

Monitoring Application Health in Dynamics 365 using Application Insights

Presenters:

- **Hemanth Kumar**
- **Kenny Saelen**
- **Jason du Plessis**
- **Ajit Kotwal**
- **Lane Swenka**
- **Michael Fruergaard Pontoppidan (MFP)**

Co-Presenter(s)/Q&A:

- **Vince Angeloni**
- **Kevin Nguyen**



Agenda

- Introduction to Application Insights
- Lifecycle Services (LCS): When a change is needed
- Capabilities in D365 F&O apps and demo
- D365 Warehouse telemetry in Application Insights and demo
- Capabilities in D365 CE Apps (CS, FS, Dataverse) and demo
- Alerting set up
- Understanding the cost model
- Q&A

Application Insights Overview

Ajit Kotwal

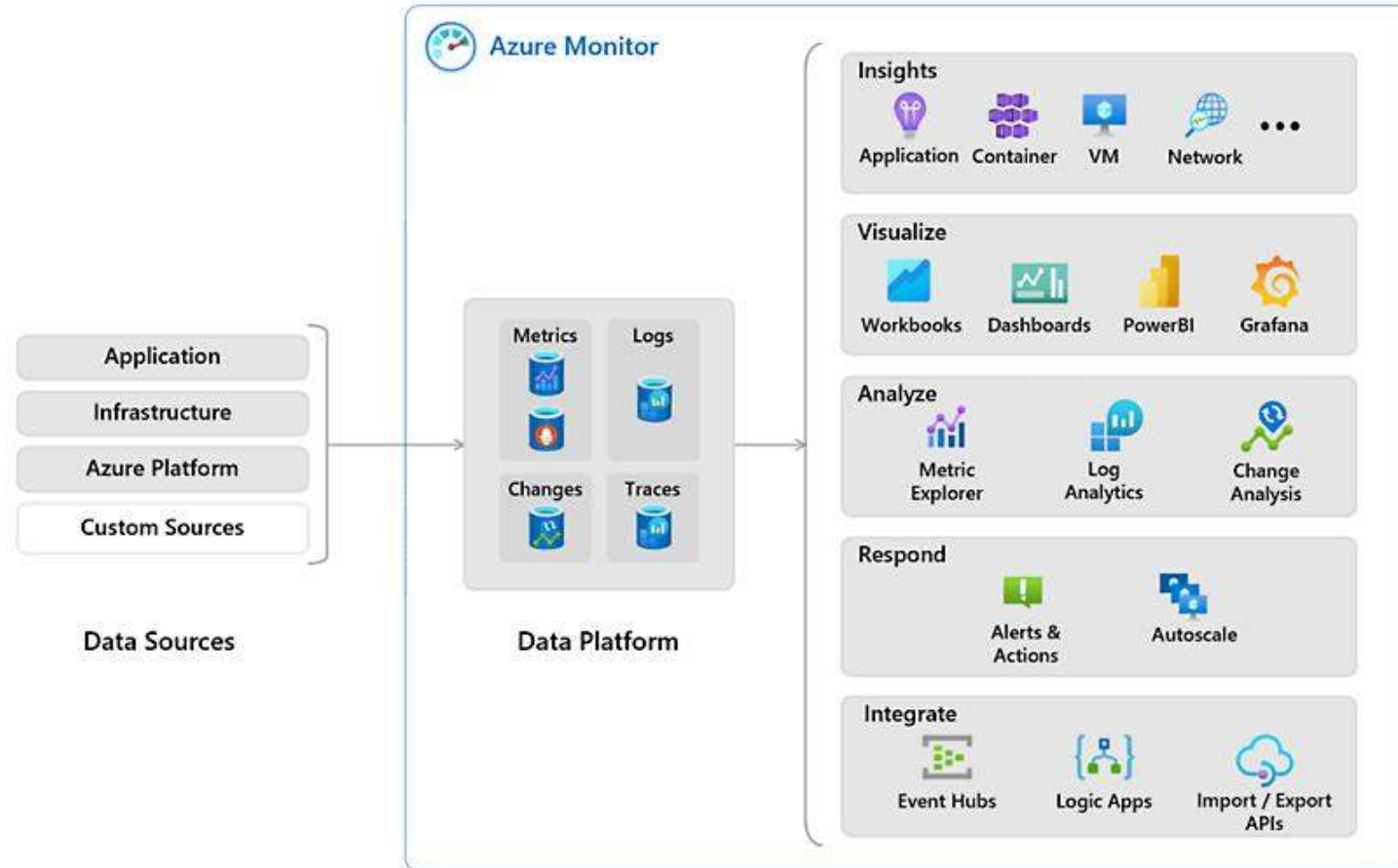


Overview of Application Insights for Dynamics 365

A powerful, extensible Application Performance Management (APM) service extending Azure Monitor.

- Monitoring and Diagnostics
 - Monitor live applications and provide detailed insights into application performance, user activities, and diagnostic data.
- User Interaction Analysis
 - Understand how users interact with the application through detailed telemetry data.
- Custom Metrics and Logs
 - Define custom metrics and log events to track specific parts of your application.
- Enhanced Performance
 - Identify and resolve performance bottlenecks quickly.
- Proactive Issue Detection
 - Automatically detect and diagnose issues before they impact users.
- Data-Driven Decisions
 - Use detailed insights to make informed decisions, improve user experience, and drive application development.

Solution Architecture Overview



Lifecycle Services:

When a change is
needed



The need to change can be obvious...



- Rate of growth is increasing
- Style is no longer 'cool'
- Mom says so

Outgrowing the solution...



How can I gain **visibility** to who is using the software?



How can I **monitor** for performance?



How can I stay on top of **configuration** changes?



How can I easily **search** logs for troubleshooting?

Lifecycle Services > Lane Test project (Immobiliere Global, LLC) United States

Environment monitoring (LaneTier2)

Overview Activity Health metrics SQL Insights

Some capabilities of the Environment Monitoring page are now deprecated. [More Information](#)

Raw logs

Query name: All logs

Start date (UTC): 2025/01/20 13:23:37

End date (UTC): 2025/01/20 13:38:37

Search terms: []

Note: Multiple search terms are combined as AND conditions.

TIMESTAMP	Tenant	Role	RoleInstance	Level	ProviderGuid	ProviderName	Event
2025-01-20T13:36:25.2005823Z	b7e96e9e-a77e-473a-bdc9-c52b3ca83043	Interactive	AOS1-b7e96e9e-a77e-473a-bdc9-c52b3ca83043	4	19231b63-445f-48fc-a8df-b1d1a5c362f9	Microsoft-Dynamics-AX-XppRuntime	56
2025-01-20T13:30:25.7117638Z	b7e96e9e-a77e-473a-bdc9-c52b3ca83043	Interactive	AOS1-b7e96e9e-a77e-473a-bdc9-c52b3ca83043	4	56ff7baa-cb5a-470e-bfbb-6161ca6248aa	Microsoft-Dynamics-AX-SecurityManagement	236
2025-01-20T13:30:07.2128813Z	b7e96e9e-a77e-473a-bdc9-c52b3ca83043	Interactive	AOS1-b7e96e9e-a77e-473a-bdc9-c52b3ca83043	4	86c277f7-2a1a-4900-af02-ab605d56e67b	Microsoft-Dynamics-AX-SysOperation	4
2025-01-20T13:35:45.8908947Z	b7e96e9e-a77e-473a-bdc9-c52b3ca83043	Interactive	AOS1-b7e96e9e-a77e-473a-bdc9-c52b3ca83043	4	19231b63-445f-48fc-a8df-b1d1a5c362f9	Microsoft-Dynamics-AX-XppRuntime	56
2025-01-20T13:35:01.6577636Z	b7e96e9e-a77e-473a-bdc9-c52b3ca83043	Interactive	AOS1-b7e96e9e-a77e-473a-bdc9-c52b3ca83043	5	b518fd3f-6d6f-46d3-bc51-f765226a4fe2	Microsoft-Dynamics-AX-SystemRuntime	1348

Capabilities migration

Feature Set	Direction	Communications
Activity Queries	AppInsights	Message Center, LCS Banner
SQL Insights	AppInsights	Message Center, LCS Banner
Health Metrics	AppInsights	LCS Banner
SQL Actions	Support / Internal Automation	Message Center, LCS Banner

Dynamics 365 Finance and SCM

Kenny Saelen

Sr. R&D Solution Architect



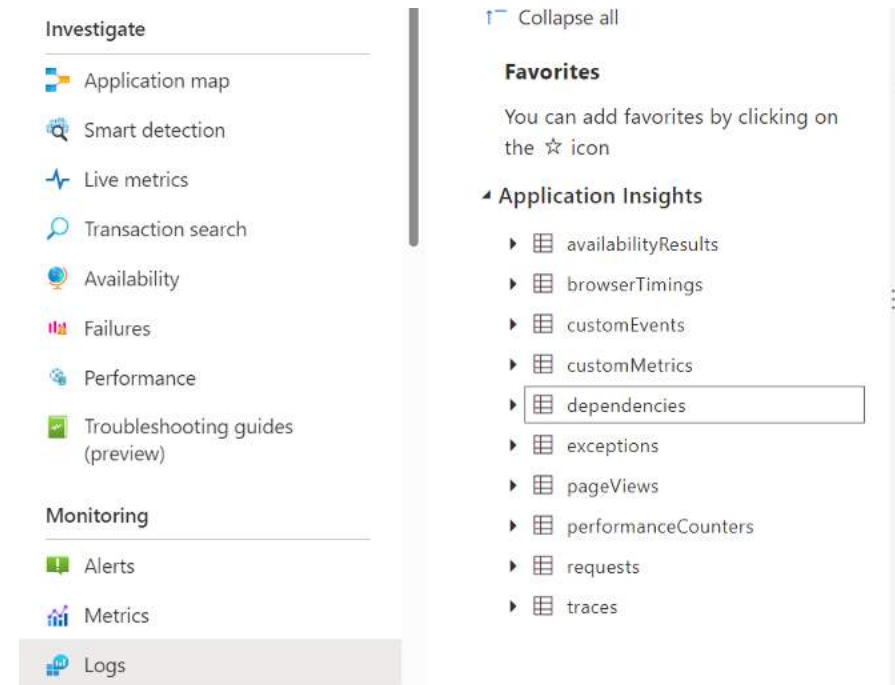
Dynamics 365 Finance & SCM Available Telemetry

Dynamics 365 Finance & SCM maps 4 main telemetry types to Application Insights tables

Telemetry type	Application Insights table name
Form loads	pageViews
X++ exceptions	Exceptions
Custom Events	customEvents
Custom Metrics	customMetrics

CustomEvents will contain most of the telemetry

- Warehouse related telemetry events
- Slow queries

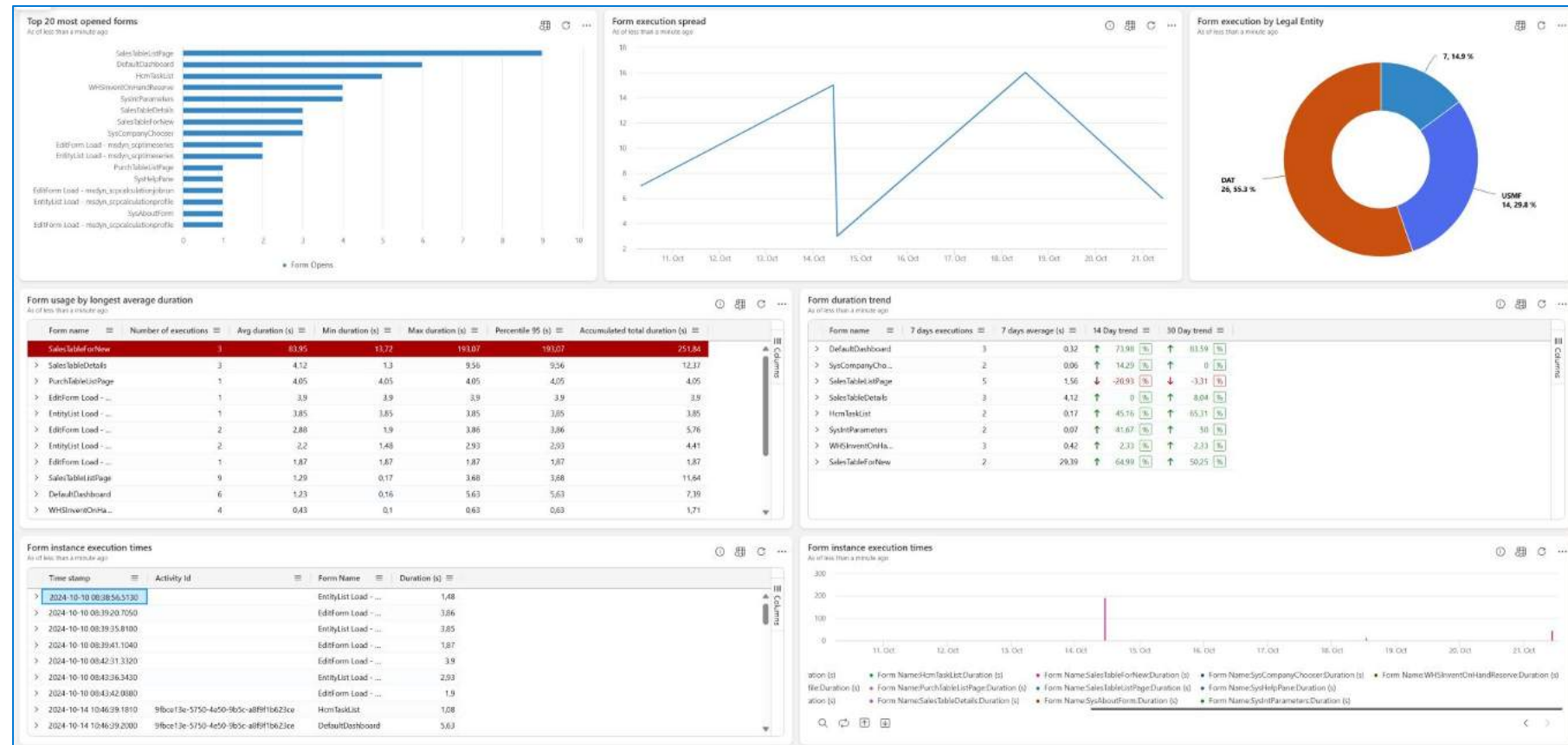


[Monitoring and Telemetry with Microsoft Dynamics 365 Finance and Microsoft Dynamics 365 Supply Chain Management | Microsoft Learn](#)

Finance & SCM – Form loads

Provides telemetry on form executions:

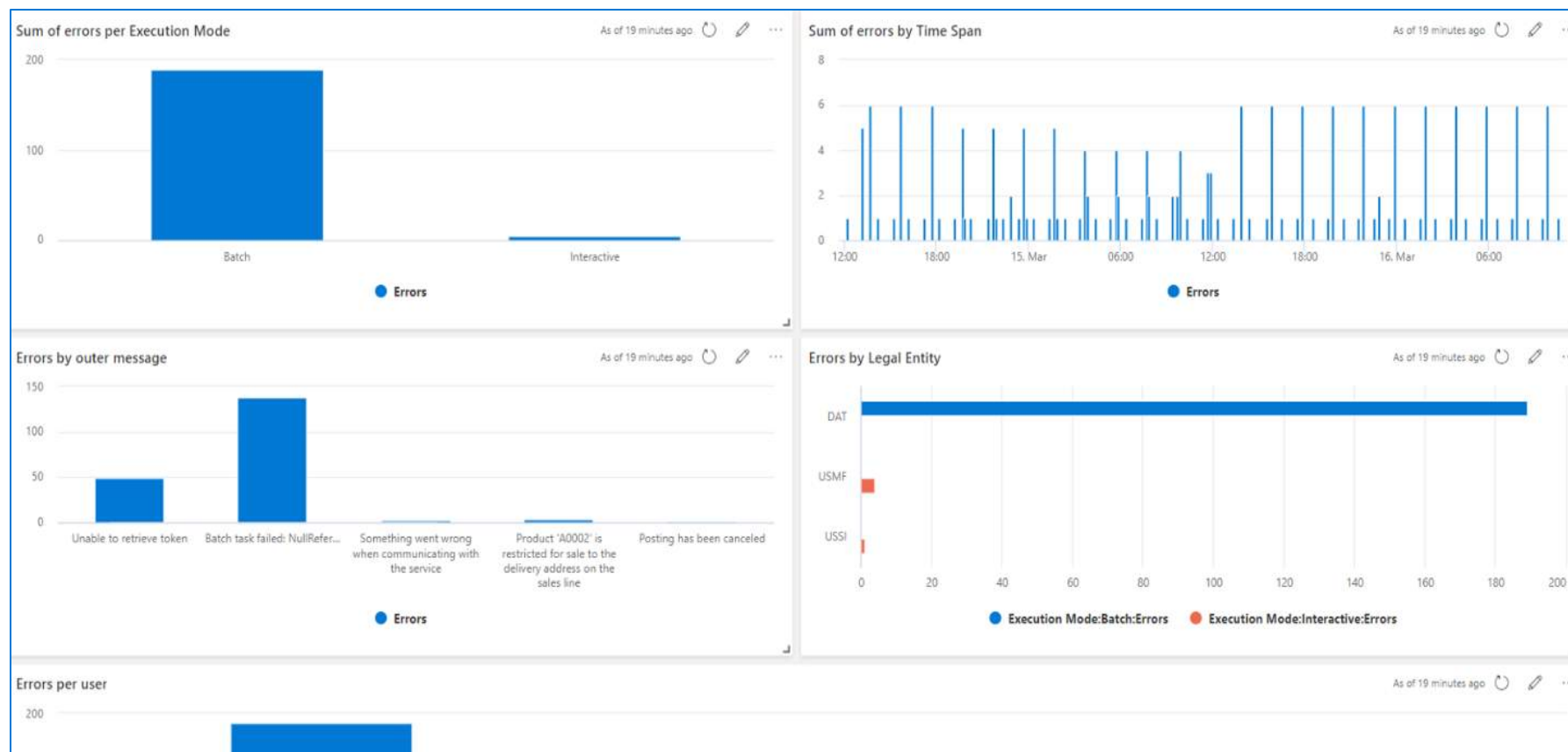
- Most used forms
- Executions, min / max / avg timings
- Form duration trend
- ActivityId correlation



Finance & SCM – X++ errors

Provides telemetry on X++ errors:

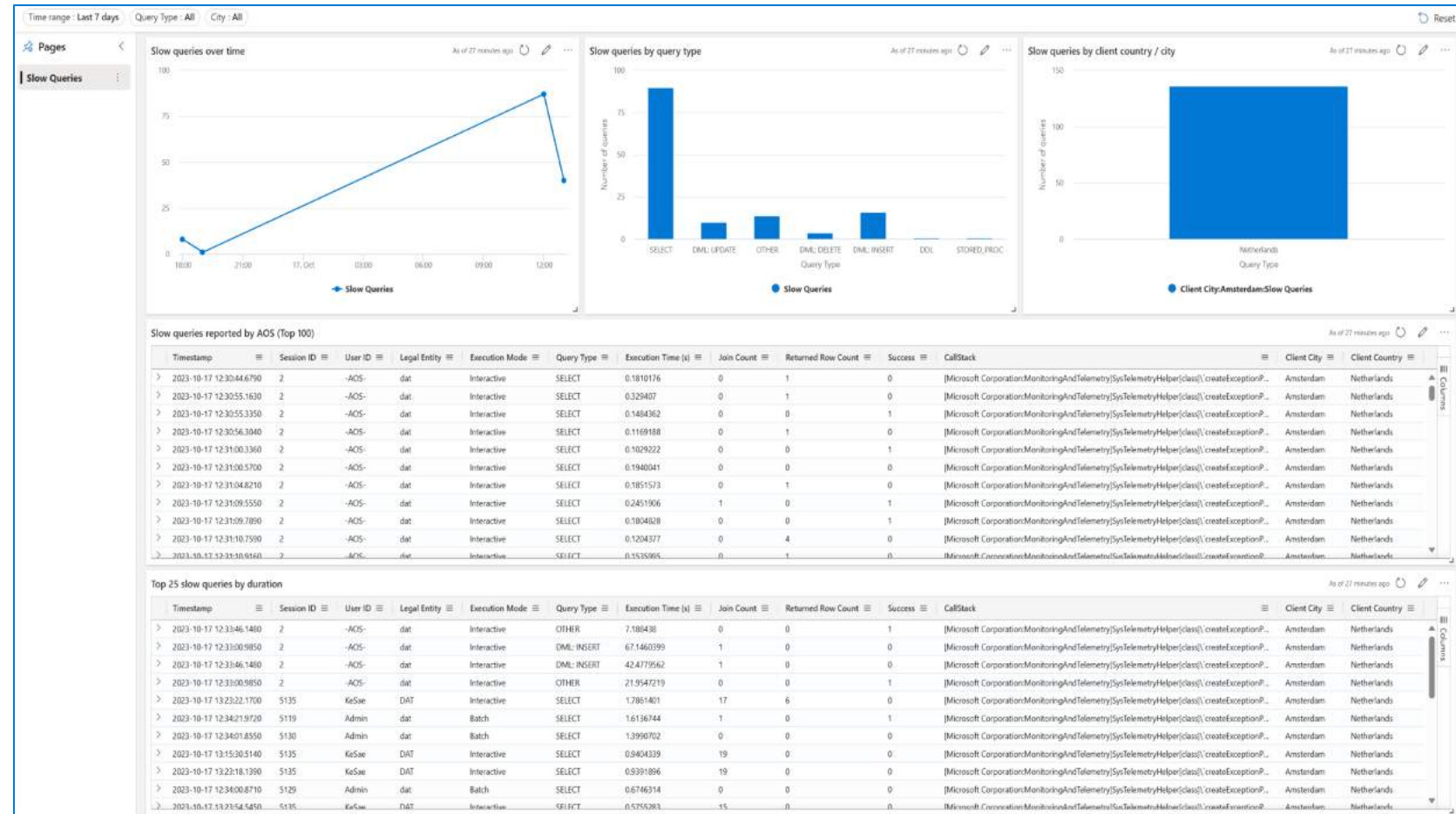
- Error information including callstack
- Summarization by execution mode / timeline / error message



Finance & SCM – Slow queries

Provides telemetry on slow query statements reported by the AOS:

- Slow queries by query type
- Top slow queries with callstack



* Requires flight

* Should be used in sandboxes to reproduce issues and in combination with Query Store to retrieve query plans.

Adding custom telemetry through the API

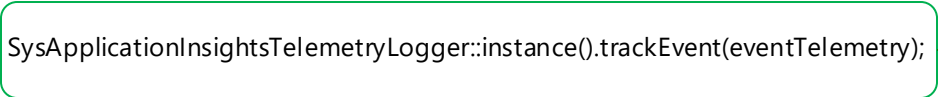
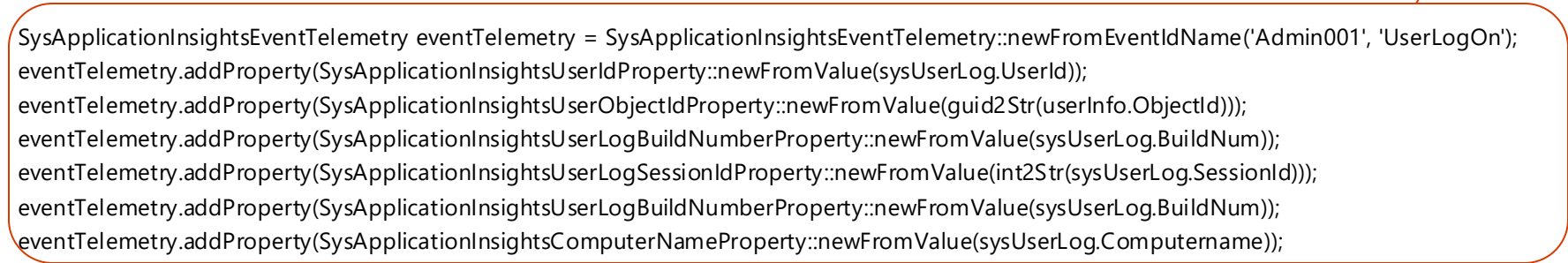
```
[PostHandlerFor(tableStr(SysUserLog), tableMethodStr(SysUserLog, insert))]  
internal static void logUserLogOn(XppPrePostArgs _args)  
{  
    if( SysIntParameters::Find().CaptureUserSessions  
        && SysApplicationInsightsTelemetryHelper::useSysApplicationInsightsTelemetryLogger()  
    )  
    {  
        SysUserLog sysUserLog = _args.getThis();  
        UserInfo userInfo;  
  
        select firstonly ReclId, ObjectId  
            from userInfo  
            where userInfo.id == sysUserLog.UserId;  
  
        SysApplicationInsightsEventTelemetry eventTelemetry = SysApplicationInsightsEventTelemetry::newFromEventIdName('Admin001', 'UserLogOn');  
        eventTelemetry.addProperty(SysApplicationInsightsUserIdProperty::newFromValue(sysUserLog.UserId));  
        eventTelemetry.addProperty(SysApplicationInsightsUserObjectIdProperty::newFromValue(guid2Str(userInfo.ObjectId)));  
        eventTelemetry.addProperty(SysApplicationInsightsUserLogBuildNumberProperty::newFromValue(sysUserLog.BuildNum));  
        eventTelemetry.addProperty(SysApplicationInsightsUserLogSessionIdProperty::newFromValue(int2Str(sysUserLog.SessionId)));  
        eventTelemetry.addProperty(SysApplicationInsightsUserLogBuildNumberProperty::newFromValue(sysUserLog.BuildNum));  
        eventTelemetry.addProperty(SysApplicationInsightsComputerNameProperty::newFromValue(sysUserLog.Computername));  
  
        SysApplicationInsightsTelemetryLogger::instance().trackEvent(eventTelemetry);  
    }  
}
```

Custom X++ code

Telemetry Datacontract

SysApplicationInsights
TelemetryLogger

Application Insights
resource



Custom dual write telemetry

Azure Data Explorer | All dashboards > Customer Telemetry

Time range: Last 90 days | Topology: PROD | Environment: PROD

Pages: Introduction, Page views, Metrics, **Dual-write errors**, ...

Dual-write errors

18,617 rows - As of 2 minutes ago

timestamp	TitleField1	TitleField2	EntityName	Company	QueueReclD	RefReclD	RefTableID	errorOnly	Error
2024-12-18 05:37:15.5410	1005720597			ug1	5821975909	5651185512	2878	Request failed with status code BadRequest and CD...	
2024-12-18 05:46:24.7230	6000162402			ug1	5821972850	5651465716	2878	Request failed with status code BadRequest and CD...	
2024-12-18 05:46:35.3080	6000162402			ug1	5821956774	5643943524	15024	Request failed with status code BadRequest and CD...	
2024-12-18 05:56:22.6430	6000162403			ug1	5821922091	5643948712	15024	Request failed with status code BadRequest and CD...	
2024-12-18 05:56:24.9390	6000162403			ug1	5821972926	5651465719	2878	Request failed with status code BadRequest and CD...	
2024-12-18 06:11:22.6920	1005461192			za1	5821848942	5650768498	2878	Request failed with status code BadRequest and CD...	
2024-12-18 06:12:13.4760	6000162404			ug1	5821973070	5651465724	2878	Request failed with status code BadRequest and CD...	
2024-12-18 06:16:57.3810	1005461192			za1	5821946232	5650768498	2878	Request failed with status code BadRequest and CD...	
2024-12-18 06:17:14.0120	1005869707			za1	5821853159	5727009759	1328	Request failed with status code BadRequest and CD...	
2024-12-18 06:27:33.3650	6000162256			ug1	5822005636	5651458279	2878	Request failed with status code BadRequest and CD...	
2024-12-18 06:28:12.2240	1005870457			za1	5822013376	5720962309	1328	Request failed with status code BadRequest and CD...	
2024-12-18 06:31:11.0510	6000163739			ug1	5822009349	5643950182	15024	Request failed with status code BadRequest and CD...	
2024-12-18 06:31:13.1450	6000162256			ug1	5821997569	5643944268	15024	Request failed with status code BadRequest and CD...	
2024-12-18 06:32:43.8190	6000162256			ug1	5822005638	5651458279	2878	Request failed with status code BadRequest and CD...	
2024-12-18 06:33:12.0010	6000163739			ug1	5821933099	5651475575	2878	Request failed with status code BadRequest and CD...	

Errors by Entity

As of less than a minute ago

Entity	Percentage
OrderLineV2Entity	74.5%
OrderHeaderV2Entity	8.0%
ReturnOrderHeaderEntity	7.9%
HeaderV2Entity	7.3%
Entity	1.3%
Entity 1	0.7%

DEMO

Configure monitoring and telemetry
Azure Portal retrieve raw logs
Azure Portal features: session timeline & user flows
Azure Data Explorer form load telemetry dashboard



Search people ...

January 2025

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Work items assigned to me

- Cash advance request : Record returned
- Expense reports : Record returned
- Catalog : catalog approval
- Expense reports : Expense report a...
- Cash advance request : Cash adva...
- Approve travel requisition
- Catalog : catalog approval

APPS

- Business performance analytics
- Business performance planning
- Copilot for Finance (Preview)
- Demand planning
- Human Resources
- Inventory Visibility
- Invoice capture
- Recruiting add-on (Preview)

WORKSPACES

Bank management	Channel deployment	Customer credit and collections	Expense management	Leave and absence	People	Recruitment management	System administration
Benefits	Channel merchandising configuration validator	Customer invoicing	Feature management	Ledger budgets and forecasts	Personnel management	Released product maintenance	Task management
Budget planning	Collections coordinator	Customer payments	Financial analysis - all companies	Maintenance request management	Product readiness for discrete manufacturing	Reservation management	Vendor bidding
Business document management	Commerce pricing and discount management	Data management	Financial analysis - current company	Master planning	Product readiness for process manufacturing	Resource lifecycle management	Vendor information
Business processes for human resources	Compensation management	Data validation checklist	Financial period close	My business processes	Product variant model definition	Retail and Commerce IT	Vendor invoice automation
Business processes for payroll	Confirmed purchase orders with changes	Distributed order management	Fixed asset management	Optimization advisor	Production floor management	Sales order processing and inquiry	Vendor invoice entry
Cash overview - all companies	Cost accounting ledger administration	Electronic reporting	General journal processing	Outbound work monitoring	Project management	Sales return processing	Vendor payments
Cash overview - current company	Cost administration	Employee development	Globalization studio	Outbound work planning	Purchase order confirmation	Store financials	Warehouse implementation tasks
Catalog management	Cost analysis	Employee self service	Invoicing	Payment workspace	Purchase order preparation	Store management	Work order management

D365 Warehouse telemetry

**Michael Fruergaard
Pontoppidan**



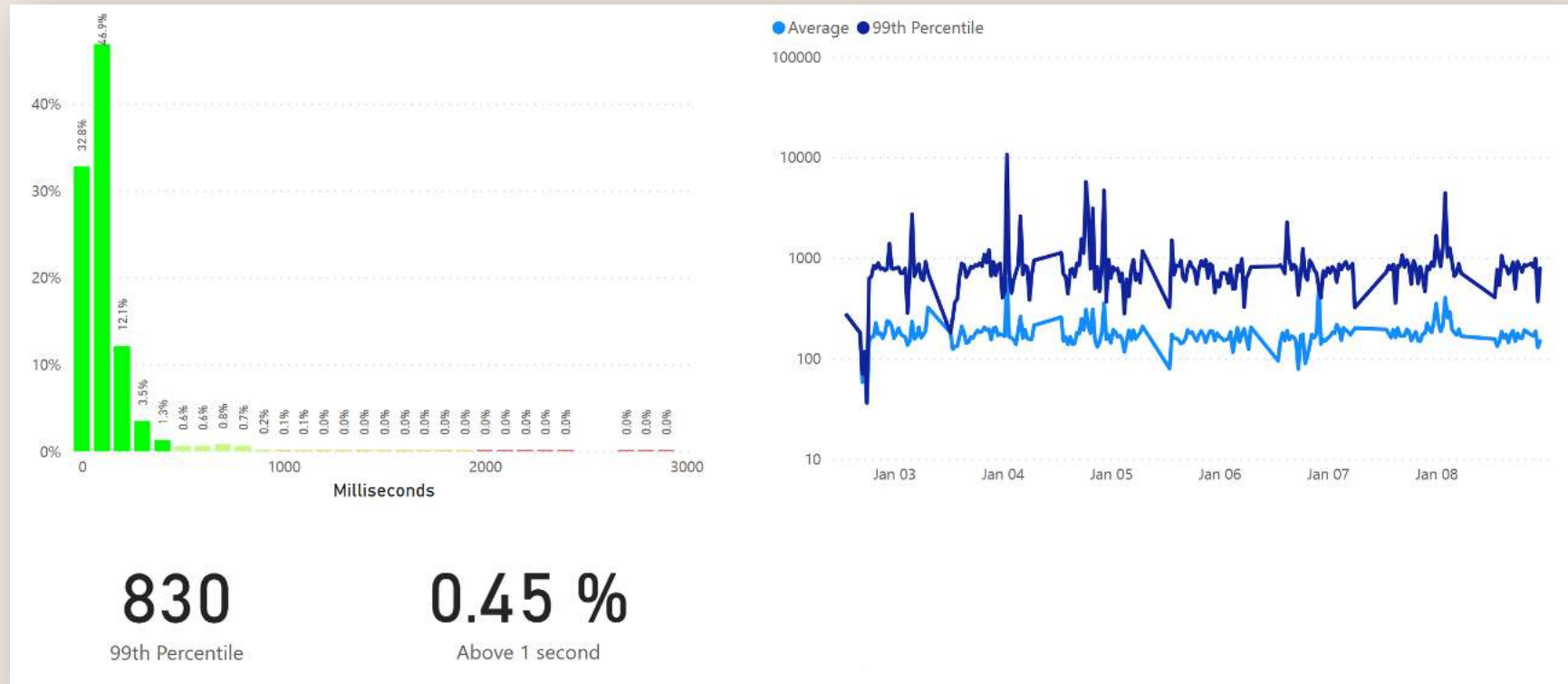


Michael Fruergaard Pontoppidan

Group Engineering Manager, Microsoft

mfp@microsoft.com

Examples



Understand the responsiveness of mobile devices

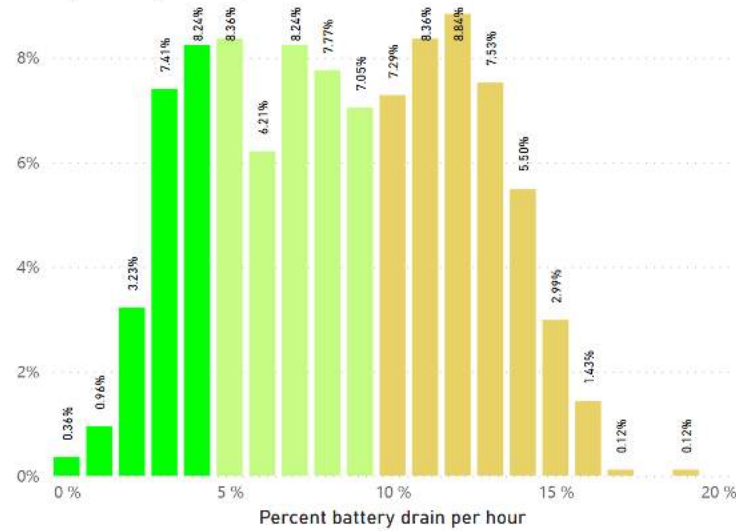
Examples

client_OS	client_Model	client_Type	Samples	Authorization	Rendering
And 04.4.3	Zebra Technologies	TC55	33533	62.29	427.50
And 08.1.0	Zebra Technologies	TC51	7	4.57	169.71
And 08.1.0	Zebra Technologies	TC56	96	751.22	199.79
And 08.1.0	Zebra Technologies	TC57	36	107.22	306.03
And 10	Zebra Technologies	TC57	153	11.52	187.59
And 11	Zebra Technologies	TC57	1064	15.36	184.03
Total			34889	62.57	418.21

Understand your fleet of mobile devices

Examples

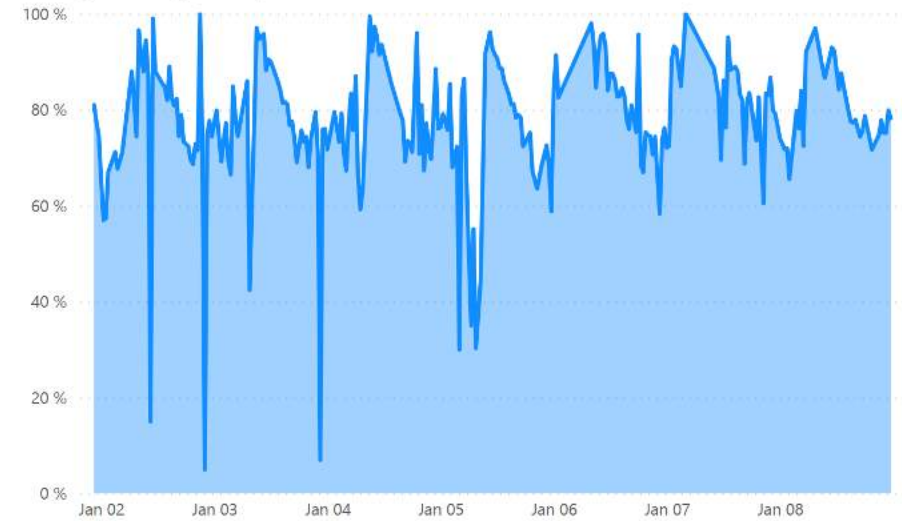
Hourly battery drain by device



8.43 %

Average of Drain per hour

Average Battery level (per 30 min)



6.74

Average hours without recharging

44 %

Average battery level when recharging

Understand the battery health of mobile devices

Examples

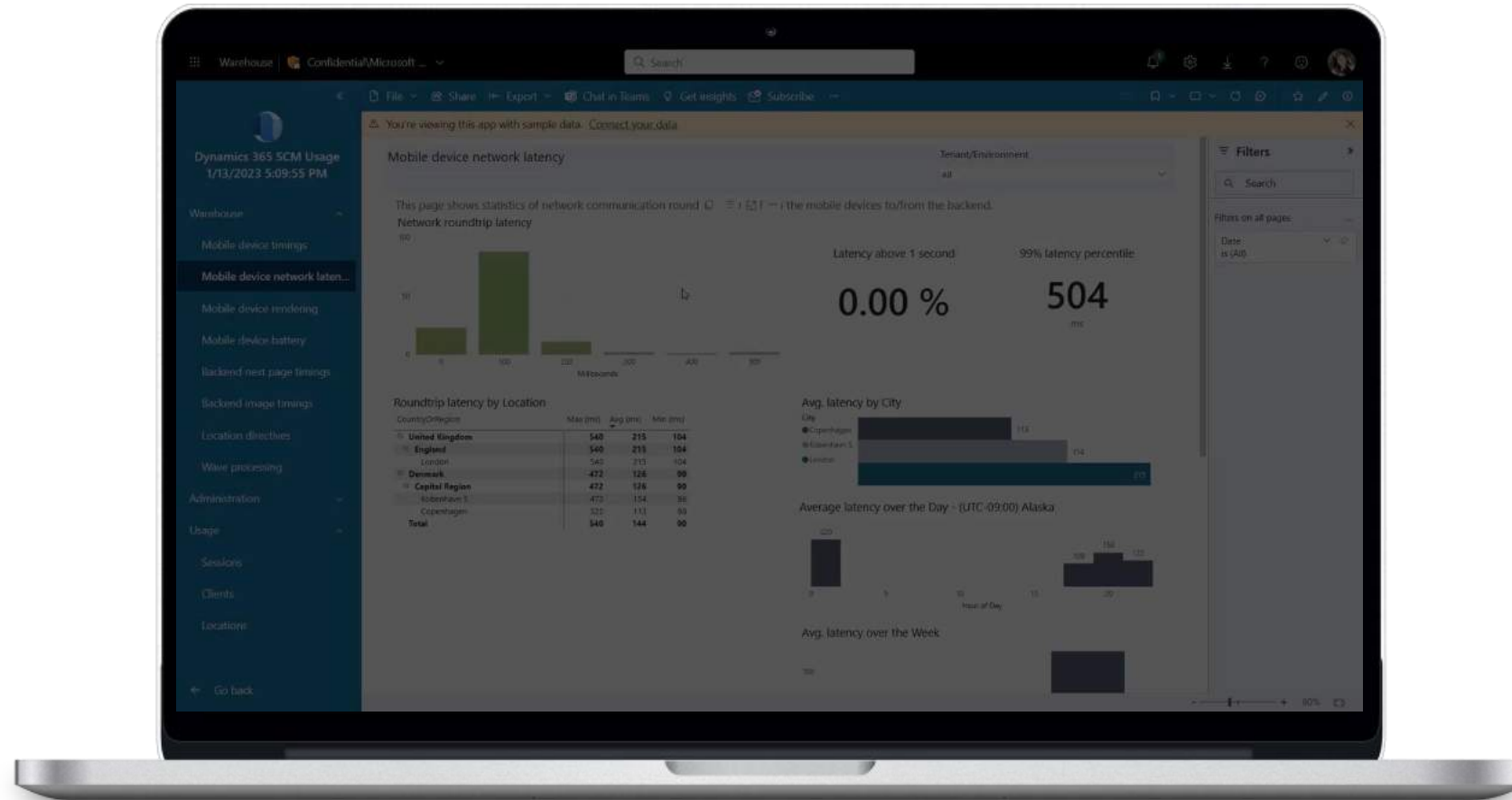
Transaction type	Work type	Count	Total (ms)	Each (ms)	Locations visited (each)	Location actions (each)
Sales	Pick	710,550	198,277K	279	1.29	1.13
Replenishment	Put	23,559	5,561K	236	4.19	1.09
Replenishment	Pick	17,093	3,428K	201	1.07	1.03
Purch	Put	1,044	3,366K	3,224	11.41	1.29
Invent	Put	1,595	2,304K	1,444	4.36	1.06
TransferIssue	Pick	282	1,084K	3,844	1.20	1.05
SortedInventoryPicking	Put	5,682	916K	161	1.00	1.00
Sales	Put	7,755	755K	97	1.00	1.00
TransferReceipt	Put	62	256K	4,132	138.61	1.98
TransferIssue	Put	273	42K	155	1.00	1.00
Total		767,895	215,989K	281	184.72	10.35

Understand Location Directives performance

Bring your own App Insights:

Warehouse monitoring and troubleshooting

- OOB insights for monitoring and troubleshooting:
 - Mobile app processing time.
 - Mobile app network latency.
 - Mobile device rendering speed.
 - Mobile device battery usage.
 - Backend next page preparation time.
 - Backend image preparation time.
 - Location directive performance.
 - Wave processing performance.
 - and so on.



Dataverse Application Insights

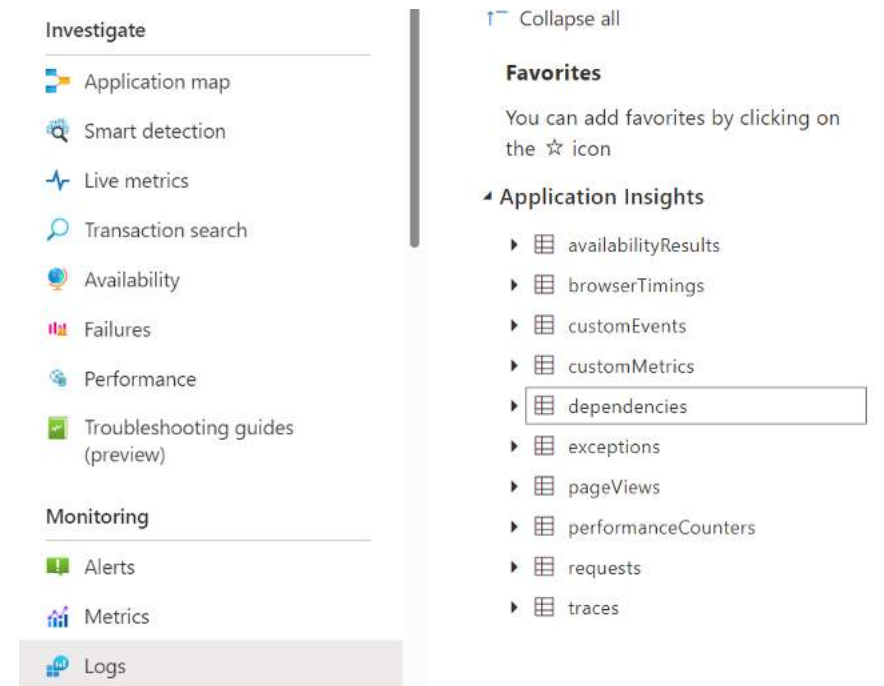
Hemanth Kumar



D365 CE Applications available telemetry

D365 CE telemetry is mapped to standard schema tables defined by App Insights and stored in Logs

Telemetry type	Application Insights table name
Unified Interface page loads	pageViews
Unified Interface outbound network requests	Dependency
Dataverse API incoming calls	Request
Plug-in executions	Dependency
SDK executions (Retrieve, RetrieveMultiple, FetchXML transformation, and so on)	Dependency
Exceptions during the execution of plug-in and SDK calls	Exceptions



Key Use Cases

Performance
Monitoring

Error Detection

Dependency
Analysis

User Interaction
Tracking

Callout: "Telemetry
provides insights,
not activity logs"

Activity Logging and Auditing

- Application Insights focuses on telemetry and monitoring.
- Use comprehensive auditing for detailed activity logs.
- Admin activity logging for governance and compliance.

Resources

- <https://learn.microsoft.com/en-us/power-platform/admin/enable-use-comprehensive-auditing>
- <https://learn.microsoft.com/en-us/power-platform/admin/admin-activity-logging>

Implementing Custom Telemetry in Dataverse

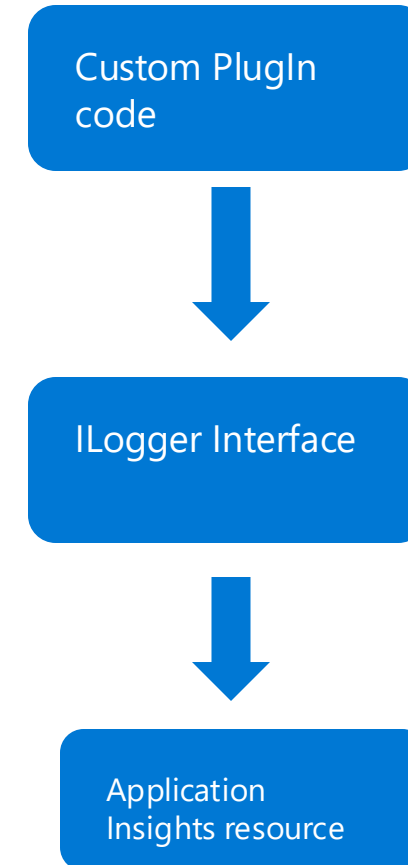
Introducing Custom Telemetry:

- Utilize the *ILogger* interface in plug-ins for tailored telemetry.
- Directly logs data to your Application Insights resource.

Benefits:

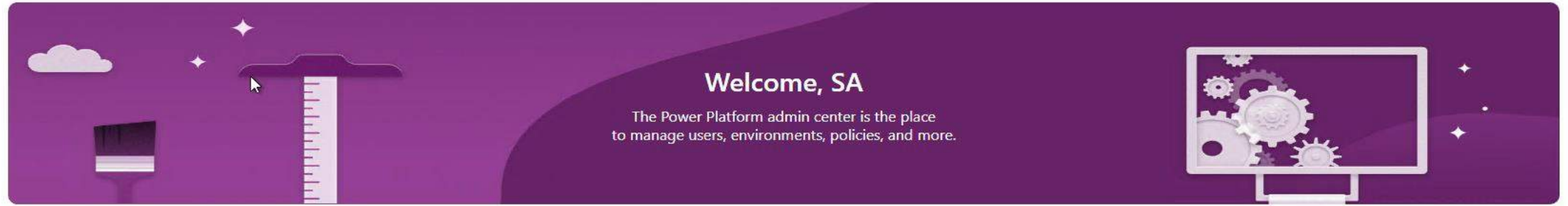
- Gain deeper insights into custom plug-in performance.
- Facilitate proactive issue detection and resolution.
- Enhance overall system observability.

Reference: [Write Telemetry to your Application Insights resource using ILogger](#)



DEMO

- Home
- Environments
- Environment groups
- Advisor
- Security
- Analytics
- Billing
- Settings
- Copilot
- Resources
- Help + support
- Data integration
- Data (preview)
- Policies
- Admin centers



+ Add cards Share feedback

Service health

Some advisories reported.

2 advisories

Message center

57 unread messages

- Final Reminder: Upcoming changes to email service notification recipients
- Dynamics 365 Finance and Operations Apps – Transition to Object ID and Tenant ID for user authentication
- Microsoft Copilot Studio – Tenant Graph grounding and autonomous actions
- Power Pages version 9.7.1.1 Pre-Production Release

Show all

Documentation

- Power Platform admin center
- Activate Managed Environment
- Licensing overview for Microsoft Power Platform
- Power Apps and Power Automate licensing FAQs
- Microsoft Power Platform Center of Excellence Kit
- Microsoft Power Platform Adoption
- Power Platform Community

Advisor

Recommendation may show for up to a week once acted on.

6 recommendations

- Secure agents by setting up data loss prevention policies for Copilot Studio items [View details](#)
- Review Power Apps license recommendations [View details](#)
- Improve performance of the websites by migrating them to Bootstrap version 5 [View details](#)
- Review and move websites from standard data model to enhanced data model [View details](#)

Resources

- [Telemetry events for Microsoft Dataverse - Power Platform | Microsoft Learn](#)
- [Application Insights telemetry with Microsoft Dataverse - Dynamics 365 | Microsoft Learn](#)
- [Conversation diagnostics in Azure Application Insights \(preview\) - Power Platform | Microsoft Learn](#) -> *refer to us for more information on how to access the preview*
- **Email for private preview of Unified Routing diagnostics telemetry in Application Insights:**
D365CS_Diagnostics@microsoft.com
- **Dataverse dashboards :** [Dynamics-365-FastTrack-Implementation-Assets/ComponentLibrary/AppInsights-Telemetry/Dataverse at master · microsoft/Dynamics-365-FastTrack-Implementation-Assets · GitHub](https://github.com/microsoft/Dynamics-365-FastTrack-Implementation-Assets/tree/master/ComponentLibrary/AppInsights-Telemetry/Dataverse)

D365 Field Service

Jason du Plessis



Dynamics 365 Field Service Monitoring

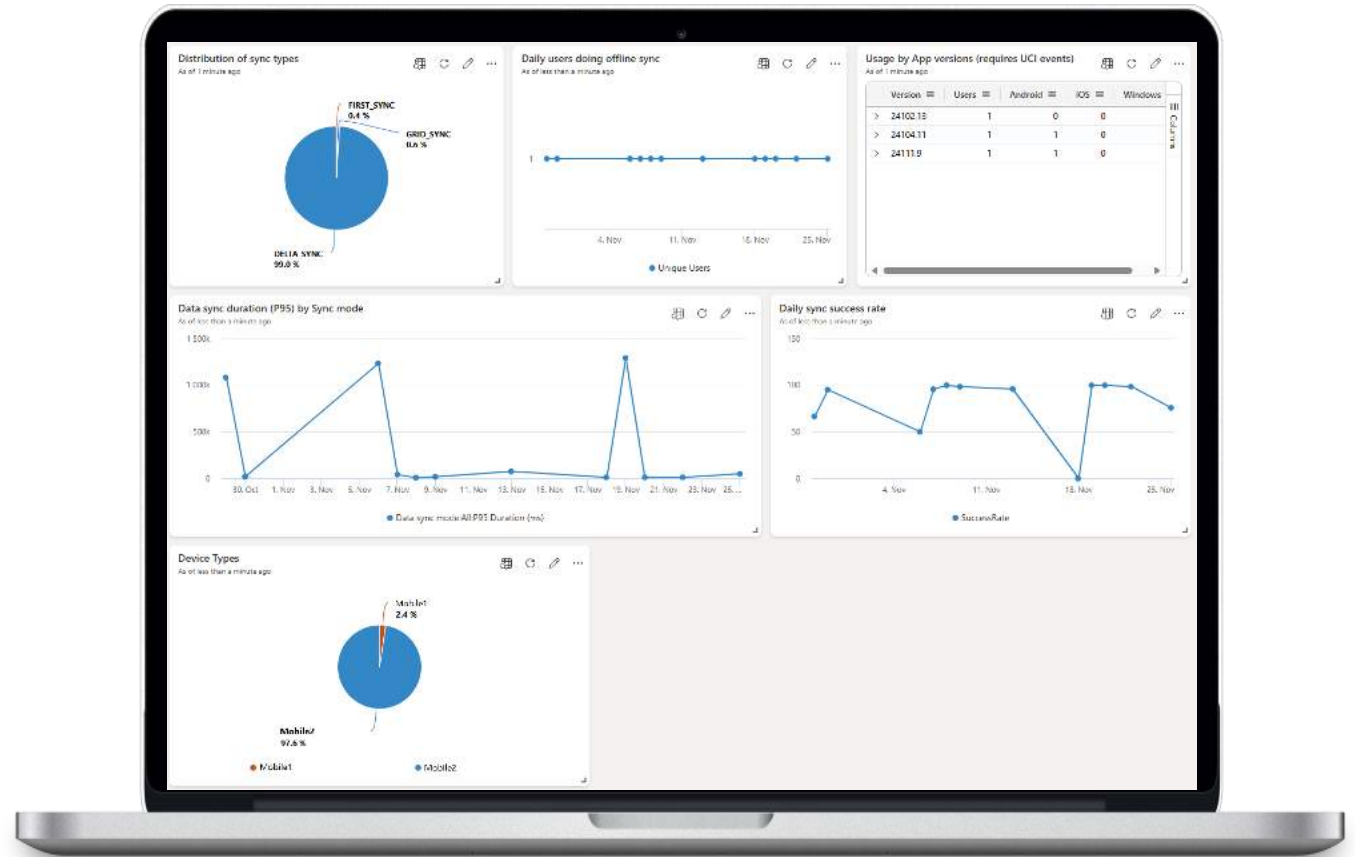
Monitoring

Leverage standard Model-driven and Dataverse telemetry for Field Service Scenarios including

- Network Availability and Performance
- Page Load Times
- Detailed UCI failure events

Field Service Mobile Offline specific telemetry provides insights into the synchronization process

- Sync Summary
- Sync Errors
- Sync Performance
- Sync payload
- Sync Details



Field Service Mobile Offline Telemetry

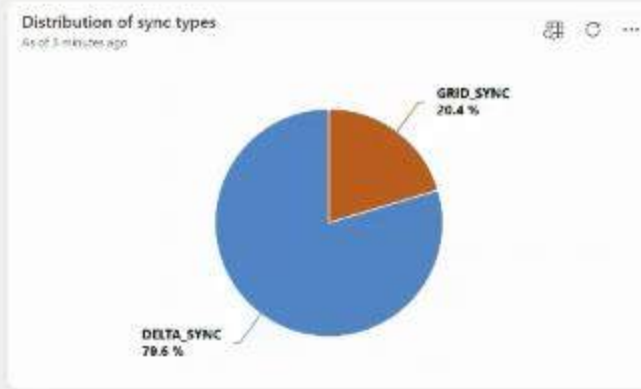
- Admins can now proactively identify challenges, monitor Mobile Offline telemetry, and optimize offline sync performance.
 - Gain early visibility into potential issues.
 - Enhance the performance of offline sync processes
 - Keep track of data changes

Separate telemetry export enabled under **Power Apps -> Mobile app synchronization and actions**, exported to the dependencies table in Azure Application Insights

- Home
- Query
- Dashboard
- My cluster

Time range: Last 14 days | Data Sync Mode: All

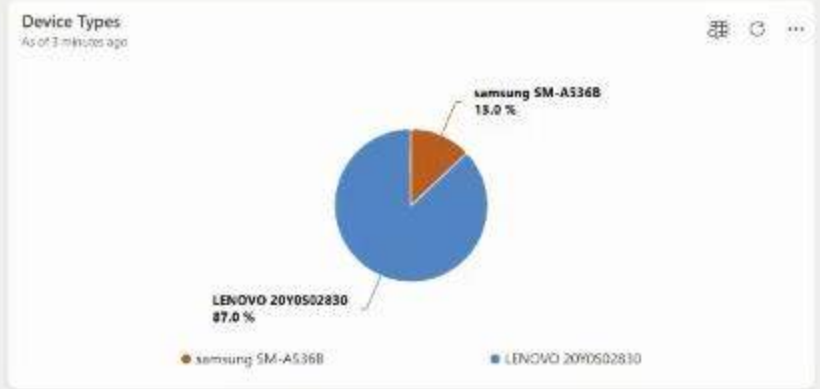
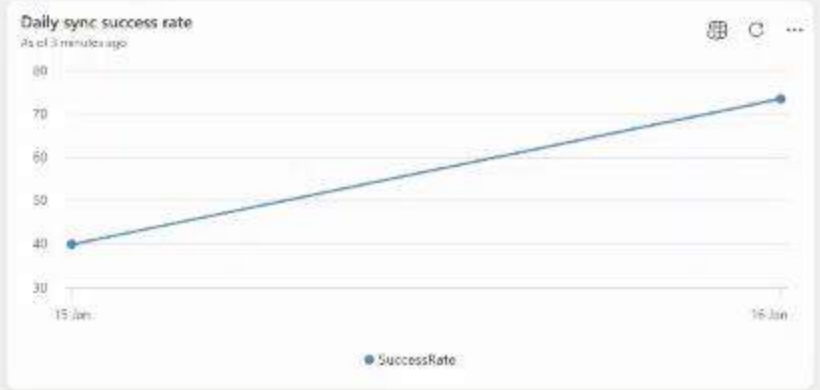
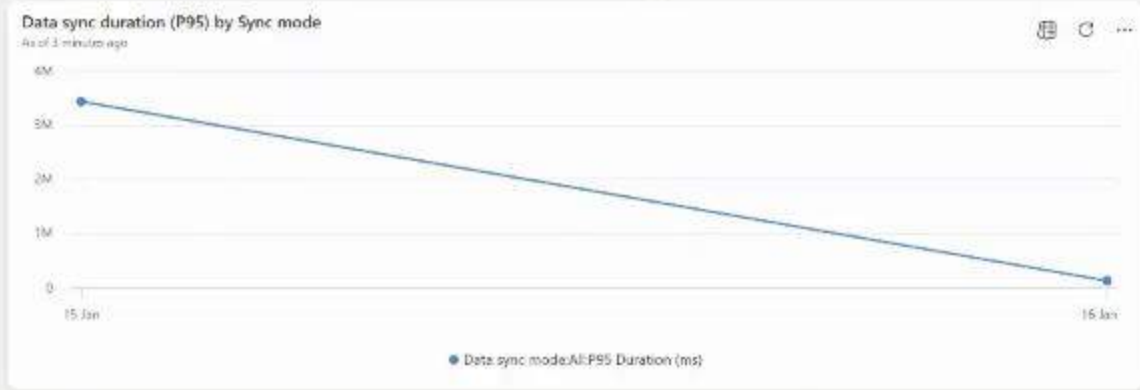
- Pages
- Sync Summary
 - Sync Errors
 - Sync Performance
 - Sync Payload
 - Sync Details



Usage by App versions (requires UCI events)

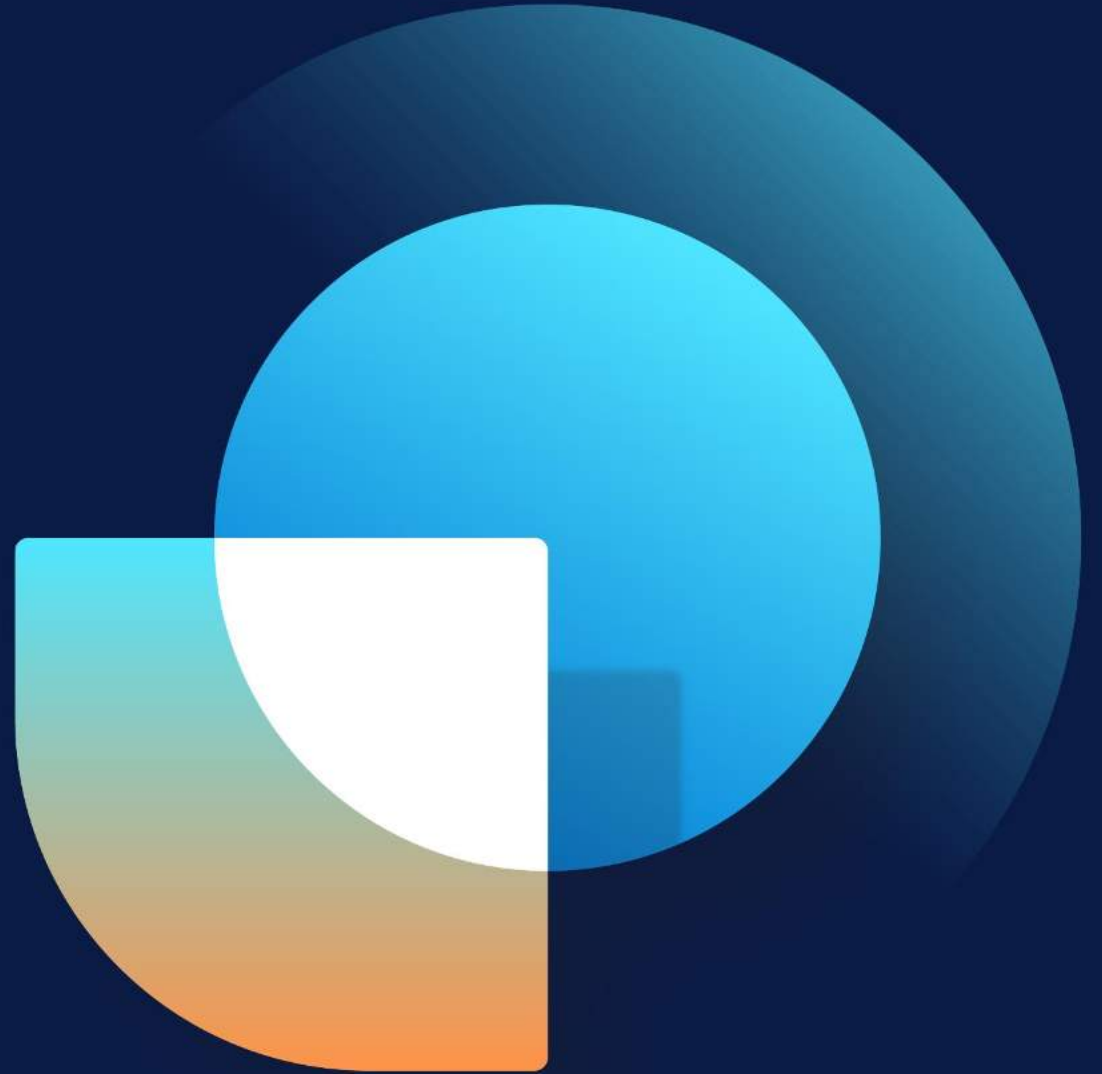
2 rows - As of 3 minutes ago

Version	Users	Android	iOS	Windows
> 24111.9	1	0	0	1
> 24121.10	1	1	0	0



Alerting Setup

Kenny Saelen



Alerts

The screenshot shows the Microsoft Azure portal interface for the resource 'ALMDevDataverse'. The page is titled 'ALMDevDataverse | Alerts' and is part of the 'Application Insights' section. The left-hand navigation pane includes sections for 'Investigate' (Application map, Smart detection, Live metrics, Transaction search, Availability, Failures, Performance, Troubleshooting guides) and 'Monitoring' (Alerts, Metrics, Diagnostic settings, Logs, Workbooks). The 'Alerts' section is currently selected. The main content area shows a search bar, filters for 'Resource name: ALMDevDataverse', 'Time range: Past 24 hours', 'Alert condition: Fired', and 'Severity: all'. Below the filters, a summary of alert counts is displayed: Total alerts (0), Critical (0), Error (0), Warning (0), Informational (0), and Verbose (0). A table with columns for Name, Severity, Affected resource, Alert condition, User response, and Fire time is present but empty. A large green checkmark icon is centered on the page with the text 'No fired alerts in the past 24 hours'. The URL at the bottom of the page is <https://portal.azure.com/#@DynamicsFastTrack.onmicrosoft.com/resource/subscriptions/8c22e72d-b899-4e61-ba06-fb59fa64aed0/resourceGroups/SelfServicePortal/providers/microsoft.insights/components/ALMDevDataverse/alertsV2>.

Application Insights Cost Model

Kenny Saelen



Application Insights Cost Model

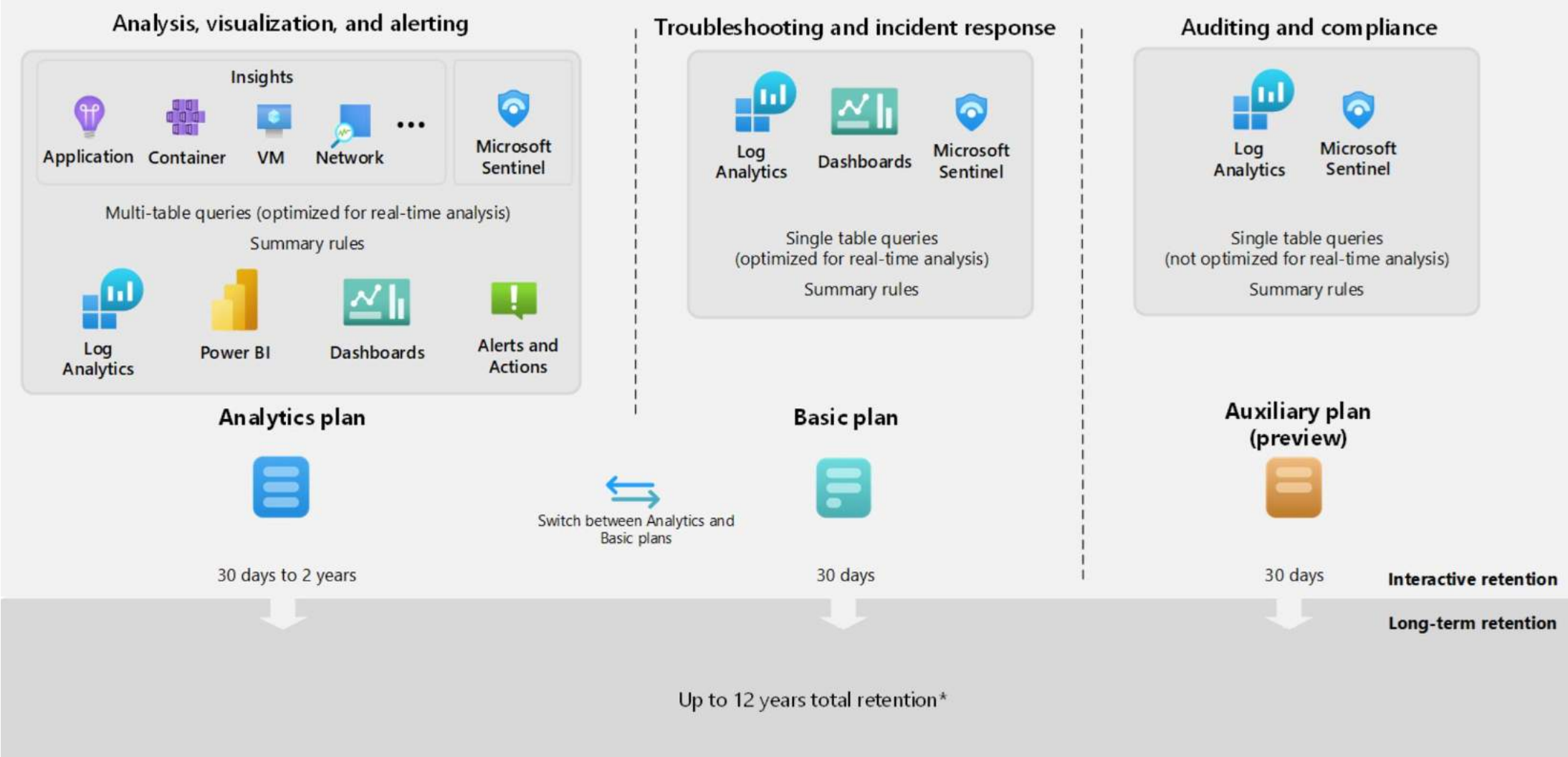
Understanding the Azure Monitor costing model

- Azure monitor pricing calculator
 - [Azure Monitor cost and usage - Azure Monitor | Microsoft Learn](#)
- Ingestion, retention, and export of data in Log Analytics workspaces is the main cost driver.

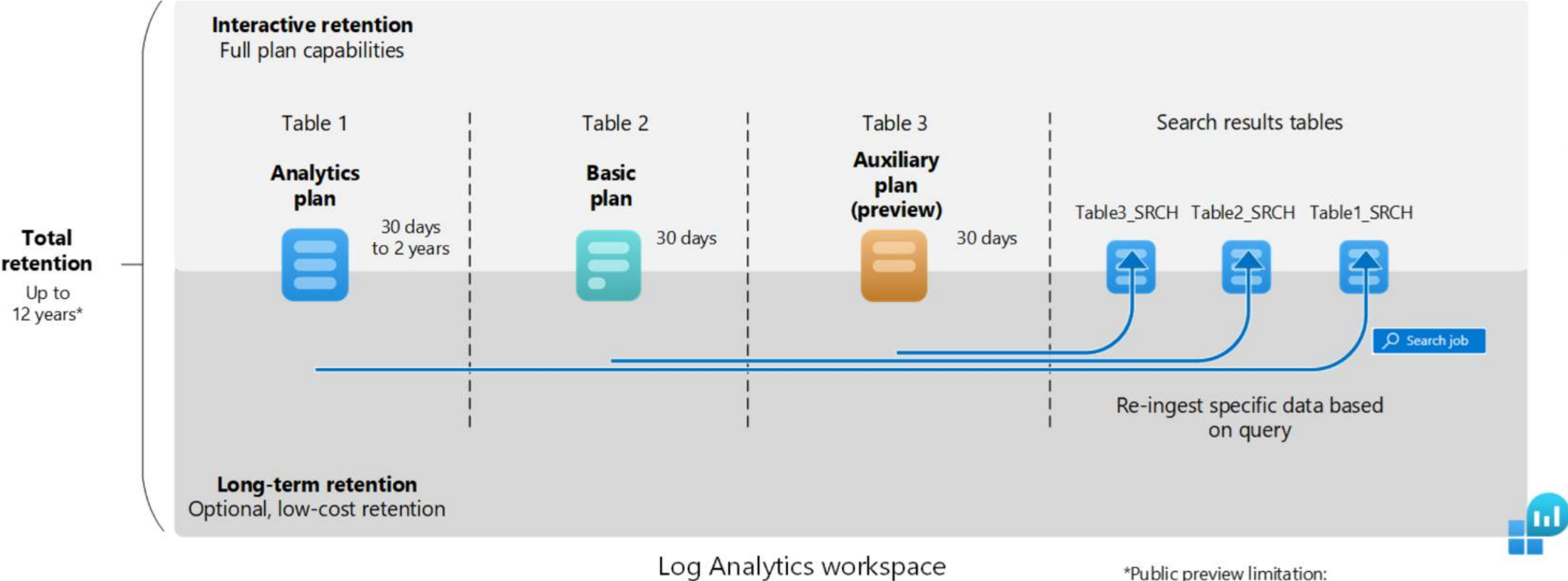
Cost optimization best practices

- Configure the right pricing tier for storage based on overall estimated data volume.
 - <https://learn.microsoft.com/en-us/azure/azure-monitor/logs/data-platform-logs#table-plans>
- Configure data retention and archiving.
 - [Manage data retention in a Log Analytics workspace - Azure Monitor | Microsoft Learn](#)
- Setup alerting for high data collection.
- Set up alerts on Azure Advisor cost recommendations for Log Analytics workspaces.
- Use configuration / sampling / filtering where possible to reduce unneeded telemetry.

Cost Model – Plan comparison



Cost Model – Different types of data retention



Resources



Field Service Mobile Offline Resources

[Telemetry events for mobile app synchronization and actions \(preview\) - Power Platform | Microsoft Learn](#)

[Sample telemetry dashboard for Field Service mobile app offline profile usage - Dynamics 365 | Microsoft Learn](#)

Follow the series of Mobile Offline best practices for assistance in mitigating common issues [Best Practices for Offline Mode in the Field Service mobile app - Part 1 - Microsoft Dynamics 365 Blog](#)

Microsoft Learn articles:

- [Warehouse](#)
- [Finance and SCM](#)
- [Dataverse Ilogger Interface](#)

Application Insights dashboard Resources:

- [Fast Track telemetry samples](#)
- [Dataverse dashboards](#)
- [Field service dashboard](#)



Prerequisites for using Application Insights in D365

1. Azure Subscription
2. Application Insights environment (Requires Contributor, Writer or Admin rights)
3. Application insights environment must be unique for an environment or tenant
4. Dataverse Environment (For Power Platform and D365 CE)
5. The feature is turned on & supported for Managed Environments only (For Power Platform)

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 - d365AppInsights@microsoft.com
- Application Insights Viva Engage:
 - [\(730\) Viva Engage : Dynamics 365 and Power Platform Preview Programs : AppInsights Integration for Telemetry and Debugging : New Conversations](#)

QR code and link to survey (Session #2)

:



Survey link:

<https://forms.office.com/r/YKDfVpspz3>



QUESTIONS

Dankie Faleminderit **Shukran** Chnorakaloutioun Hvala Blagodaria
Děkuji **Tak** Dank u **Tānan** Kiitos **Merci** Danke Ευχαριστώ A dank
Mahalo הודות. **Dhanyavād** Köszönöm Takk **Terima kasih** **Grazie** Grazzi

Thank you!

감사합니다 Paldies Choukrane Aċiū Благодарам ありがとうございます
谢谢 Баярлалаа **Dziękuję** Obrigado Mulțumesc **Спасибо** Ngiyabonga
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