**Hewlett Packard Enterprise**

# HPE AppPulse Trace

## Cut through the complexity of isolating transaction performance issues



**Figure 1.** Automatically monitor page load over time. Investigate server-side transactions for remediation of performance bottlenecks.

### Key features

AppPulse Trace is a SaaS APM diagnostics software solution that tracks end-to-end transaction flow through all service tiers, to let you isolate problems to the line of code or the specific log messages for the transactions. It includes:
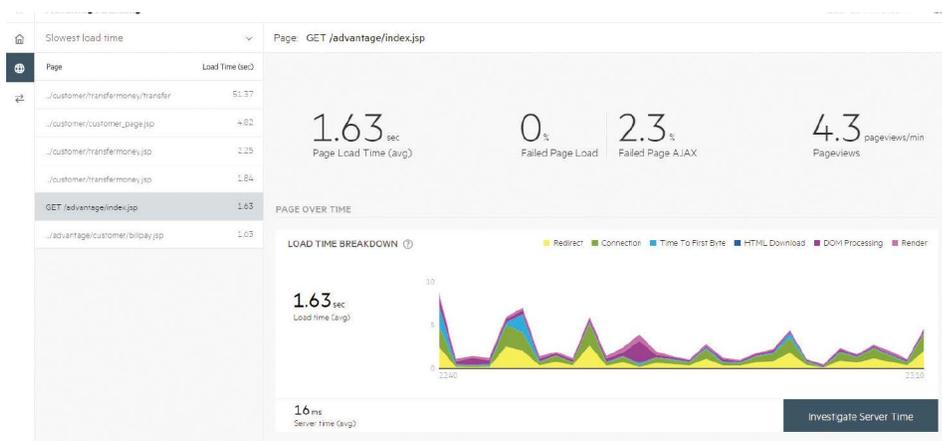
- **360-degree view of transactions**
  Provides a holistic and intuitive transaction monitoring view for analyzing distributed transactions across different dimensions

- **Transaction log tracing**
  Delivers a correlated view of log messages across distributed transactions for accelerated problem troubleshooting

- **Smart user-server correlation**
  Enables smart correlation of user experience issues with server-side problems, helping to reduce triage times and lower cost

### Did you know?

# 61%

of application teams lack end-to-end visibility from the user action to the network to the backend to the line of code.[1]

# 67%

have no insight into the line of code that is causing slow performance or crashes.[1]

## Solution overview

### End-to-end visibility into real user issues

To users, online interactions seem simple. You pull up a website or launch an app, click a few buttons, buy an airline ticket and reserve a car. Boom, done. But behind the scenes, each transaction is phenomenally complex, invoking multiple tiers of services, servers, and network infrastructure. And what happens when something goes wrong? How do application teams know where the issue is, why it happened, and what to do about it?

Most application teams do not have the visibility they need to isolate and remediate the performance and stability problems that occur. More than 70 percent of the time, businesses learn about performance problems from their end users, and 31 percent of application issues take more than a month to resolve.

HPE AppPulse Trace gives you the visibility you need to find and fix the problem right away. It allows you to isolate problems negatively impacting the user experience and drill down to the root cause—from user actions down to the line of code or specific transaction log message—so you can remediate the problem quickly, keep users happy, and avoid any revenue loss or brand damage.

**Figure 2.** Get the full picture needed for issue isolation with the Trace 360 feature.
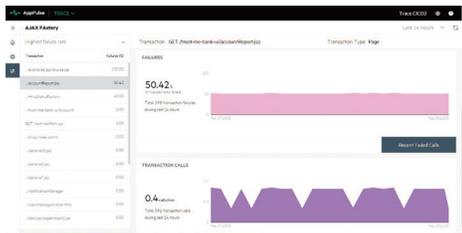


**Figure 3.** Automatically monitor application experience from real user browsers.
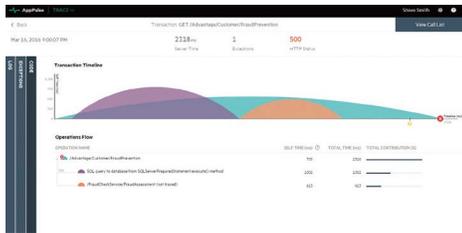


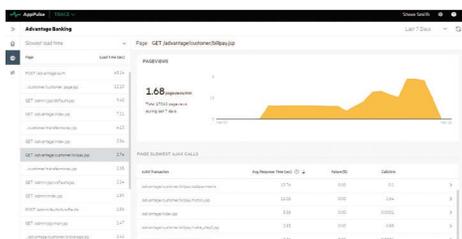**Figure 4.** Trace all aspects of transaction execution.



**Figure 5.** See which AJAX calls are slow-drill down to server-side transactions.

## Actionable performance information, right now

As application user experience has become more critical to the success of a digital business, application teams are under more pressure to get the application diagnostics information they need to consistently deliver a superb user experience.

In this era of microservices and distributed architectures, app transactions are extremely complex HPE AppPulse Trace provides a way to stay in control, cut through the service tiers to pinpoint problems, and get application teams the relevant information they need to quickly and continuously improve the user experience.

With HPE AppPulse Trace and its application monitoring features, application teams can identify which performance and stability issues are impacting real application users, correlate issues from the user experience to service code execution, and diagnose issues down to the line of code and log messages.

## AppPulse Trace: a closer look at the key capabilities

- **Integrated real Web user monitoring (Pages and Ajax):** AppPulse Trace agents automatically monitor the application experience from real user browsers, so you can measure the performance and availability as your users experience it. You can see where time is being spent on webpage loads. You can see which AJAX calls are slow. You can also drill down to server-side transactions for rapid investigation and remediation of performance bottlenecks.

- **Transaction monitoring and tracing:** AppPulse Trace "tags and follows" transactions from the browser or mobile application all the way to the backend, across all the different services serving the request, so you can get a full picture of transaction flow.

- **Trace 360:** Get the full picture needed for issue isolation—trace all aspects of transaction execution including end-to-end flow, code timing, contextual log, exceptions, and database queries.

- **Transaction log tracing:** Deliver a correlated view of log messages across distributed transactions for accelerated problem diagnosis and remediation.

- **Big Data architecture:** AppPulse is based on HPE Vertica, a highly scalable Big Data warehouse, enabling AppPulse Trace to store and correlate millions of instances and perform analytics.

- **Quick onboarding and configuration:** The onboarding process is fast and simple—just register online, download and deploy the agent, and after a few minutes you can start seeing data.
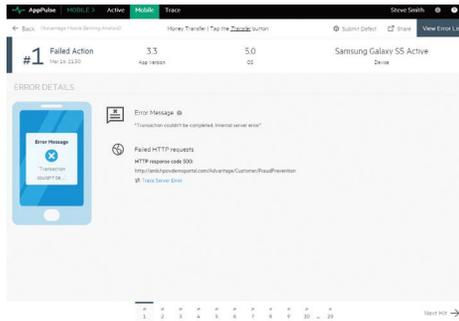
**Figure 6.** Correlate mobile user errors with server-side transactions.

## Integral part of an end-to-end APM solution

AppPulse Trace integrates seamlessly with two other members of the HPE AppPulse Suite—AppPulse Mobile and AppPulse Active—to form an indispensable end-to-end solution. Working together, these components create unprecedented visibility for mobile, Web, and server-side apps and services, which extend the business value of the application monitoring solution. For example, the integrated AppPulse Suite provides:

- **Consistent user experience:** Easily navigate between different modules of the AppPulse Suite with a consistent look and feel and streamlined flows.

- **Smart user-server correlation:** When HPE AppPulse Mobile detects a failed request from a mobile app, HPE AppPulse Trace smartly captures the information and enables correlation of mobile user errors with server-side transactions so the problem can be isolated quickly.

- **Reduced triage times:** When HPE AppPulse Active proactively identifies an availability problem with a Web app, teams can use HPE AppPulse Trace to drill from a specific failure to the exception on the server-side. This enables fast decision making that reduces triage time and cost, while delivering a great user experience.

## Learn more at
**saas.hpe.com/software/apppulse-trace**

**Sign up for updates**

4AA6-4748ENW, April 2017, Rev. 2