

HTTP Authentication is not working in the Dynatrace Recorder

Information:

Environment
<ul style="list-style-type: none">• Dynatrace Recorder
Symptoms
The Recorder cannot access a website because the website requires authentication, but the provided authentication does not work.
Solution
<p>If HTTP Authentication credentials are provided and the username contains a backslash (\), then the credentials will not be recognized as valid.</p> <p>For example: If the username is test\gomez, authentication will not work.</p> <p>To resolve the issue, add a second backslash after the first, to escape the backslash.</p> <p>For example: test\\gomez</p>
Root Cause
This happens because of the way the agent parses the HTTP credentials.