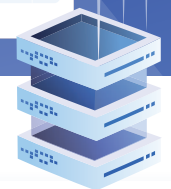




# Debugging in real time for customer sites with no connectivity

```
public List<Products> getCategoryProducts(cat) {  
    // special case  
    if(cat == C.category.ALL) {  
        return getAll();  
    }  
    products = products = getAll();  
    products = response = new ArrayList<>();  
    for (Product p : products) {  
        if(p.getCategory() == cat) {  
            response.add(p);  
        } else if (p.getCategory() ==  
            Category.NONE) {  
                }  
    }  
}
```



## ✗ Debugging on-prem deployments is expensive & frustrating

Offering an on-prem solution to your customers has always been a complex process. Any single bug in production can take endless hours, days and even weeks to resolve.

Developers' hands are tied with no connection to the customer site. They can never really predict unknown unknowns and insert logs in all the right places ahead of time. This makes the entire process complicated and even embarrassing; you need to take the service down repeatedly to deploy hotfixes with new log insertions and the customer needs to send diagnostic and log data over and over again.

This also means endless conversations with the customer, coordinating, explaining and sometimes visiting them. All of this only leaves them feeling frustrated. Every minute of downtime and every minute of customer disappointment equals losses in revenue. Software engineering teams need a better solution.

## ✓ Lightrun brings secure real-time debugging to production

Lightrun works transparently alongside running applications, saving you from ever having to stop those services. You resolve issues in record time, and without the burdensome back-and-forth.

When your customer has a problem, they can almost instantaneously add a virtual breakpoint, log or metric (Lightrun actions) and then send you the output. Your teams investigate the granular real-time data that was retrieved from the code directly from the customer's production environments without ever needing to connect.

Your teams see the whole picture, accurately reflected from the live source and resolve big and small issues in record time. Customers no longer iteratively send endless logs to your teams. You gain 100% code-level observability without troubling the customer for more than just a few minutes and with no downtime.

## Benefits

Package Lightrun with your app when you deploy and then dynamically adjust the observability level whenever needed by adding on-demand observability pillars (logs, metrics and traces).

### Granular line-by-line observability

- Analyze app behavior based on granular code-level reports to find bottlenecks and errors for on-prem deployments.
- Customers easily add multiple Lightrun actions at once to get the data you need.

### Increased developer productivity

- No more guessing games with endless phone calls, generic diagnostic reports, local re-productions and remote-control troubleshooting.
- Engineers are freed to focus on core goals, spending less time debugging and more time coding.

### Zero downtime

- Add logs, snapshots, and metrics dynamically to your live app without ever stopping the running process.
- No more restarting, redeploying, or reproducing when debugging. No need for downtime until you're ready to deploy the fix.

### Reduced customer friction

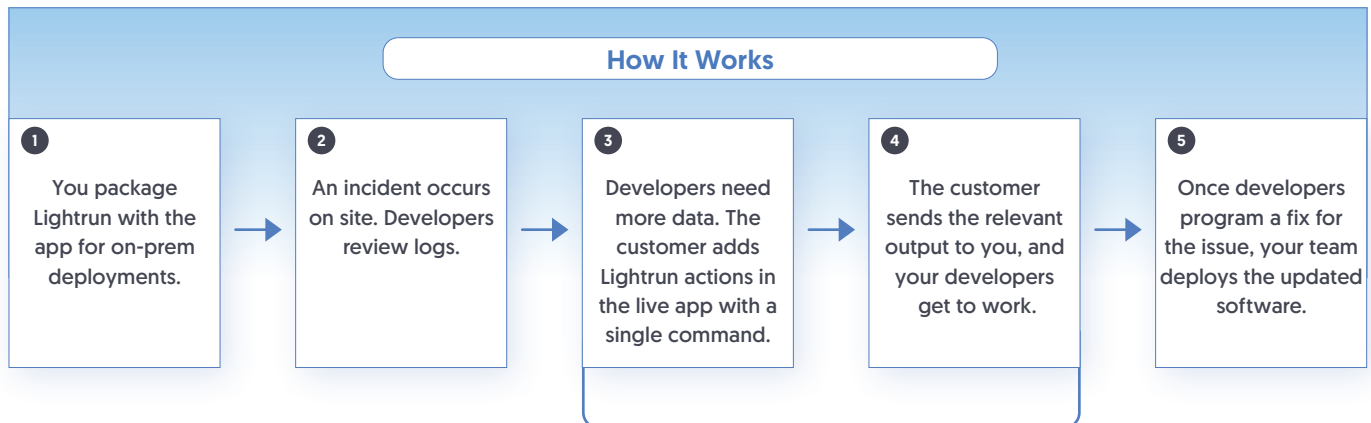
- Eliminate the cumbersome process of endless hotfixes. Relieve customers from their involvement in the debugging steps.
- End the endless back-and-forths, save on costs and enjoy increased customer satisfaction.

## ✓ Resolve unknown unknowns fast - for on-prem solutions

Analyzing any issue with data from its live environment is the best way to resolve it fast. Lightrun offers the first real on-prem debugging solution that lets you do just that - for your application when deployed on-prem.

Your developers don't have to guess what bugs are going to break your service a year from now. And they won't waste anymore time on the road going between sites or trying to re-produce conditions locally.

With one or two commands, customers easily insert Lightrun actions based on your teams' request, send you the relevant files and then go back to their core business while you resolve the issue at hand. Combining this with powerful integrations and a simple user experience means you save time and money on resulting SLA problems, on downtime, and on human resources.



If more details are needed, customers can insert additional actions.

## Features

### ⊕ Addition of logs, virtual “breakpoints” and metrics during runtime

- One command gives you deep and granular data.
- Analyze code behavior to find bottlenecks and errors without stopping the running process.

### ⊕ Robust log and performance management integrations

- Once the action is added, you can also have the data printed to your APM of choice.
- Explore and inspect in the same context as your customer's existing logs - right inside the log analysis tool of your choice.
- We support Datadog, Splunk, Elastic and many more out of the box.

### ⊕ Security and stability built-in

- Enterprise-level security measures include: ISO 27001 certification, encryptions, RBAC and SSO, audit trail and logs and privacy blocklisting.
- The performance footprint ranges from tens of us to hundreds per invocation. In idle mode it has no overhead.



Lightrun is the first to bring "shift left" observability, giving developers deeper insights into running applications with the richest set of observability pillar tools for troubleshooting applications directly from within the IDE.

Lightrun simplifies every aspect of incident resolution. Lightrun is ISO-27001 certified and is proud to have some of the most innovative technology companies in the world as customers, including Taboola, Sisense, Tufin and more.

Today, Lightrun is located at 3 Daniel Frish, Tel Aviv.  
For more information, contact us at [support@lightrun.com](mailto:support@lightrun.com)