splunk> .conf2017 Monitoring End User Experiences With Splunk and New Relic

Break down the silos in your observability infrastructure.

Abner Germanow | New Relic, Partner Marketing & Evangelism

Tom Martin | Splunk, Staff ITOA Practitioner

Date | Washington, DC

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New Relic At A Glance:

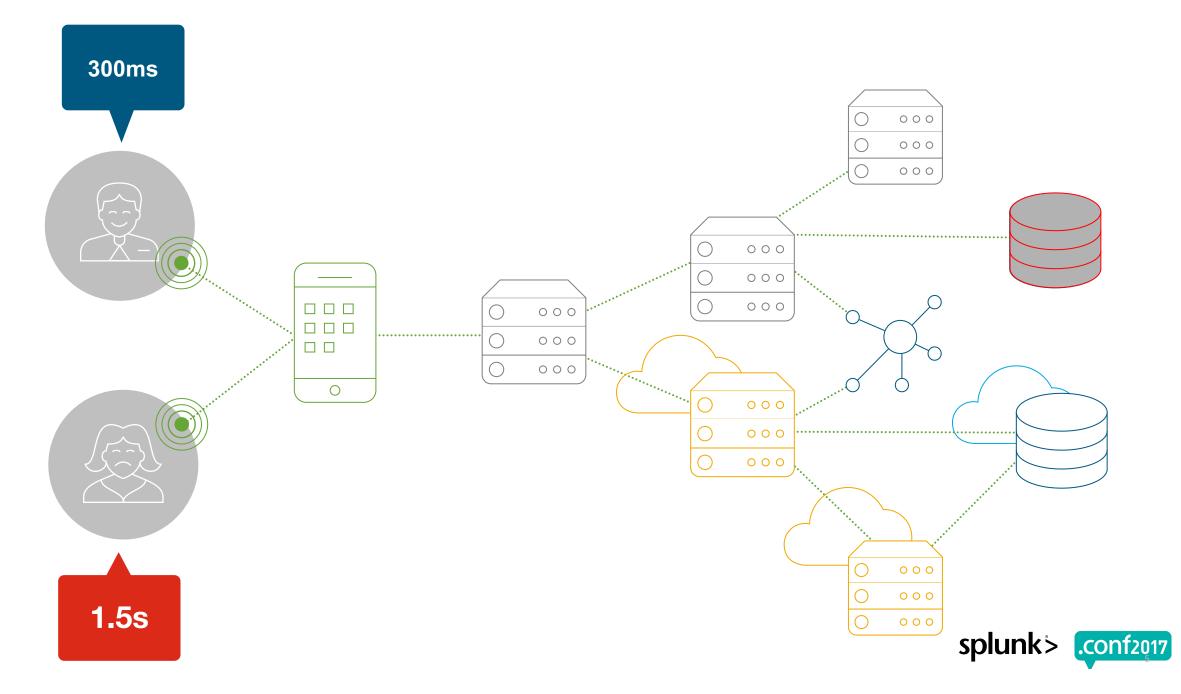
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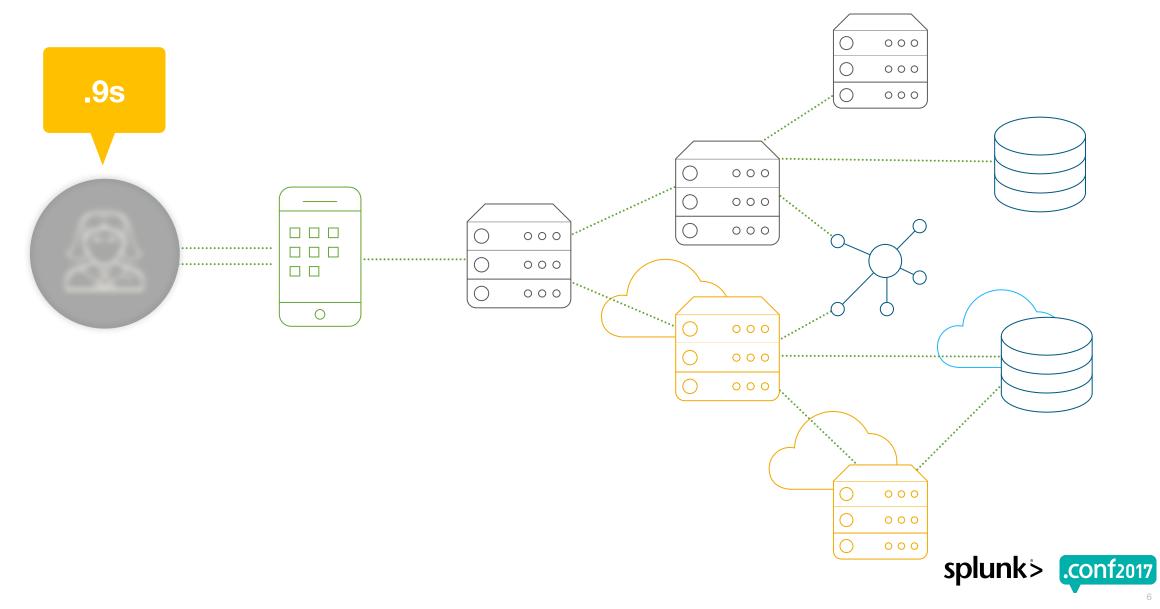
Why is monitoring hard?

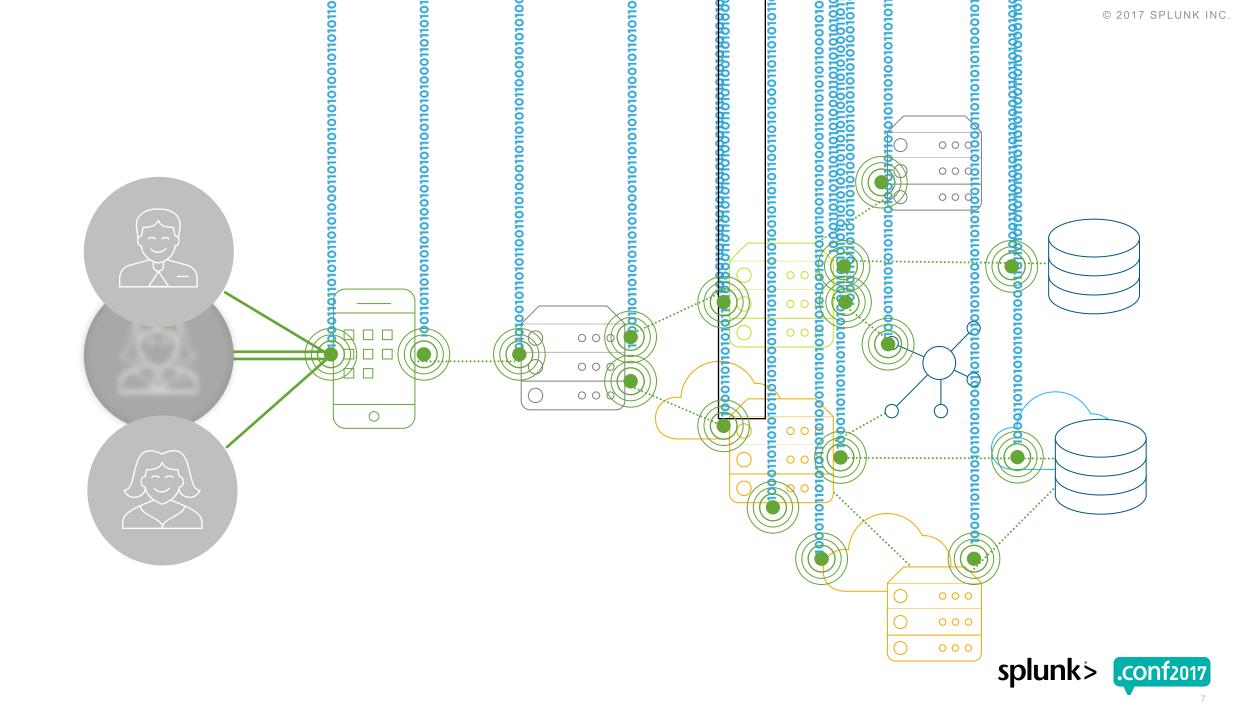


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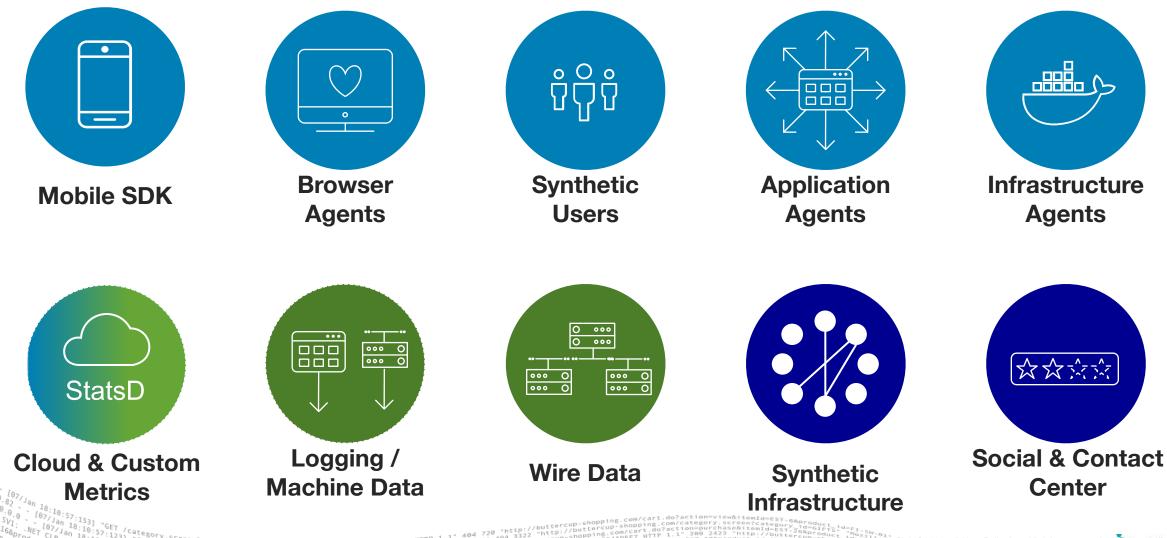
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Lots of Data Sources



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From any source, monitoring data can be organized into three main categories

| | | | | Examples | New Relic Provides |
|---------|--|---|-------------------------------------|--|--|
| Tra | ices | | <i>Relationships between events</i> | Application components involved during a request with an error | |
| Met | trics | | <i>Measurement of an event</i> | Throughput, error rate, request rate, request duration | |
| LO 2 | gs "GET /category.6 57:1231 "GET /pri 5:56:156] "GET / | Creen?category_id=GIFT5&JSESSIONID=S03 oduct.screen?product_id=FL-DSH-01&JSES pldLink?item id=ET-JS&JSESSIONID=S055 | Human-readable events | System startup output, process output | *via Splunk Integrations splunk > .conf201 New Relic, Inc. All rights reserved New Relic, |

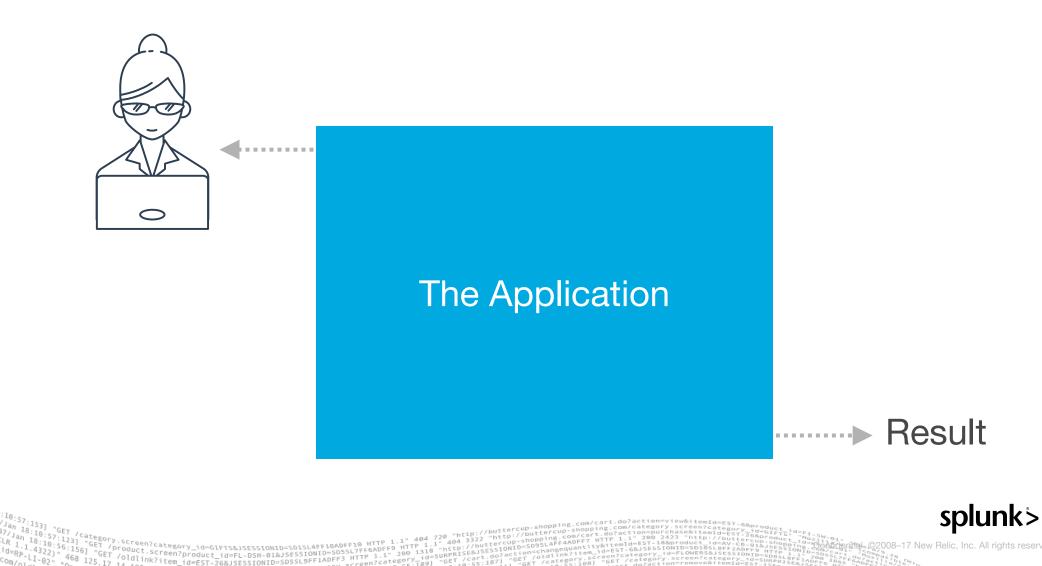
What is a transaction trace?



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New Relic.

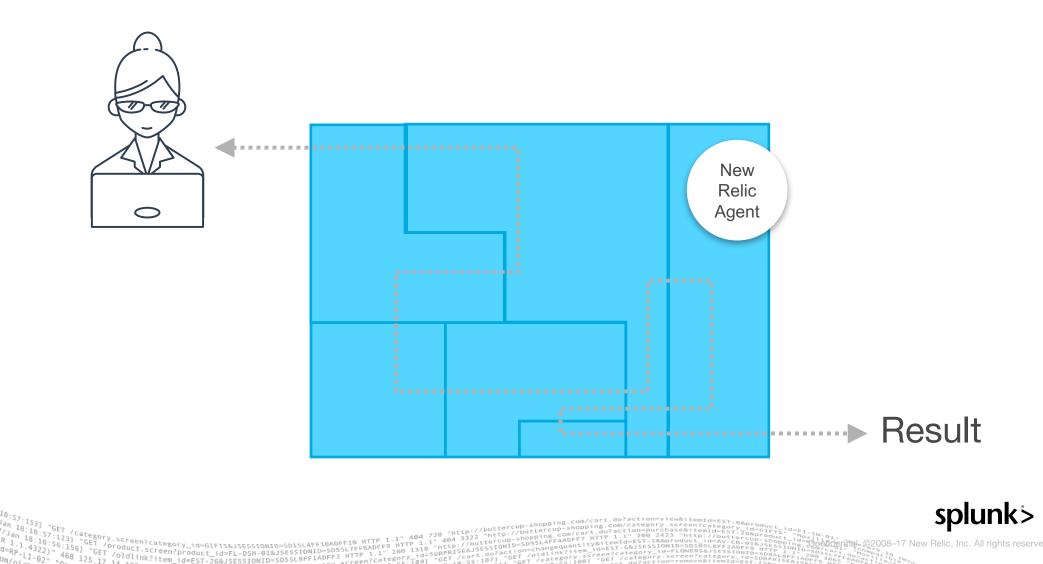
Traces: How Did an Application Arrive at a Result?



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New Relic.

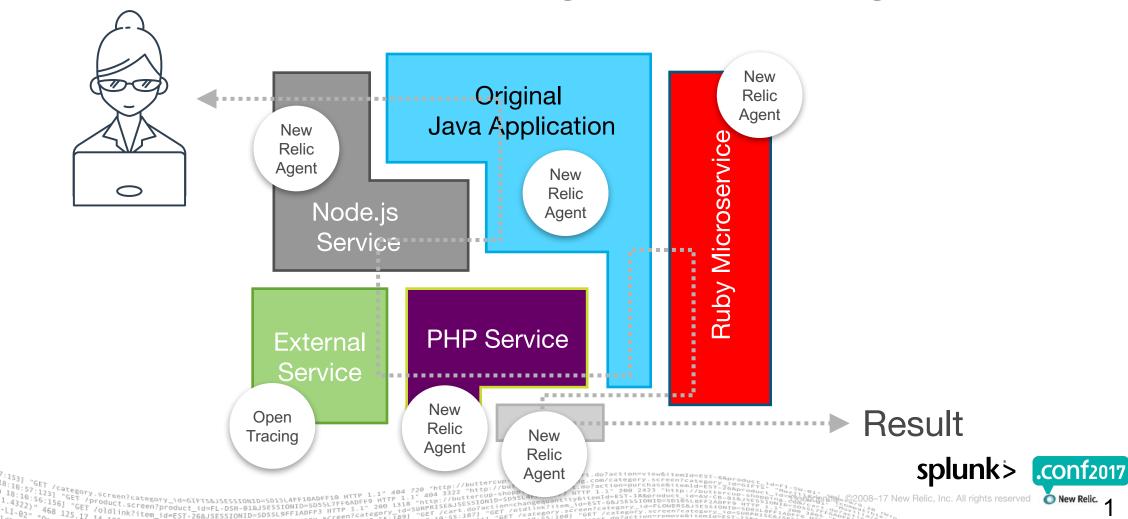
Tracing Provides Information on Which Segments of an Application Were Involved in a Result



Transactions Are a Central Part of New Relic's Product and Help Developers Diagnose and Troubleshoot Many Problems Without Guessing.

| Overview | Doppelganger::Prox | y#call | | 86.4% | | | | |
|-------------------|-----------------------|------------------|------------|---------|-------------------------------|------------|-----------|----------|
| Service maps | Doppelganger::From | ntend/dashboard | | 13.1% | | | | |
| App map | Doppelganger::Web | hook#labeled | | 0.54% | | | | |
| Transactions | Middleware/Rack/R | ack::SslEnforcer | Breakdow | n table | Transaction detail: wh | at comonte | woro | |
| External services | Show all transactions | table | | | Transaction detail: wh | 0 | Avg calls | |
| Ruby VMs | m Delete all traces | m Delete all tra | Category | Segn | levorved. | % Time | (per txn) | time |
| | | | External | Net:: | HTTP[source.datanerd.us]: GET | 92.8 | 0.954 | |
| VENTS | | | Custom | Dopp | elganger::GitManager/discover | 5.2 | 0.954 | |
| | | | Sinatra | Dopp | elganger::Frontend/dashboard | 1.1 | 1.0 | |
| | | | Middleware | Rack | ::Attack#call | 0.2 | 1.0 | C |
| | | | Rack App | Rack | ::Cascade#call | 0.1 | 0.954 | C |
| | | | Middleware | Newl | Relic::Rack::AgentHooks#call | 0.1 | 1.0 | C |
| | | | Middleware | Rack | ::SslEnforcer#call | 0.1 | 1.0 | C |
| | | | Middleware | Rack | ::Protection::XSSHeader#call | 0.0 | 1.0 | 0. |
| | | | | | | | Show all | l seamer |

With Microservices, Applications ("Monoliths") Get Broken Up Into Smaller Pieces. The Traces Now Go Through Multiple Programs.



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What's The Problem New Relic & Splunk Are Trying To Solve?



New Relic

Volume of operational data being generated is growing exponentially.

Web App: Then



1 application 3 large servers 1 database 1 data center 1 deploy/quarter



30 containers 4 services 10 small instances 2 managed services 2 databases 2 cloud regions 3 deploys/day



New Relic

Each tool, framework, platform and language has unique operational questions.



What's the error rate of my Java application?



VP of IT Infrastructure

What's our spend in uswest-2?

Java Engineer



Is the database slowing down Rails?



How can we improve deploys to Amazon ECS?

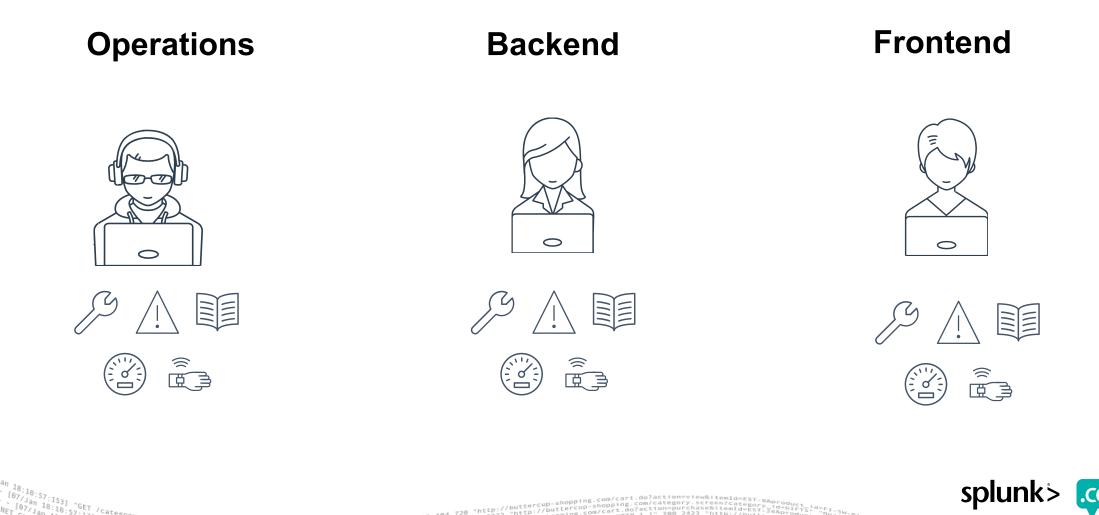
Web Developer

Site Reliability Engineer



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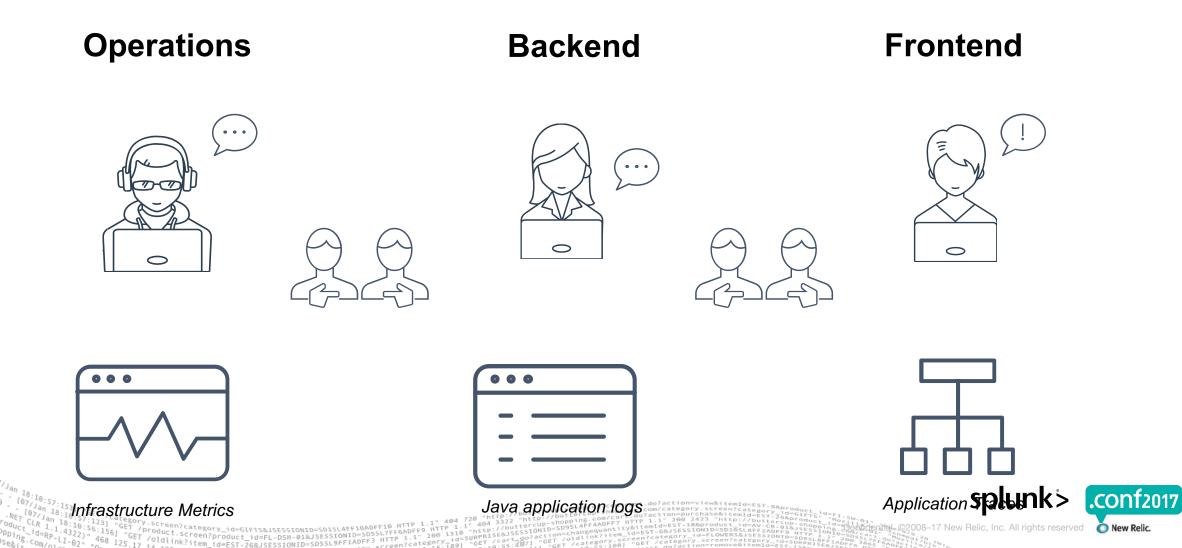
To answer operational questions, teams define their own metrics, logging, and alerting practices.



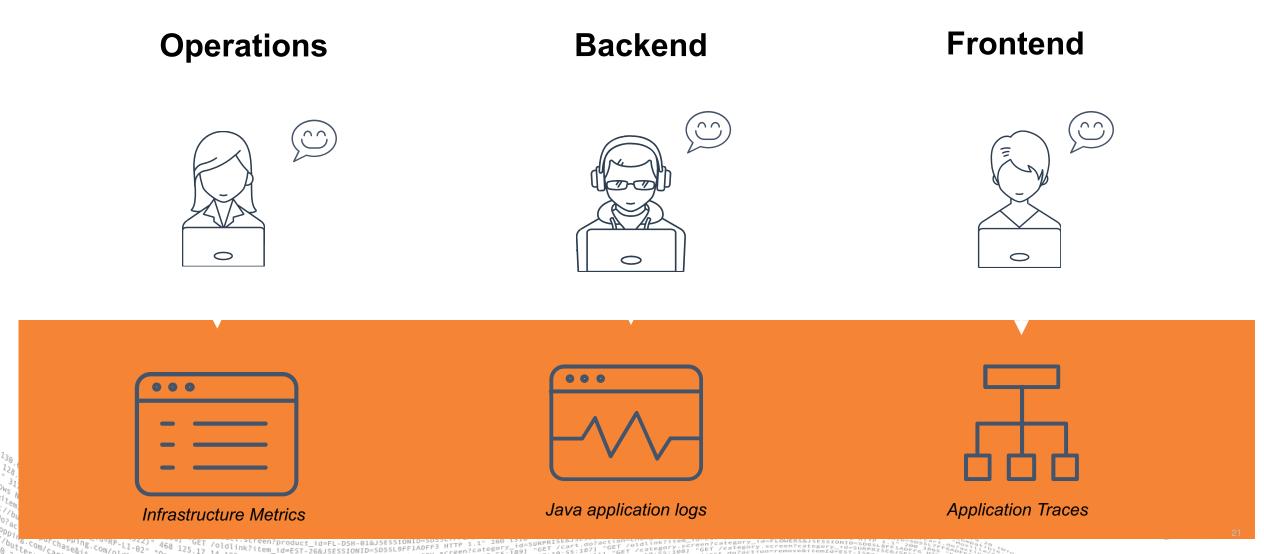
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eserved 🕥 New Relic.

Important operational data becomes siloed by service, app, or infrastructure type.



New Relic consolidates operational data to answer hard questions *across* teams, apps, and platforms.



Why would you want this?







Reduce MTTR with production log insights

metric-based application monitoring See real-time application behaviors with byte-code instrumentation data in Splunk See Splunk infra & security alerts in New Relic



Data Sources - Splunk and New Relic

Splunk Strengths

- Machine Data (specifically, around logs)
- Breadth across infrastructure (network, server, cloud infrastructure)
- Root cause analysis (often via config changes that are logged)
- Business-level KPIs, SLOs, etc. that span multiple applications

New Relic Long term storage of raw management data

New Relic Strengths

- Dependencies across app (via Agents embedded inside apps & microservices)
- Breadth of Code level (BCI) (Java, .Net, Ruby, Node.js, PHP, Python, Go, iOS, Android, Javascript)
- End User Monitoring (response time, etc.)
- Real-time Trace/Transactions time-series data
- Ease of instrumentation & agent install



How about you demo this thing already?



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Integration Highlights -Splunk App for New Relic

- Ease of integration with New Relic APIs to collect application, transaction, mobile, browser and synthetic performance and quality key performance indicators
- Out-of-the-box dashboards to summarize transaction response time, ApDex, errors and other key information
- Long term storage of data collected by New Relic add-on

New Relic

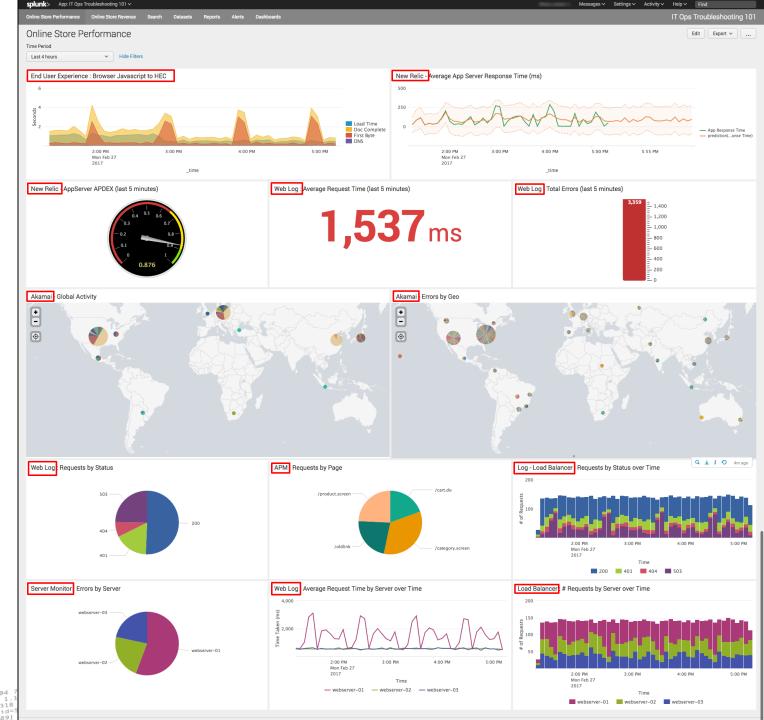
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Splunk and New Relic: Break Down Silos

- Combine dashboard
 elements spanning many
 data sources
- Provide dashboards across many users
- Correlate time-series data
 based on Splunk Search
 Processing Language (SPL)

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New Relic



Splunk Alerts In New Relic

| | NRQL> SELECT | | | | | | | Run | | |
|--|--|-----------|----------|------------------|---|-------------|----------------|---|--|--|
| Query Data Explorer | < Splunking | g - Secur | rity Ale | rts Q | Search 2 attributes | | | ▶ Edit ✓ Default 30m 60m 6h 1d 7d Custom ↓ | | |
| Data apps All dashboards | Failed Attempt Since 60 minutes ago | _ | | | Failures by IP Since 60 minutes ago Total Failure Times | | | Failures by User ID Since 60 minutes ago Total Failure Times | | |
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| Splunking - Security Alerts Image: Splunking - Splunk Detail | 10 Most Recent Since 60 minutes ago | t Alerts | | | | | | Login Failures by incoming IP Since 60 minutes ago | | |
| | Timestamp | Dest Ip | Event | Failure Times | Last Attempt | Source Ip | User | 2 1.5 | | |
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| | 13 Dec 21:49:45 | 10.2.3.34 | sshd | 1 | 12/13 09:46:37 PM | 10.147.9.39 | adm pedrod3001 | 10.152.11.09 210.217.174.98 10.147.9.77 10.147.9.55 | | |

Integration Highlights - New Relic

- Splunk Reports in New Relic Insights to correlate code-level performance in New Relic, alongside detailed logs that provide additional context; for those using New Relic as their UI, having all the data in one place is valuable
- Ad-hoc querying of Splunk data to create flexible views of application logs against New Relic metrics and events for mobile, browser and APM
- Splunk Alerts available in context to APM and infrastructure monitoring via New Relic Insights
- In the long term, Splunk logs correlated to Transaction traces in APM to give the full context about application performance issues





Integration Example - Media Company

Situation

- App Dev and newly created "Dev Ops" teams have been the primary "buyer" for New Relic
- Operations team has been the primary "buyer" for Splunk
- Both teams would get more value by seeing monitoring data across entire environment

Splunk + New Relic

- Allows Operations team to see End User Monitoring and app server metrics alongside infrastructure components they are measuring
- DevOps teams can ad-hoc query Splunk and get events from Splunk, offering better insight into how infrastructure impacts the apps they are responsible for





What should you do next?



Have your New Relic license key?

Install the<u>Splunkbase</u> <u>plug-in</u> See pre-built dashboards in Splunk.

Send Splunk Alerts to New Relic Insights



Thank You

Don't forget to rate this session in the .conf2017 mobile app

