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Bachelor's Thesis

Archie: Automatic Analysis of Support Archives

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When customers submit support requests to dynatrace, they often include support archives containing logs and configuration files. Searching these files for problem-related information manually is a tedious task that requires a significant amount of time.

The goal of this thesis is to automatically analyse support archives when they are submitted. It must contain a web interface providing an overview over the contents of an archive as well as automatically extracted information and alerts. In order to do this, the user must be able to create custom rules for analysis and presentation for a detected problem. Furthermore, the tool should propose solutions if available. A user must be able to submit a new rule to the administrator for review and potential global application.

The tool must be implemented in cooperation with the dynatrace team located in Linz. The written thesis must include a detailed description of the tool and its implementation. It must furthermore include an evaluation including problems that occurred in the wild which have been successfully identified by the tool.

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