

Test Inactivation Pending email received

Information:

Environment
<ul style="list-style-type: none">• Dynatrace Portal• Account Email Notifications• Alerts

Symptoms
<p>I have received a "Test Inactivation Pending" email - what does it mean?</p> <p>For example:</p> <p>From: [_____]@dynatrace.com Sent: Friday, September 09, 2015 8:05 PM To: Subject: Test Inactivation Pending</p> <p>===== Test Details ===== Account Name: Test Name: Test-IE Agent Test Type: TRANSACTION Test Frequency: 60 minutes</p> <p>This test is currently set to EXPIRE on Sep 11, 2015.</p> <p>No data will be collected for tests that are set to INACTIVE. Tests that remain inactive for more than 30 days will be deleted from the system automatically.</p>

Solution
<p>When a test is configured with an expiration date, the Dynatrace Portal automatically inactivates the test at 00:00:00 GMT on the date specified. The day before the test expires, a Test Inactivation Pending email will be sent to the Primary contact.</p> <p>The Primary contact is your company's account administrator, as defined by assigning the Account Admin role to the user. This is different from an Account Primary user.</p> <p>If you need the Primary contact or Account Administrator changed, contact Customer Support to provide the desired contact's first name, last name, email address, and phone number.</p>