

- **Vendor: Cisco**
- **Exam Code: 500-420**
- **Exam Name: Cisco AppDynamics Associate Performance Analyst**
- **New Updated Questions from [Braindump2go](#)**
- **(Updated in [March/2026](#))**

[Visit Braindump2go and Download Full Version 500-420 Exam Dumps](#)

QUESTION 1

A Performance Analyst is reviewing Business Transactions with an Application team. The Application team would like to increase the Application Business Transaction limit because they need to have visibility into all the different transactions. What should the Performance Analyst do?

- A. Do nothing since the limit is not important during configuration
- B. Increase the limit to the requested value
- C. Increase the limit half way between the current level and the requested value
- D. Focus on the Business Transactions exceeding the limit and why

Answer: D

Explanation:

When an application team requests an increase in the Application Business Transaction limit for visibility purposes, it's crucial for the Performance Analyst to focus on the transactions that are currently exceeding the limit and understand why. This approach helps in identifying whether the limit is being reached due to genuinely essential transactions or if there are redundant, irrelevant, or improperly defined transactions contributing to the limit breach. By analyzing and rationalizing the transactions, the analyst can ensure that only valuable transactions are monitored, optimizing resource usage and maintaining effective observability without necessarily increasing the limit.

QUESTION 2

Which two views can a Controller-level custom dashboard provide? (Choose two.)

- A. Show a single view of only historical data.
- B. Aggregate and compare data from only a single application on the same Controller
- C. Aggregate and compare data from different applications on the same Controller
- D. A customized view of applications, servers, and database performance data

Answer: CD

Explanation:

Controller-level custom dashboards in AppDynamics have the flexibility to provide views that aggregate and compare data from different applications on the same Controller, as well as offer a customized view of applications, servers, and database performance data. This capability enables a holistic view of the IT environment, facilitating cross-application insights and the ability to correlate performance across different layers of the technology stack. Such dashboards are invaluable for understanding overarching trends, pinpointing systemic issues, and driving informed decision-making across multiple applications and infrastructure components.

QUESTION 3

What AppDynamics Alert Action does a Performance Analyst need to select to post an AppDynamics event to a third-party collaboration tool?

- A. Make an HTTP Request
- B. Take a thread dump
- C. Create or Update a JIRA Ticket
- D. Run a script or executable on problematic nodes

Answer: A

Explanation:

To post an AppDynamics event to a third-party collaboration tool, the Performance Analyst needs to select the "Make an HTTP Request" alert action. This action allows AppDynamics to send an HTTP request to a specified URL, which can be the endpoint provided by the third-party tool's API. This integration capability enables the automatic posting of events, alerts, and notifications from AppDynamics to collaboration tools, enhancing communication and response times to performance issues.

QUESTION 4

Which item supplements business transaction and transaction analytics data with application data?

- A. Demarcation collectors
- B. Netflow data
- C. Data collectors
- D. Endpoint sensors

Answer: C

Explanation:

Data collectors in AppDynamics supplement business transaction and transaction analytics data with application data by capturing additional information during transaction execution. This can include method arguments, return values, and invocation context, which enriches the transaction data with more detailed application-level insights. This capability is crucial for in-depth performance analysis and troubleshooting, providing a more comprehensive view of application behavior.

QUESTION 5

What is the purpose of a transaction snapshot?

- A. To analyze issues with a specific business transaction
- B. To analyze issues only with a transaction flagged as stalled
- C. To analyze issues with a specific instances of a transaction
- D. To analyze issues only with a transaction flagged as slow

Answer: A

Explanation:

A transaction snapshot in AppDynamics is a detailed report of a single execution of a business transaction. Its primary purpose is to analyze issues with a specific business transaction by providing a comprehensive view of the transaction's execution path, including timing, call graphs, and database queries. This allows performance analysts and developers to drill down into individual transactions to diagnose performance bottlenecks, errors, or anomalies.

QUESTION 6

Which permission allows snapshot archiving?

- A. "Can view data from all applications"
- B. "Configure Business Transactions"
- C. "Agent Advanced Operation"
- D. "Application level - Can create applications"

Answer: C

Explanation:

The permission to enable snapshot archiving in AppDynamics typically falls under advanced operational capabilities, such as those categorized under "Agent Advanced Operation." This permission allows users to archive transaction snapshots for long-term storage and analysis, which is essential for historical performance analysis and auditing purposes.

QUESTION 7

What are two differences between creating a Transaction Group using the 'Create Group' action and defining a Transaction Detection rule? (Choose two.)

- A. A Transaction Detection Rule changes the name of the incoming request and reduces the number of overall Business transactions.
- B. Create Transaction Group changes the name of the incoming request and reduces the number of overall Business transactions.
- C. A Transaction Group aggregates the data of multiple transactions.
- D. Transaction Groups create Transaction Detection Rules in a faster easier way.

Answer: CD

Explanation:

Creating a Transaction Group using the 'Create Group' action in AppDynamics allows for the aggregation of data from multiple transactions under a single group, facilitating a consolidated view of similar transactions. This differs from defining a Transaction Detection Rule, which typically focuses on identifying and categorizing individual transactions based on specific criteria. Transaction Groups do not change the names of incoming requests nor reduce the number of overall business transactions; instead, they provide a method for organizing and analyzing related transactions collectively, offering a streamlined approach compared to individually configuring Transaction Detection Rules for each transaction.

QUESTION 8

Which health rule violation event will be triggered when a Performance Analyst modifies the existing health rule that is already in critical violation?

- A. Health Rule Violation Ended - Critical
- B. Health Rule Violation Started - Critical
- C. Health Rule Violation Canceled - Critical
- D. Health Rule Violation Continues - Critical

Answer: D

Explanation:

When a Performance Analyst modifies an existing health rule that is already in a state of critical violation, the event that is typically triggered is "Health Rule Violation Continues - Critical." This event indicates that, despite the modification, the health rule is still being violated at a critical level. The system recognizes that the conditions for the health rule violation are still being met and continues to alert accordingly.

QUESTION 9

A Performance Analyst received an alert that the Average Response Time is increasing after a new marketing offer was released. Which metric would quickly help the Performance Analyst determine that users may not be critically impacted?

- A. Errors per Minute increase
- B. Calls per Minute decrease
- C. Errors per Minute decrease
- D. Calls per Minute increase

Answer: D

Explanation:

If the Average Response Time is increasing after the release of a new marketing offer, seeing an increase in Calls per Minute could quickly help the Performance Analyst determine that users may not be critically impacted. This increase may indicate that despite the higher average response time, more users are engaging with the application, possibly due to interest generated by the marketing offer. It suggests that the system is handling more load, which could be a factor in the increased response time.

QUESTION 10

Which two types of data are collected by Information Points? (Choose two.)

- A. Troubleshooting Metric Data
- B. Business Metric Data
- C. Code Metric Data
- D. Analytics Metric Data

Answer: BC

Explanation:

Information Points in AppDynamics are designed to collect custom metrics that are specific to the business or code aspects of an application. They can capture Business Metric Data, which pertains to the performance metrics that directly impact business processes, and Code Metric Data, which relates to the performance of specific methods or segments of code within the application. This allows for targeted monitoring and analysis of areas significant to the business's objectives and technical performance.

QUESTION 11

Refer to the exhibit. On which tab will the configured transaction threshold be found?



- A. Call Graph
- B. Slow Calls & Error
- C. DB and Remote Services Calls
- D. Overview
- E. More

Answer: D

Explanation:

In Cisco AppDynamics, the transaction threshold configurations are typically found under the "Overview" tab. This is where you can view the health rule violations and performance baselines that are associated with transaction snapshots, which can include the configured transaction thresholds. These thresholds set the acceptable performance limits for transactions, and when these limits are exceeded, it may trigger health rule violations that are visible on the Overview tab.

QUESTION 12

Which feature can be used to determine if a given Java class is visible in AppDynamics?

- A. Tools in Business Transaction Discovery Session
- B. Preview Business transactions in Business Transaction Discovery Session
- C. Use the thread dump feature on the node agent
- D. Use the object instance tracking feature in memory

Answer: B

Explanation:

To determine if a given Java class is visible in AppDynamics, the "Preview Business transactions" feature in a Business Transaction Discovery Session can be used. This feature allows users to validate and preview the detection of business transactions, which includes ensuring that specific Java classes and methods are being correctly identified and monitored by AppDynamics.

QUESTION 13

Which two things should a Performance Analyst check if an agent has failed to register with the Controller after several minutes? (Choose two.)

- A. total free RAM
- B. network/firewall rules
- C. current CPU load average

D. free license count

Answer: BD

Explanation:

If an agent fails to register with the Controller, a Performance Analyst should check the network/firewall rules to ensure that the agent can communicate with the Controller over the network. Additionally, it is crucial to verify the free license count to confirm that there are available licenses for the agent to register. Insufficient licenses or network communication barriers can prevent successful agent registration.

QUESTION 14

Within the configuration setting for Slow Transactions, under the "Configure Diagnostic Session Duration and Collection Rate" option, what is the default value pair for the setting "Collect up to ____ snapshots per minute for ____ minutes"?

- A. 2,2
- B. 5,5
- C. 10, 10
- D. 4,4

Answer: C

Explanation:

The default value pair for the setting "Collect up to ____ snapshots per minute for ____ minutes" in the configuration for Slow Transactions is 10, 10. This means that by default, the system is set to collect up to 10 snapshots per minute for a duration of 10 minutes during a diagnostic session.

QUESTION 15

Which option, in addition to "minutes since creation", would a Performance Analyst use while configuring Automatic Cleanup of stale Business Transactions?

- A. Transaction Type
- B. Number of Calls
- C. Regular Expression
- D. Class/Method Filter

Answer: B

Explanation:

When configuring Automatic Cleanup of stale Business Transactions, the "minutes since creation" option is often paired with the "Number of Calls" metric. This setting ensures that business transactions that have not been called within a certain timeframe and have had a negligible number of calls are automatically cleaned up, helping to maintain an organized and relevant set of business transactions in the monitoring system.

QUESTION 16

A Performance Analyst has an urgent need to gather more data for an ongoing issue. What should the Performance Analyst do?

- A. Enable Development Level Monitoring
- B. Browse the Metric Browser for errors
- C. Review the various transaction snapshots to identify anomalies
- D. Carefully monitor the snapshots for errors

Answer: A

Explanation:

If a Performance Analyst has an urgent need to gather more data for an ongoing issue, they should enable Development Level Monitoring. This monitoring level increases the amount of detailed diagnostic data collected by the agent, such as snapshots and transaction traces, which can provide deeper insights into the issue at hand.

QUESTION 17

A Performance Analyst has enabled Development Level Monitoring for an application. For a default configuration, in which scenario will Development Level Monitoring get automatically disabled?

- A. A maximum of 500 calls per minute limit is exceeded, and Maximum heap utilization percentage goes above 90%
- B. A maximum of 1500 calls per minute limit is exceeded, and Maximum heap utilization percentage goes above 90%
- C. A maximum of 1000 calls per minute limit is exceeded, and Maximum heap utilization percentage goes above 95%
- D. A maximum of 2000 calls per minute limit is exceeded, and Maximum heap utilization percentage goes above 95%

Answer: A

Explanation:

Development Level Monitoring in AppDynamics is designed for use in a lower volume, non- production environment. For a default configuration, Development Level Monitoring will get automatically disabled if the monitored environment exceeds a threshold, typically a maximum of 1000 calls per minute, and the Maximum heap utilization percentage goes above 95%. These thresholds are in place to prevent excessive overhead in a production environment where such detailed monitoring could impact performance.

QUESTION 18

An AppDynamics deployment has Business Transaction Lock Down turned on. The company has just added an important service to its application and wants to track this service as a unique Business Transaction. What action is needed to achieve this?

- A. Use the Business Transaction Dashboard for the tier-specific All Other Traffic to register the Business Transaction
- B. Modify the Automatic Transaction Discovery rule to include the Web Service Name and Operation Name
- C. Use live preview to identify the Business Transaction and Register it from there
- D. Create a Custom Transaction Match Rule based on the Web Service Name and Operation Name

Answer: D

Explanation:

When Business Transaction Lock Down is enabled in AppDynamics, no new business transactions will be automatically discovered to avoid uncontrolled growth in the number of business transactions. To track a new service as a unique Business Transaction, one needs to create a Custom Match Rule that specifies the criteria for identifying the business transaction. In this case, the Custom Match Rule should be based on the Web Service Name and Operation Name which are the distinguishing characteristics of the new service. This allows for the precise identification and monitoring of the service within the AppDynamics platform.

QUESTION 19

How does a Performance Analyst identify if automatic remediation has been taken for a health rule violation?

- A. Expand on the "Description" field to display "Actions Executed".
- B. Review the "Application Dashboard" and review "Actions Executed"
- C. Right-click on "view details" and click on the "Actions Executed" button.
- D. Click on the link inside the Health Rule field and look for the "Affects" tab to display the Executed Actions.

Answer: A

Explanation:

To identify if automatic remediation actions have been taken for a health rule violation in AppDynamics, a Performance Analyst should expand the "Description" field of the health rule violation event. This section will provide details on the actions executed as part of the automatic remediation process. These details help analysts understand the steps taken by the system to mitigate the issue without manual intervention.

QUESTION 20

A team of developers deploys new Java servlet code that should create new business transactions in AppDynamics.

After applying load on the new code function, there are no new Business Transactions on the Business Transaction Dashboard. Which two options should the developers check in AppDynamics to make sure the Business Transactions can be discovered? [Choose two.]

- A. The metric browser to see if the new transactions appear under Business Transaction Performance.
- B. The tier with the new code does not have any rules excluding it.
- C. Auto discovery for service endpoints is turned on.
- D. There is a health rule created to check for transaction performance.
- E. Auto Discovery for servlet is turned on for Java agents.

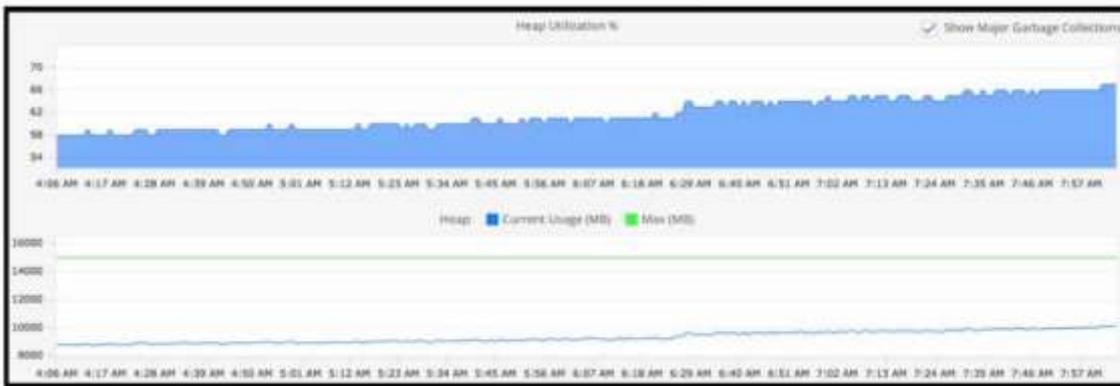
Answer: BE

Explanation:

When new business transactions are not appearing on the Business Transaction Dashboard after deploying new code, developers should verify that there are no exclusion rules in place on the tier where the new code was deployed. Additionally, it is crucial to ensure that the Auto Discovery feature for servlets is enabled for Java agents, as this allows AppDynamics to automatically detect and name business transactions based on incoming requests to servlets. Both of these checks are necessary to ensure that new business transactions can be discovered and monitored.

QUESTION 21

Refer to the exhibit. Using this heap utilization graph, which method is used to confirm if a memory leak is occurring during a certain time frame?



- A. In metric browser go through Application Infrastructure > Hardware Resources and select Memory Total (MB) and Used (MB)
- B. Refer to the Tiers and Nodes section and into the Memory tab and visualize Heap Utilization (%) and Heap Current Usage (MB) Vs Max (MB)
- C. Refer to the Tiers and Nodes section and into the JMX tab and select JVM > Memory > Heap > Max Available (MB) and Current usage (MB)
- D. In metric browser go through Application Infrastructure > Hardware Resources > Memory Total (MB) and Swap Used (MB)

Answer: B

Explanation:

To confirm if a memory leak is occurring, one should refer to the Tiers and Nodes section of the AppDynamics Controller UI, navigate to the Memory tab, and observe the Heap Utilization over time in relation to the Heap's Current Usage (MB) versus the Maximum (MB) allocated. Consistent growth in heap utilization or an upward trend that does not decrement even after garbage collection indicates a potential memory leak.

QUESTION 22

Which two match conditions can be added when you configure an Information Point? (Choose two.)

- A. Match based on a regex applied to the method
- B. Match based on the invoked object
- C. Match based on the Business Transaction

D. Match based on the return value

Answer: AB

Explanation:

When configuring an Information Point in AppDynamics, you can add match conditions to refine what gets measured. Match conditions based on a regex applied to the method allow you to specify which methods to include based on a regular expression pattern. Matching based on the invoked object allows you to specify which objects' methods are included, filtering the data according to the object type or instance. These conditions help in pinpointing specific methods or objects for which you want to collect runtime information.

QUESTION 23

What are two examples of backend calls? (Choose two.)

- A. a request coming from a browser
- B. a tier-to-tier request
- C. an asynchronous request
- D. a remote services call

Answer: BD

Explanation:

Backend calls in AppDynamics are the interactions that an application component has with external components or services. These can include calls to databases, remote service calls, and interactions between different tiers of an application.

A tier-to-tier request refers to any internal call that happens between different tiers (or nodes) within the same application. For example, a web tier calling an API service tier within the same application ecosystem.

A remote services call is an external call from an application to a service that resides outside of the application's environment, like a call to an external web service, REST API, or a third-party service provider.

QUESTION 24

A Performance Analyst notices an increase in Business Transaction error rate that is much higher than normal alerts. The Performance Analyst can see these are related to the Health Rules defined for the Shopping Service that is monitored with AppDynamics Browser RUM. While troubleshooting the Performance Analyst wants details on which Browsers and Devices are affected. Which section of the Browser App Dashboard will provide this detail for a given time period?

- A. Usage Stats
- B. Sessions
- C. Pages & Ajax Requests
- D. Overview

Answer: A

Explanation:

In the Browser Real User Monitoring (RUM) Dashboard, the Usage Stats section provides insights into user demographics, including the types of browsers and devices they are using. This section would help the Performance Analyst understand which browsers and devices are affected during a specific time period when there has been an increase in the Business Transaction error rate.

QUESTION 25

A development team responsible for the front-end shopping application has asked to receive an email every time the Java container thread count exceeds 25. Which alert and response capabilities settings will provide the email?

- A. Node Health - JMX Thread Pools (> Specific Value) + Notification Action (Send an Email)
- B. Node Health - Thread Pools (> Specific Value) + Notification Action (Send an Email)
- C. Node Health - Thread Pools (> Specific Value) + Notification Action (Custom Action)
- D. Node Health - JMX Thread Pools (> Baseline) + Notification Action (Send an Email)

Answer: B

Explanation:

In AppDynamics, you can create health rules to monitor various metrics and set up actions based on the thresholds defined for these metrics. For monitoring Java container thread counts, you can set a health rule based on Node Health - specifically on thread pools - to trigger when the thread count exceeds a specific value. The Notification Action can then be configured to send an email to the development team whenever this threshold is breached.

QUESTION 26

With what frequency are widgets updated during a war room scenario?

- A. Near real-time
- B. Every 5 minutes
- C. Every 10 minutes
- D. Every 60 minutes

Answer: A

Explanation:

During a war room scenario, which is a real-time troubleshooting session, widgets in AppDynamics dashboards update in near real-time. This allows teams to observe the immediate impact of changes and identify issues as they occur.

QUESTION 27

Which three data points can be located by drilling down into a JDBC exit call for an Oracle backend? (Choose three.)

- A. Query type
- B. Statement type
- C. Query Id
- D. Weight %
- E. Originating node
- F. %Time

Answer: ABE

Explanation:

When drilling down into a JDBC exit call for an Oracle backend, AppDynamics provides detailed information about the call. The data points include:

Query type, which can indicate whether it's a SELECT, INSERT, UPDATE, or DELETE statement. Statement type, which describes the nature of the SQL statement being executed. Originating node, which identifies the node from which the JDBC call originated. These data points help in understanding the nature and source of database operations, which can be critical for performance analysis and troubleshooting.

QUESTION 28

Refer to the exhibit. When looking at the Transaction Score for a specific transaction, how are errors in the transaction identified?



- A. Set the time range and drill down into the snapshots in the Error tab.

- B. Set the time range and examine the Slow Response Times tab.
- C. Set the time range and examine the dashboard for errors.
- D. Set the time range and drill down into the snapshots in the Events tab.

Answer: A

Explanation:

Errors in a transaction are identified by examining the snapshots that capture the problematic transactions. By setting the appropriate time range, a Performance Analyst can drill down into the snapshots within the Error tab to identify and analyze errors. These snapshots provide detailed diagnostic information, such as stack traces, slow SQL queries, and error logs, which are vital for pinpointing the root cause of transaction errors.

QUESTION 29

A Performance Analyst needs to define a set of Key Performance Indicators (KPIs) from a group of select metrics. The required performance information resides within the Transaction Analytics data set. Which method will accomplish this task?

- A. Experience Level Management
- B. Search Queries
- C. Business Outcome Milestones
- D. Metric Explorer

Answer: D

Explanation:

The Metric Explorer in AppDynamics allows Performance Analysts to define and visualize Key Performance Indicators (KPIs) from a selection of metrics. By accessing the Transaction Analytics data set, analysts can create custom dashboards that focus on the metrics they've determined to be critical KPIs for their application's performance.

QUESTION 30

Which tab within the Application Dashboard displays performance trends for each of Snapshots, Average Response Time, and Events within one central view?

- A. Application Flow Map
- B. Dashboard
- C. Events
- D. Transaction Score
- E. Network Dashboard

Answer: D

Explanation:

The Transaction Score tab within the Application Dashboard is designed to display performance trends across various metrics including Snapshots, Average Response Time, and Events. It gives a comprehensive view of the transaction performance, providing a score that reflects the health and reliability of transactions over time.

QUESTION 31

What is the Node limit of the maximum Service Endpoints per node?

- A. 50
- B. 100
- C. 250
- D. 1000

Answer: B

Explanation:

AppDynamics imposes a limit on the number of Service Endpoints that can be registered per node to ensure manageable performance and overhead. The limit per node is set to 100 Service Endpoints, which is a balance between providing detailed monitoring and maintaining application performance.

QUESTION 32

A Performance Analyst has a third-party event management system API and wants to use the event management system to send alerts to Level 1.

Which actions are available in the AppDynamics Actions Menu to set this up?

- A. Send an SMS
- B. HTTP Request
- C. Remediation
- D. Send an Email

Answer: B

Explanation:

When integrating with a third-party event management system, the Performance Analyst can set up an HTTP Request action within AppDynamics. This allows for the creation of a custom HTTP request to the event management system's API, which can be configured to send alerts to Level 1 support or any other designated recipient.

QUESTION 33

Which AppDynamics option will allow a Performance Analyst to compare and filter related servers using custom metadata within your environment?

- A. Server Tagging
- B. Server Visibility
- C. Standalone Machine Agent
- D. Dynamic Monitoring Mode

Answer: A

Explanation:

Server Tagging in AppDynamics allows a Performance Analyst to compare and filter related servers by using custom metadata. This feature enables users to group and organize their servers based on criteria that make sense for their environment, such as role, location, environment type, or any other custom metadata.

QUESTION 34

When should URI Segments be used in Transaction Detection rules?

- A. When identifying business transactions using particular parts of the SMTP request
- B. When the application uses message-oriented technologies
- C. When the application is a Web-Oriented Technology
- D. When the agent names the business transaction for the Web service name plus the operation name

Answer: C

Explanation:

URI Segments should be used in Transaction Detection rules when the application is web-oriented. Web-oriented applications often have meaningful information in the URI that can identify different business transactions. URI Segments can help in defining patterns that match specific parts of the URI to distinguish different transactions.

QUESTION 35

Which statement about Service End Points and Business Transactions is true?

- A. Service End Points and Business Transactions can both be renamed by right clicking and selecting 'rename'.
- B. Service End Points and Business Transactions can both configure data collectors.
- C. Service End Points and Business Transactions can both be split.
- D. Service End Points and Business Transactions both provide percentile metrics.

Answer: B

Explanation:

Both Service Endpoints and Business Transactions in AppDynamics have the capability to configure data collectors. Data collectors are used to gather detailed information about transactions or endpoints, such as method parameters,

return values, and SQL statements.

QUESTION 36

Which Application Dashboard view categorizes transactions by load, response time, errors, slow transactions, and stalled transactions in a single aggregated value for a specific time range?

- A. Transaction Snapshots
- B. Top Business Transactions
- C. Machine Snapshots
- D. Transaction Score

Answer: D

Explanation:

The Transaction Score view in the Application Dashboard categorizes transactions by load, response time, errors, slow transactions, and stalled transactions. It provides an aggregated value for a specific time range, giving an at-a-glance indication of the health and performance of business transactions.

QUESTION 37

What must a Performance Analyst first configure in order to monitor end-to-end latency performance metrics in AppDynamics?

- A. additional demarcator methods
- B. define the end-to-end latency transaction
- C. slow end-point identity markers
- D. endpoints for asynchronous transactions

Answer: B

Explanation:

To monitor end-to-end latency performance metrics, a Performance Analyst must first define the end-to-end latency transaction. This involves configuring the business transactions to include the necessary entry and exit points that capture the complete flow of the transaction, thereby enabling the measurement of the total latency.