

Support Levels

Support Levels for 3rd Party Technologies

Dynatrace AppMon supports a wide variety of technologies, platforms and frameworks and is committed to providing reliable support for our customers using these technologies. Depending on what level of access Dynatrace has to a particular technology these are the following support levels for technology support:

Certified

Dynatrace AppMon is regularly tested with this technology and we can typically reproduce problems in our in-house environments ensuring fast response and resolution times.

Supported

We provide support for any problems directly caused by Dynatrace AppMon and Dynatrace has access to this technology and can reproduce common problems in-house but an environment may have to be set up on-demand.

Limited Support

Dynatrace provides support for a limited set of functionality for a particular technology. For any problems Dynatrace support will be able to help you but will need to reproduce the problem and possibly test a resolution in your environment.

Support Levels for Dynatrace AppMon Extensions

We are excited to offer custom Plug-ins, Knowledge Sensor Packs, Technology Samples, and other content here on the Dynatrace Community Portal. We take great care to ensure that all these components work as they should, but we cannot offer full support on all of them due to the complexity of enterprise software and the fact that Dynatrace may not have authored the content.

Before you use one of the add-ons provided here, you should review its support level.

Supported by Dynatrace

This module was provided by Dynatrace and is fully supported by Dynatrace . This means that Dynatrace has tested it and has it running in our lab. For questions or in case you have problems please contact Dynatrace Support using the Dynatrace Support Portal.

Community supported/Not Supported by Dynatrace (provided by a community member)

This module was provided by the Dynatrace Community which includes Dynatrace itself, the community team, partners and customers. The author of the module is listed on the respective download page.

For questions and feedback please:

- comment on the download page
- post a question in the forum [App Mon & UEM Plugins](#) (please select topic "plugin" from the list of available topics)
- contact the author direct (if email-address is provided on download page)

Disclaimer

The plugins on this site that are labelled as "Supported by Dynatrace Community" or "Not Supported" **are not officially supported by Dynatrace** . Dynatrace does not guarantee correct functionality of these plugins that are contributed by the community and does not give any warranty. For these community contributed plugins please direct any support requests to the plugin author. Plugins may have full access to your application environment, including all your data. You should only install plugins from sources that you trust. Installation of plugins from this website is at your own risk. To the fullest extent permitted by law, Dynatrace denies and does not accept any liability and is not responsible for any loss or damage you or any third party may suffer from your use of any plug-ins on this site. If you find dangerous or malicious code posted here, please contact us immediately.