPack Manager** page (System > Manage > PowerPacks).
3. In the **PowerPack Manager** page, click the **[Actions]** button, then select *Import PowerPack*.

4. The **Import PowerPack** dialog box appears:



5. Click the **[Browse]** button and navigate to the PowerPack file.
6. When the **PowerPack Installer** modal page appears, click the **[Install]** button to install the PowerPack.

NOTE: If you exit the **PowerPack Installer** modal page without installing the imported PowerPack, the imported PowerPack will not appear in the **PowerPack Manager** page. However, the imported PowerPack will appear in the **Imported PowerPacks** modal page. This page appears when you click the **[Actions]** menu and select *Install PowerPack*.

Chapter

2

Configuration and Discovery

Overview

The following sections describe how to configure and discover New Relic services for monitoring by SL1 using the *New Relic: APM PowerPack*:

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Prerequisites for Monitoring New Relic Services

To configure the SL1 system to monitor New Relic services using the *New Relic: APM PowerPack*, you must first have the following information about the New Relic services that you want to monitor *for each account and sub-account*:

- A New Relic REST API key. To generate the REST API key, go to the Account Settings page for your New Relic account.
- The username and password for your New Relic service.
- Insights Query Key. This is optional. Add this to the credential if you want to discover infrastructure groups used for server monitoring. You can generate this from your Insights account.

NOTE: Ensure that you do not have the *New Relic: APM Pro* PowerPack installed before installing the *New Relic: APM* PowerPack. These PowerPacks are not compatible. If you have the *New Relic: APM Pro* PowerPack installed, it will need to be uninstalled prior to installing the *New Relic: APM* PowerPack. The historical data from the *New Relic: APM Pro* PowerPack will be deleted when it is uninstalled.

Creating a SOAP/XML Credential for New Relic

To configure SL1 to monitor NGINX services, you must create a SOAP/XML credential. This credential allows the Dynamic Applications in the *New Relic: APM* PowerPack to communicate with your New Relic service.

To configure a SOAP/XML credential to access New Relic:

1. Go to the **Credential Management** page (System > Manage > Credentials).
2. Locate the **New Relic | Proxy Example** credential, and then click its wrench icon (🔧). The **Edit SOAP/XML Credential** modal page appears.
3. Enter values in the following fields:

The screenshot shows the 'Credential Editor [117]' window with the following fields and values:

- Basic Settings:**
 - Profile Name: New Relic | Proxy Example
 - Content Encoding: [text/xml]
 - Method: [GET]
 - HTTP Version: [HTTP/1.1]
 - URL: [http(s)://Host:Port/Path | %D = Aligned Device Address | %N = Aligned Device Host Name] | https://api.newrelic.com
 - HTTP Auth User: [API_KEY_GOES_HERE]
 - HTTP Auth Password: []
 - Timeout (seconds): 5
- Soap Options:**
 - Embedded Password [%P]: []
 - Embed Value [%1]: NEW_RELIC_ACCOUNT
 - Embed Value [%2]: []
 - Embed Value [%3]: []
 - Embed Value [%4]: []
- Proxy Settings:**
 - Hostname/IP: []
 - Port: 8888
 - User: []
- CURL Options:**
 - Options list: CAINFO, CAPATH, CLOSEPOLICY, CONNECTTIMEOUT, COOKIE, COOKIEFILE, COOKIEJAR, COOKIEJAR, COOKIEJAR, CRLF, CUSTOMREQUEST, DNSCACHETIMEOUT
 - Text area: []

Basic Settings

- **Profile Name.** Type a new name for the credential.
- **URL.** Leave this field as the default ("https://api.newrelic.com").
- **HTTP Auth User.** Type your New Relic API key in this field.

- **HTTP Auth Password**. Leave this field blank.

SOAP Options

- **Embedded Password [%P]**. Type the Insights Query Key in this field if you want to discover infrastructure groups for server monitoring. If you do not have an Insights account, leave this field blank.
- **Embed Value [%1]**. Type the ID number for your New Relic account.

4. For all other fields, use the default values.
5. Click the **[Save As]** button.

Discovering New Relic Component Devices

To model and monitor your New Relic devices, you must run a discovery session to discover your New Relic services.

WARNING: If you have multiple New Relic accounts and sub-accounts to discover, you must configure a Collector Group for each account and sub-account.

NOTE: The PowerPack does not model applications with "reporting: false" statuses.

Several minutes after the discovery session has completed, the Dynamic Applications in the *New Relic: APM PowerPack* should automatically align to the services and then discover, model, and monitor the remaining New Relic component devices.

To discover the New Relic service that you want to monitor, perform the following steps:

1. Go to the **Discovery Control Panel** page (System > Manage > Discovery).
2. In the **Discovery Control Panel**, click the **[Create]** button.

- The **Discovery Session Editor** page appears. In the **Discovery Session Editor** page, define values in the following fields:

The screenshot shows the 'Discovery Session Editor | Editing Session [3]' window. It is divided into four main sections:


- Identification Information:** Includes fields for 'Name' (set to 'NewRelic') and 'Description'.
- IP and Credentials:** Contains an 'IP Address/Hostname Discovery List' with 'api.newrelic.com' entered, an 'Upload File' section with a 'Browse...' button, and two dropdown menus for 'SNMP Credentials' and 'Other Credentials'. The 'SNMP Credentials' list includes options like 'Cisco SNMPv2 - Example' and 'Dell EMC: Isilon SOAP Example'. The 'Other Credentials' list includes 'Dell EMC: Isilon SOAP Example' and 'New Relic | Proxy Example'.
- Detection and Scanning:** Features several dropdown menus for 'Initial Scan Level', 'Scan Throttle', 'Port Scan All IPs', and 'Port Scan Timeout', all set to '[System Default (recommended)]'. It also has a 'Detection Method & Port' dropdown set to '[Default Method]' with a list of protocols like 'UDP: 161 SNMP' and 'TCP: 1 - tcpmux'. Below this are input fields for 'Interface Inventory Timeout (ms)' (600000) and 'Maximum Allowed Interfaces' (10000), and a 'Bypass Interface Inventory' checkbox.
- Basic Settings:** Includes checkboxes for 'Discover Non-SNMP' (checked), 'Model Devices' (checked), and 'DHCP' (unchecked). It also has input fields for 'Device Model Cache TTL (h)' (2), 'Collection Server PID: 5' (set to '[KNT-ISO1-CU1-53]'), and a dropdown for 'Organization' (set to '[New_Relic]'). There is an 'Add Devices to Device Group(s)' section with a list containing 'None', 'LayerX Appliances', and 'Servers'. At the bottom, there is an 'Apply Device Template' dropdown set to '[Choose a Template]'.

At the bottom of the window, there are 'Save' and 'Save As' buttons, and a 'Log All' checkbox which is checked.

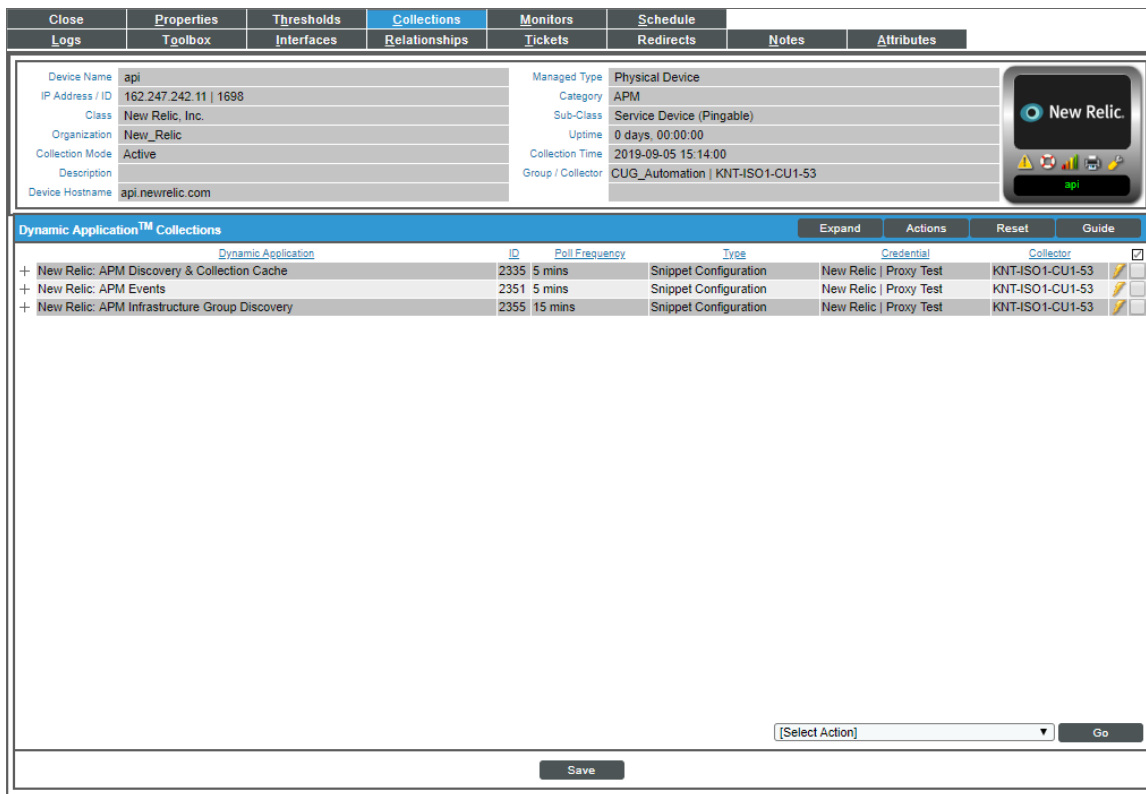
- **Name.** Type a name for the discovery session.
 - **IP Address/Hostname Discovery List.** Type "api.newrelic.com".
 - **Other Credentials.** Select the SOAP/XML credentials you created for the New Relic service.
 - **Discover Non-SNMP.** Select this checkbox.
 - **Model Devices.** Select this checkbox.
- Optionally, you can enter values in the other fields on this page. For more information about the other fields on this page, see the **Discovery & Credentials** manual.
 - Click the **[Save]** button to save the discovery session and then close the **Discovery Session Editor** window.
 - The discovery session you created appears at the top of the **Discovery Control Panel** page. Click its lightning bolt icon (⚡) to run the discovery session.
 - The **Discovery Session** window appears. When the device is discovered, click the device icon (🖨️) to view the **Device Properties** page for each device.

Verifying Discovery and Dynamic Application Alignment

To verify that SL1 has automatically aligned the correct Dynamic Applications during discovery:

1. After discovery has completed, click the device icon for the New Relic service (). From the **Device Properties** page for the New Relic service, click the **[Collections]** tab. The **Dynamic Application Collections** page appears.
2. All applicable Dynamic Applications for the service are automatically aligned during discovery.

NOTE: It can take several minutes after the discovery session has completed for Dynamic Applications to appear in the **Dynamic Application Collections** page.



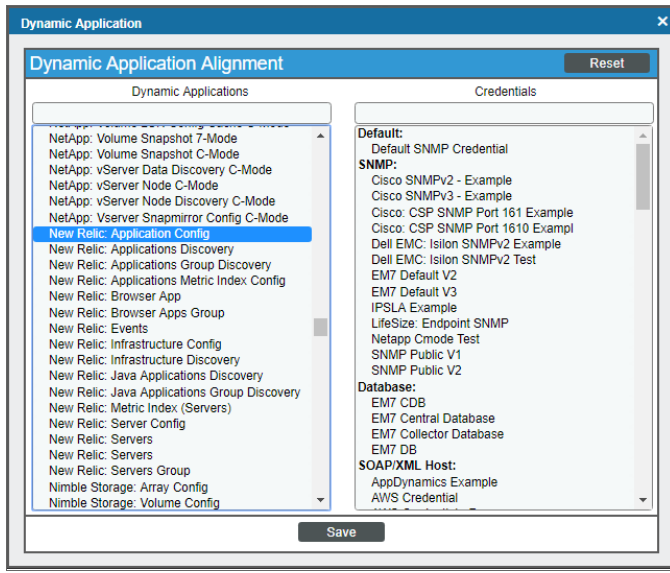
Dynamic Application	ID	Poll Frequency	Type	Credential	Collector
+ New Relic: APM Discovery & Collection Cache	2335	5 mins	Snippet Configuration	New Relic Proxy Test	KNT-ISO1-CU1-53
+ New Relic: APM Events	2351	5 mins	Snippet Configuration	New Relic Proxy Test	KNT-ISO1-CU1-53
+ New Relic: APM Infrastructure Group Discovery	2355	15 mins	Snippet Configuration	New Relic Proxy Test	KNT-ISO1-CU1-53

You should see the following Dynamic Applications aligned to the New Relic service:

- New Relic: APM Discovery & Collection Cache
- New Relic: APM Events
- New Relic: APM Infrastructure Group Discovery

If the listed Dynamic Applications have not been automatically aligned during discovery, or you want to align more Dynamic Applications, you can align them manually. To do so, perform the following steps:

1. Click the **[Action]** button, and then select *Add Dynamic Application*. The **Dynamic Application Alignment** page appears:



2. In the **Dynamic Applications** field, select the Dynamic Application you want to align.
3. In the **Credentials** field, select the credential specified in the table.
4. Click the **[Save]** button.
5. Repeat steps 1-4 for any other unaligned Dynamic Applications.


Relationships with Other Types of Component Devices

Additionally, the Dynamic Applications in the *New Relic: APM PowerPack* can automatically build relationships between New Relic devices and other associated devices:

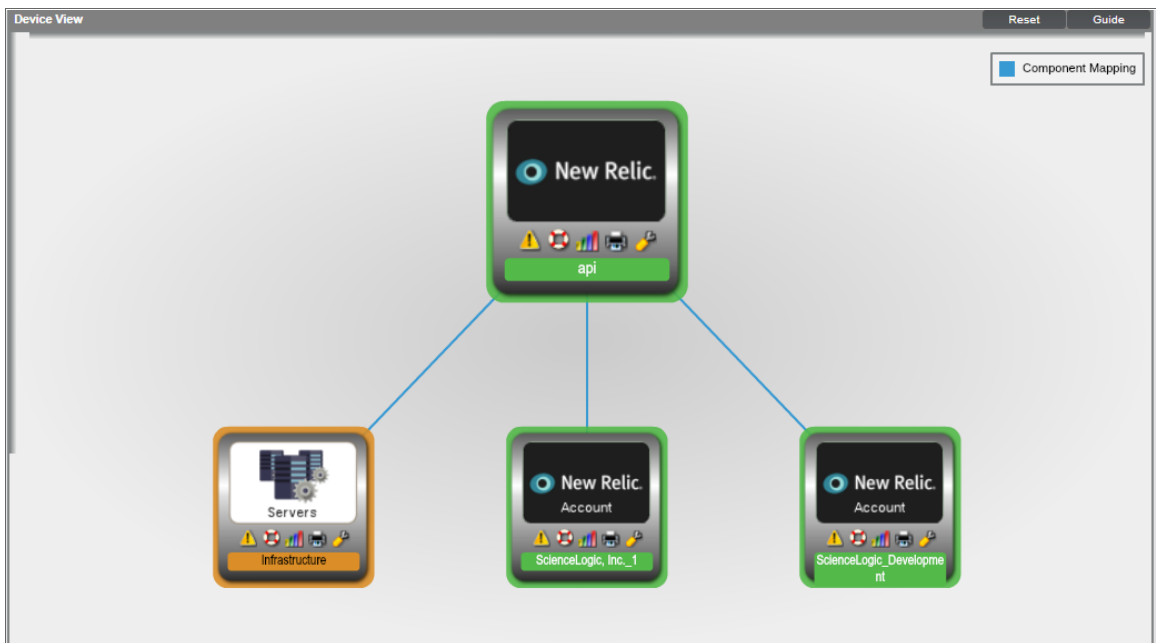
- If you discover Linux devices using the Dynamic Applications in the *Linux Base Pack PowerPack* version 102 or later, SL1 will automatically create relationships between New Relic devices and Linux servers.
- If you discover Windows servers using the Dynamic Applications in the *Microsoft Base Pack PowerPack* version 107 or later, SL1 will automatically create relationships between New Relic devices and Windows servers.
- If you discover Windows servers using the Dynamic Applications in the *Microsoft: Windows Server PowerPack* version 108 or later, SL1 will automatically create relationships between New Relic devices and Windows servers.

Viewing New Relic Component Devices

In addition to the **Device Manager** page (Registry > Devices > Device Manager), you can view the New Relic service and all associated component devices in the following places in the user interface:

- The **Device View** modal page (click the bar-graph icon  for a device, then click the **Topology** tab) displays a map of a particular device and all of the devices with which it has parent-child relationships. Double-click to select any listed device. This reloads the page to make the selected device the primary device.

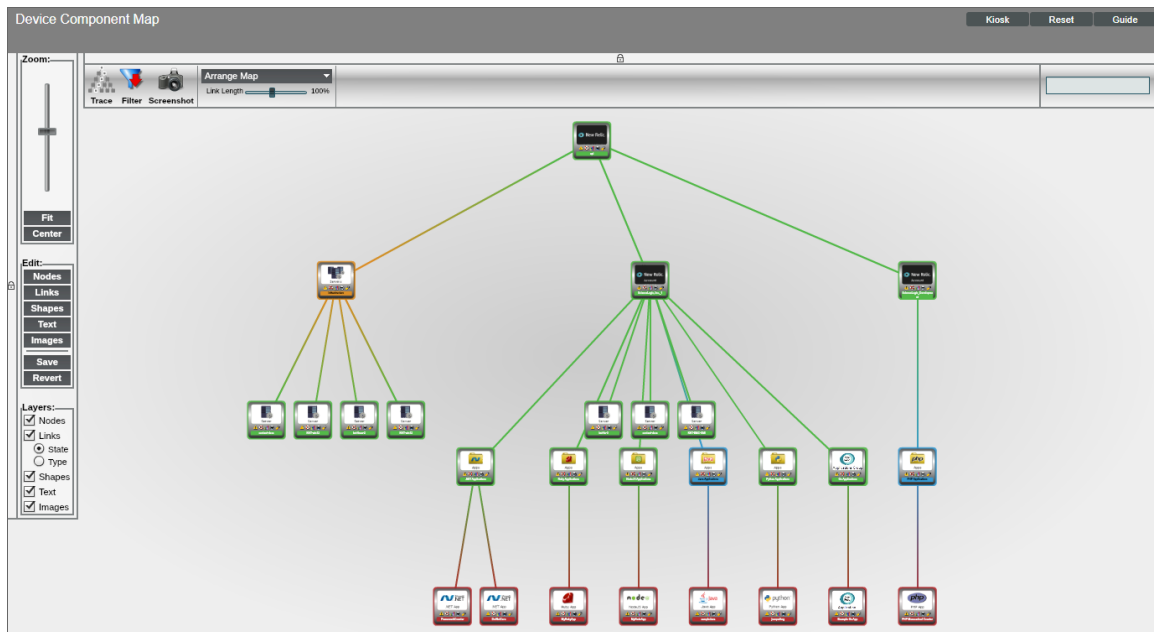
NOTE: When you discover multiple New Relic accounts and sub-accounts, the top level device is shown as "api", which you can change as desired. The figure below shows that we have two different accounts discovered, as well as New Relic servers.



- The **Device Components** page (Registry > Devices > Device Components) displays a list of all root devices and component devices discovered by SL1 in an indented view, so you can easily view the hierarchy and relationships between child devices, parent devices, and root devices. To view the component devices associated with a New Relic service, find the service and click its plus icon (+):

Device Name	IP Address	Device Category	Device Class / Sub-class	DD	Organization	Current State	Collection Group	Collection State
Infrastructure	--	APM	New Relic, Inc. Infrastructure Group	378	New Relic	Healthy	CUG_Automation	Active
content-docs	--	Host	New Relic, Inc. Server	1383	New Relic	Healthy	CUG_Automation	Active
content-docs	--	Host	New Relic, Inc. Server	379	New Relic	Major	CUG_Automation	Unavailable
int-linux-2	--	Host	New Relic, Inc. Server	381	New Relic	Major	CUG_Automation	Unavailable
KNT-win12	--	Host	New Relic, Inc. Server	1384	New Relic	Major	CUG_Automation	Unavailable
KNT-win12	--	Host	New Relic, Inc. Server	380	New Relic	Major	CUG_Automation	Unavailable
rsb0006w1601	--	Host	New Relic, Inc. Server	1385	New Relic	Healthy	CUG_Automation	Active
ScientiaLogic, Inc._1	--	APM	New Relic, Inc. APM Service	382	New Relic	Healthy	CUG_Automation	Active
.NET Applications	--	APM	New Relic, Inc. .NET Applications Group	384	New Relic	Healthy	CUG_Automation	Active
Go Applications	--	APM	New Relic, Inc. Applications Group	385	New Relic	Healthy	CUG_Automation	Active
Java Applications	--	APM	New Relic, Inc. Java Applications Group	383	New Relic	Healthy	CUG_Automation	Active
NodeJS Applications	--	APM	New Relic, Inc. NodeJS Applications Group	388	New Relic	Healthy	CUG_Automation	Active
PHP Applications	--	APM	New Relic, Inc. PHP Applications Group	386	New Relic	Healthy	CUG_Automation	Active
Python Applications	--	APM	New Relic, Inc. Python Applications Group	397	New Relic	Healthy	CUG_Automation	Active
Ruby Applications	--	APM	New Relic, Inc. Ruby Applications Group	387	New Relic	Healthy	CUG_Automation	Active
MyRubyApp	--	Application	New Relic, Inc. Ruby Application	395	New Relic	Major	CUG_Automation	Unavailable

- The **Component Map** page (Views > Device Maps > Components) allows you to view devices by root node and view the relationships between root nodes, parent components, and child components in a map. This makes it easy to visualize and manage root nodes and their components. SL1 automatically updates the **Component Map** as new component devices are discovered. The platform also updates each map with the latest status and event information. To view the map for a New Relic service, go to the **Component Map** page and select the map from the list in the left NavBar. To learn more about the **Component Map** page, see the **Views** manual.



Chapter

3

Dashboards

Overview

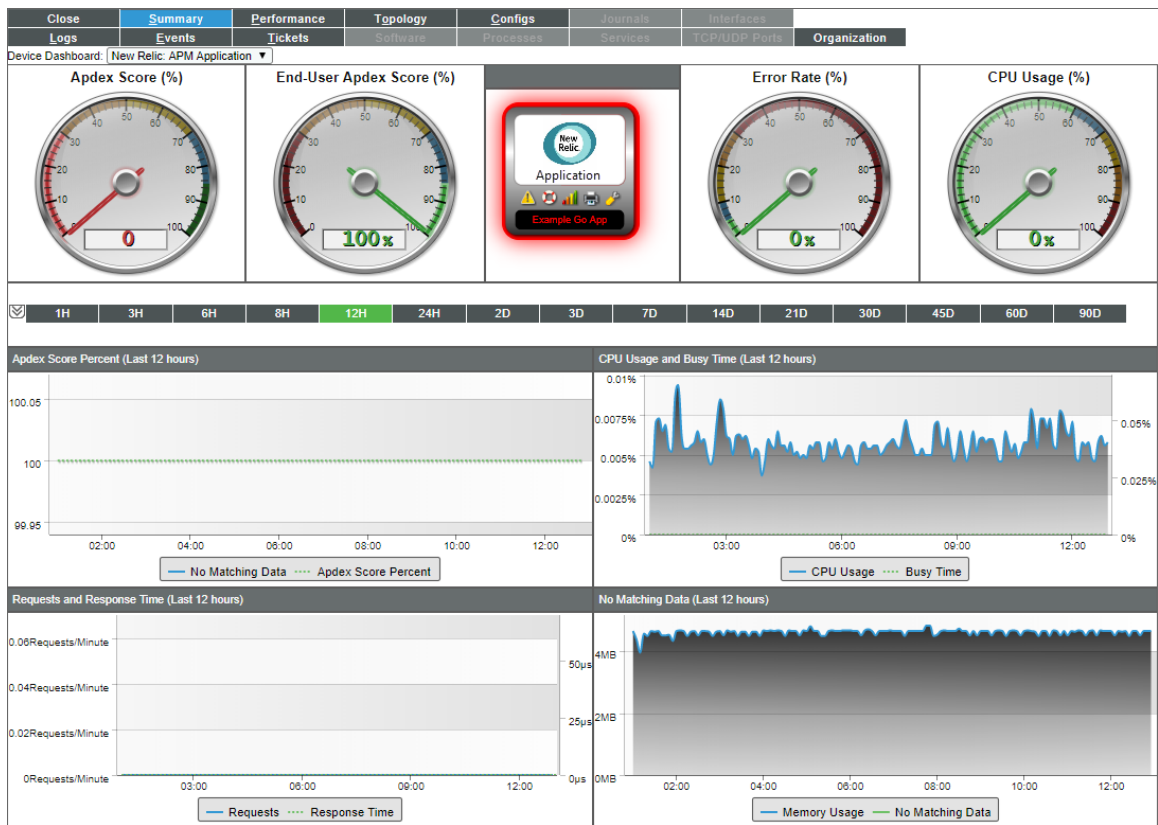
The following section describes the device dashboards that are included in the *New Relic: APM PowerPack*:

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Device Dashboards

The *New Relic: APM PowerPack* includes device dashboards that provide summary information for New Relic applications and applications groups.

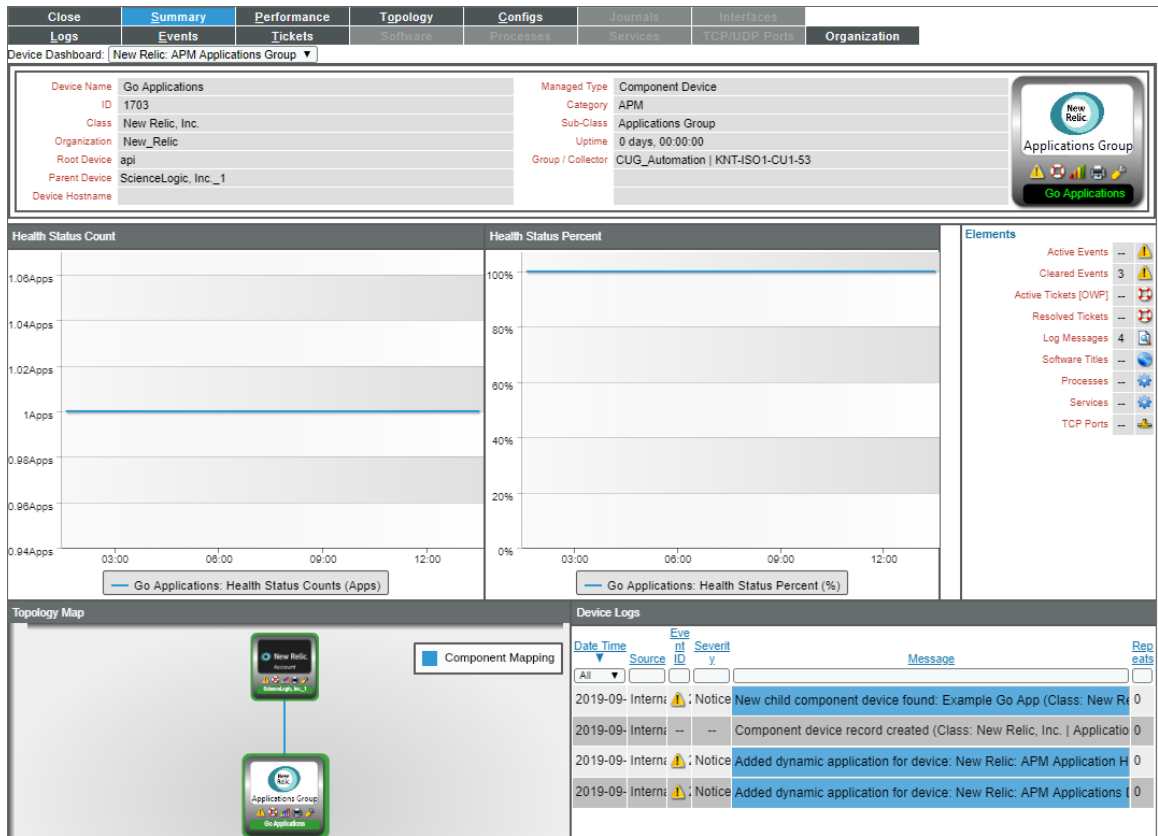
New Relic: APM Application



The New Relic: APM Application device dashboard displays the following information:

- Apdex Score
- End-User Apdex Score
- Error Rate
- CPU Usage
- Apdex Score Percent over a period of time
- CPU Usage and Busy Time over a period of time
- Requests and Response Time over a period of time
- Memory Usage over a period of time

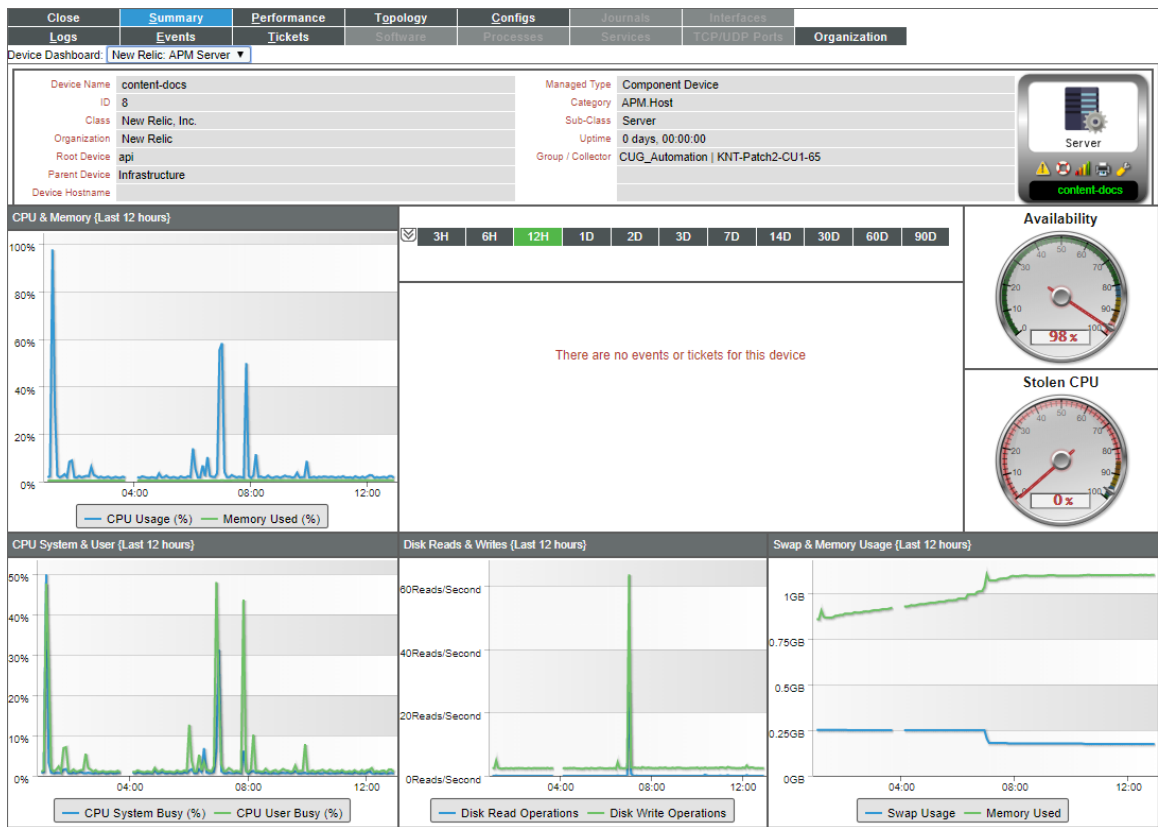
New Relic: APM Applications Group



The New Relic: APM Applications Group device dashboard displays the following information:

- Health Status Count over a period of time
- Health Status Percent over a period of time
- Topology Map
- Device Logs

New Relic: APM Server



The New Relic: APM Server device dashboard displays the following information:

- CPU and Memory over a period of time
- Events associated with the server
- Availability
- Stolen CPU
- CPU System & User over a period of time
- Disk Reads & Writes over a period of time
- Swap & Memory Usage over a period of time

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