

Getting started with Witbe Portal

User guide

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- This user guide provides new users with the overall principles of use of Witbe Portal v7.6.
- It introduces the general organization of the portal and the navigation principles.

- The portal is optimized for the following browsers:
 - ✓ Internet Explorer 7.0 and higher
 - ✓ Mozilla Firefox 3.0 and higher
 - ✓ Safari 4.0 and higher
 - ✓ Google Chrome 4.0 and higher

- To get the best from Witbe portal:
 - ✓ Your browser must accept cookies and pop-up windows
 - ✓ Specific plugins must be installed: Sun java machine v1.5 or higher, Flash v10 or higher

- Our Customer Relation Center (support@witbe.net) and Professional Services teams are at your disposal to help get the best from our service.
 - ✓ Feel free to contact them!

Agenda

Portal organization

- « Global report »: Supervision, Dashboard, Alarms
- « Measurement analysis »: Performance, Availability
- My account section



Overall structure



login >>>

GLOBAL REPORT

Dashboard, Alarms and real time supervision for all your services

MEASUREMENT ANALYSIS

Performance and availability analysis for a given service

TOOLS

Raw data export (XML) – Internet traceroute

MY ACCOUNT

Account parameters: language, GMT, email reports, alerts, ...

HELP

Documentation: user guide, plug-in datasheets, error codes, ...

E-DASHBOARD

Link to customized executive dashboards or supervision maps

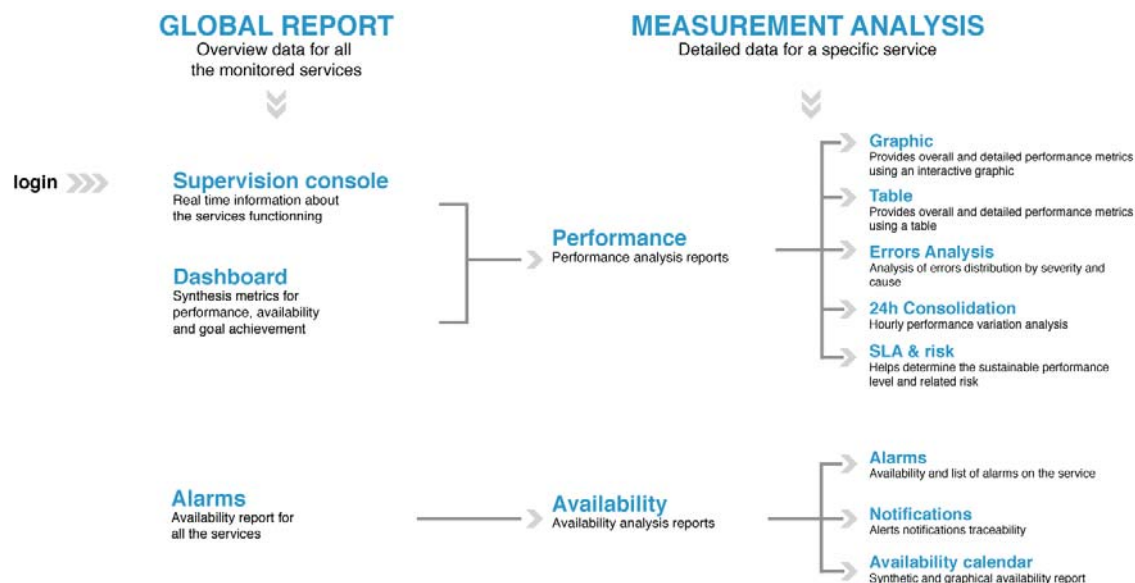
STANDARD DATA RETRIEVAL
- ANALYSIS PORTAL -

OTHER SERVICES IN THE PORTAL

CUSTOMIZED DATA
PRESENTATION (optional)



Standard data retrieval organization



Agenda

- Portal organization
- « Global report »: Supervision, Dashboard, Alarms
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- My account section



Navigation: Navigateurs Bench, My account, Help, Contact support, Logout

GLOBAL REPORT | MEASUREMENT ANALYSIS | TOOLS | E-DASHBOARD

Supervision console | Dashboard | Alarms

SUPERVISION CONSOLE

Sep 15, 2011, 10:19:43, CEST

Parameters

Sort by

- Measurements status
- Protocol
- Origin
- Service
- All

Filter on

All protocols

All origins

Display columns

- Status
- Since
- Reason
- Context
- Last test

Display status

- major
- minor
- normal
- unknown

Monitored object

Monitored object	Status	Since	Reason	Context	Last test
Flickr Safari (SCENARIO APPLICATIF - Benchmark Defense (windows))	✖	325 d 19 h	Maximum Time Limit Exceeded	⚙️	Thursday September 15 2011 10:00
Flickr - Chrome (SCENARIO APPLICATIF - Benchmark Defense (windows))	✖	285 d	Maximum Time Limit Exceeded	⚙️	Thursday September 15 2011 10:00

Test conducted on Thursday September 15 2011 10:01:19 +0200

Step: 1 2 3 4 5 6

Image capture

Network capture

External capture

Monitored object	Status	Since	Reason	Context	Last test
Flickr Firefox (SCENARIO APPLICATIF - Benchmark Defense (windows))	✔	8 h 39 min 43 s		⚙️	Thursday September 15 2011 10:00
Flickr Internet Explorer (SCENARIO APPLICATIF - Benchmark Defense (windows))	✔	1 d		⚙️	Thursday September 15 2011 10:00

Control panel: console organization and displaying options

Monitored object list. Click on the object to reach the detailed performance graphic

Time elapsed since the last change in status.

Type of malfunction

Information update

Access to the details of the last measurement

Details of a measurement

- State of each step
- Access to captures (audio, video, images...)
- Detailed information on the measurement in tooltips

Functioning status

- ✖ Major: unavailable service
- ⚠ Minor: service degradation
- ✔ Normal: service is normal
- ❓ Unknown: no information about the service functioning

Service operation context as defined by the account owner:

- ⚙️ Running
- 🔧 In maintenance
- 🚶 In business hours



Navigation: witbe, My account, Help, Contact support, Logout

GLOBAL REPORT | MEASUREMENT ANALYSIS | TOOLS | E-DASHBOARD

Supervision console | Dashboard | Alarms

DASHBOARD

Report time range: From Wednesday May 23 to Sunday June 2 2011

Calendar

May 2011

Day Week Month

Rollup: Day Week Month

Yesterday Today

Parameters

Sort by

- Protocol
- Origin
- Service
- All

Filter on

All protocols

All origins

Display columns

- target
- avg. perf.
- succ. rate
- avail.

Display mode

- Icons
- Numbers

Monitored object	Target rate	Average performance	Success rate	Availability rate
Cherchons.com (SCENARIO - Paris - Navigateur 15)	73.303 %	🟡	🟡	🟡
LeGuide.com (SCENARIO - Paris - Navigateur 15)	97.452 %	🟡	🟡	🟡

Monitored object	Target rate	Average performance	Success rate	Availability rate
E-Bookery (FULLHTTP - Paris)	89.286 %	🟡	🟡	🟡
LastMinute.com (FULLHTTP - Paris)	67.459 %	🟡	🟡	🟡

Monitored object	Target rate	Average performance	Success rate	Availability rate
Login - Inbox (SCENARIO APPLICATIF - benchmark - defense - windows - 02)	80.455 %	🟡	🟡	🟡

Control panel: dashboard organization and displaying options

Monitored object list. Click on the object to reach its detailed performance graphic

Metrics definitions

Average Performance is the mathematical average of the total time of the measurements successfully performed (either normally or with minor errors according to settings) on the first attempt (counter-measurements are excluded) and excluding measurements conducted during a programmed maintenance period. This average performance indicator is displayed in the "Performance Analysis" section.

Success Rate is the number of measurements conducted without errors divided by the total number of measurements. Minor errors are either included or excluded depending on the object settings. Internal errors and counter-measurements are counted neither in the successful measurements or in the total measurements.

Target Rate is a composite indicator of perceived quality. A test is considered "objective compliant" if the two following conditions are met: the measurement is successfully performed (either normally or with minor errors according to settings) AND the measured performance complies with set objective thresholds. The Objective Rate indicator shows the percentage of measurements that met both conditions at the same time during the period of time.

Availability Rate is the duration of service availability over the total period of time, without taking into account the programmed maintenance periods. The service is considered available when it is not in an alarm period. Minor alarms are included or excluded depending on the object settings. This "Availability Rate" indicator as well as the alarm detail are displayed in "Availability" section



The screenshot shows the 'ALARMS' section of the Witbe portal. It includes a calendar on the left, a 'Report time range' selector at the top, and a list of monitored objects with their availability rates. Below this is a summary table and a detailed alarm log.

Control panel: Alarms report organization and displaying options

Monitored object list. Click on the object to reach its detailed alarms report

Alarms report
Start – End - Duration
Malfunction type and severity

	Major alarms	Minor alarms	Total alarms
Alarms number	2	0	2
Interrup	4 h	0	4 h
Out of maintenance	4 h	0	0 s

Description	Begin	End	Alarms duration	
			On period	Out of maintenance
Maximum Time Limit Exceeded	Sunday June 6 2010 09:30	Sunday June 6 2010 11:30	2 h	2 h
Maximum Time Limit Exceeded	Sunday June 6 2010 14:00	Sunday June 6 2010 16:00	2 h	2 h



Agenda

- Portal organization
- « Global report »: Supervision, Dashboard, Alarms
- « **Measurement analysis** »: **Performance, Availability**
- My account section



Object name

Measurement origin: robot name

Report time range

Browsing the different performance analysis reports

Service errors

Legend
To choose the metric to be displayed

Temporal axis
Graduation depends on measurement frequency and report time range

Monitored object list.
Click on an object to reach its detailed performance graphic

Tools
Compare: to compare the active object performance with any other object performance
Thresholds: to display the pre-defined performance thresholds



Interactions with the graphic : analyzing details for one test

To reach a given test details
Position the mouse on the test for which you want more details
Right-click with ongoing pressure
⇒ Contextual menu appears – select « more details »
⇒ test details are displayed in a new window (pop-up)

Several levels of detailed information are available for a given test

DETAILS OF THE TEST LEGUIDE.COM (SCENARIO HTTP) FROM PARIS - NAVIGATEUR 15

TEST of Tuesday June 8 2010 14:45

Status: Major Error # 10087 : Loading Failure. The information extraction during the HTTP scenario failed.

Traceability: Test conducted on Tuesday June 8 2010 14:45:00 +0200 by robot # 1971 in 58 s, and inserted on Tuesday June 8 2010 14:50:34 +0200.

Overview: 1 - Home page | 2 - Resultat recherche

Synthese By page time distribution

Page	Name	Object	Alarms	Transfert duration	Size (byte)
1	Home page	http://www.leguide.com/	✖	28,2 s	7,005 kB
2	Resultat recherche	http://www.leguide.com/	✖	29,7 s	0,0 kB



Performance analysis: SLAs & risk –24h consolidation – Errors analysis

PERFORMANCE ANALYSIS

Tuesday June 8 2010

LeGuide.com | Shopping guides, Scenario HTTP, Paris - Navigateur 15 [freq.:15 min]

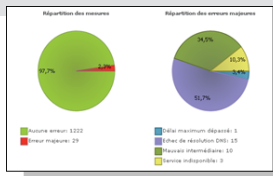
Status: ✔ | Alarms: 2 | Avg. Perf: 10 s | Target rate: 98.958 % | Success rate: 98.958 %



ERROS ANALYSIS

Goal : identify the errors on the selected period and access the corresponding diagnostics

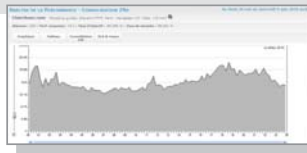
The distribution of errors by severity, cause and access to diagnostics information help focusing on recurring incidents in the period and pinpointing potential problems



24H CONSOLIDATION

Goal : identify recurrent hourly performance variations

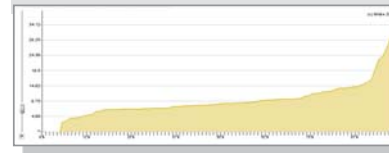
Graphs the object performance for a given period of time on a 24hours scale



SLA & RISK

Goal: identify sustainable performance level (SLA) and related risk

Graphs all performance measurements for a given period of time sorted by ascending values. This allows to display values distribution for the period of time with their proportional duration.



ADDITIONAL ANALYSIS VIEWS

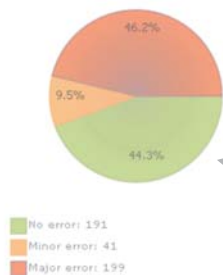
Additional analysis views are available in standard for certain type of measurements.

In addition you can request customized views by contacting your Witbe representative.

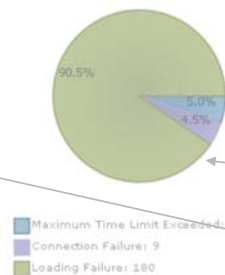


Performance analysis: Errors analysis

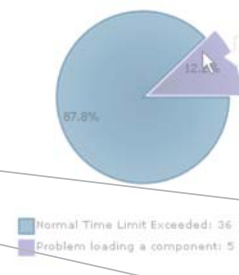
Measures distribution



Major errors breakdown



Minor errors breakdown



Errors description in tooltips on the pie charts

Problem loading a component

Distribution of minor errors over the priod

Distribution of major errors over the priod

Distribution of available executions, minor errors and major errors over the period

List of errors with access to the corresponding details of the measurement

	Major error	Minor error	Total	Success rate
Alarms number	199	41	199 / 432	53.935%
On period	199	41	199 / 432	53.935%
Out of maintenance	199	41	199 / 432	53.935%

Date	Status	Error code	Label	Details
Friday September 16 2011 01:30	1	1	Normal Time Limit Exceeded	
Friday September 16 2011 02:45	1	3	Problem loading a component	
Friday September 16 2011 07:15	2	10087	Loading Failure	
Friday September 16 2011 09:45	1	1	Normal Time Limit Exceeded	
Friday September 16 2011 09:00	2	10001	Maximum Time Limit Exceeded	

Test conducted on Friday September 16 2011 09:00:52 +0200

- Step
- Image capture
- Network capture
- External capture

Dagnostic : direct access to the captures



[Global report](#) | [Measurement analysis](#) | [Tools](#) | [E-Document](#)

[Home](#) | [Availability](#)

Calendar | **AVAILABILITY ANALYSIS** | **Report time range** → From Saturday May 8 to Monday June 7 2010 inclusive

LeGuide.com | Shopping guides, Scenario HTTP, Paris - Navigateur 15 | [req:15 min]

Status: ✔ | Alarms: 72 | Avg. Perf: 10.3 s | Target rate: 95.689 % | Success rate: 96.935 %

Alarms | Notifications | Avail. Calendar

Availability rate: 98.992%

Errors distribution per type

- Problem loading a component: 85.7%
- Maximum Time Limit Exceeded: 4.7%
- Connection Failure: 1.0%
- Internal Server Error: 5.7%
- Integrity Error: 1.7%
- Loading Failure: 1.0%

display alarms in maintenances		Major alarms	Minor alarms	Total alarms
Alarms number	6	66	72	
Intemup	On period: 7 h 30 min	2 d 19 h 30 min	3 d 3 h	
	Out of maintenance: 7 h 30 min	2 d 19 h 30 min		

Description	Begin	End	Alarms duration	
			On period	Out of maintenance
Problem loading a component	Saturday May 8 2010 05:00	Saturday May 8 2010 05:30	30 min	30 min
Connection Failure	Saturday May 8 2010 10:45	Saturday May 8 2010 11:00	15 min	15 min
Maximum Time Limit Exceeded	Saturday May 8 2010 11:30	Saturday May 8 2010 11:30	30 min	30 min
Problem loading a component	Saturday May 8 2010 11:30	Saturday May 8 2010 13:15	1 h 45 min	1 h 45 min
Problem loading a component	Sunday May 9 2010 01:30	Sunday May 9 2010 02:00	30 min	30 min
Maximum Time Limit Exceeded	Sunday May 9 2010 11:15	Sunday May 9 2010 11:45	30 min	30 min
Integrity Error	Sunday May 9 2010 20:45	Sunday May 9 2010 21:00	15 min	15 min
Maximum Time Limit Exceeded	Sunday May 9 2010 21:00	Sunday May 9 2010 22:30	1 h 30 min	1 h 30 min
Problem loading a component	Monday May 10 2010 05:00	Monday May 10 2010 06:45	1 h 45 min	1 h 45 min

Monitored object list.
 Click on an object to reach its Availability report

Alarms list



AVAILABILITY ANALYSIS | **From Saturday May 8 to Monday June 7 2010 inclusive**

LeGuide.com | Shopping guides, Scenario HTTP, Paris - Navigateur 15 | [freq:15 min]

Status: ✔ | Alarms: 72 | Avg. Perf: 10.3 s | Target rate: 95.689 % | Success rate: 96.935 %

Alarms | Notifications | Avail. Calendar

Availability rate: 98.992%

NOTIFICATIONS
 Displays the following information for each alarm :

- Was it notified ?
- At what time ?
- How was it sent (email, sms, snmp trap) ?
- Who was notified ?

AVAILABILITY CALENDAR
 Goal: synthetic presentation of service availability using a calendar
 Also provides alarms distribution per hour.

ADDITIONAL ANALYSIS VIEWS
 In addition you can request customized views by contacting your Witbe representative.



Agenda

Portal organization

« Global report »: Supervision, Dashboard, Alarms

« Measurement analysis »: Performance, Availability

My account section



My account | Address
Account owner information

My account | Alert options
Alert parameters: activation, notification mode (s), recipient(s), severity, delays, alerts grouping, ...

My account | Report options
Email reports parameters: frequencies, format(s), recipient(s)

My account | Settings
Portal interface parameters : language (FR or EN), time zone

OVERALL ADMINISTRATION
Users accounts and measurements (activation, parameters) are managed through a specific interface (Master account)





We are here to listen

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