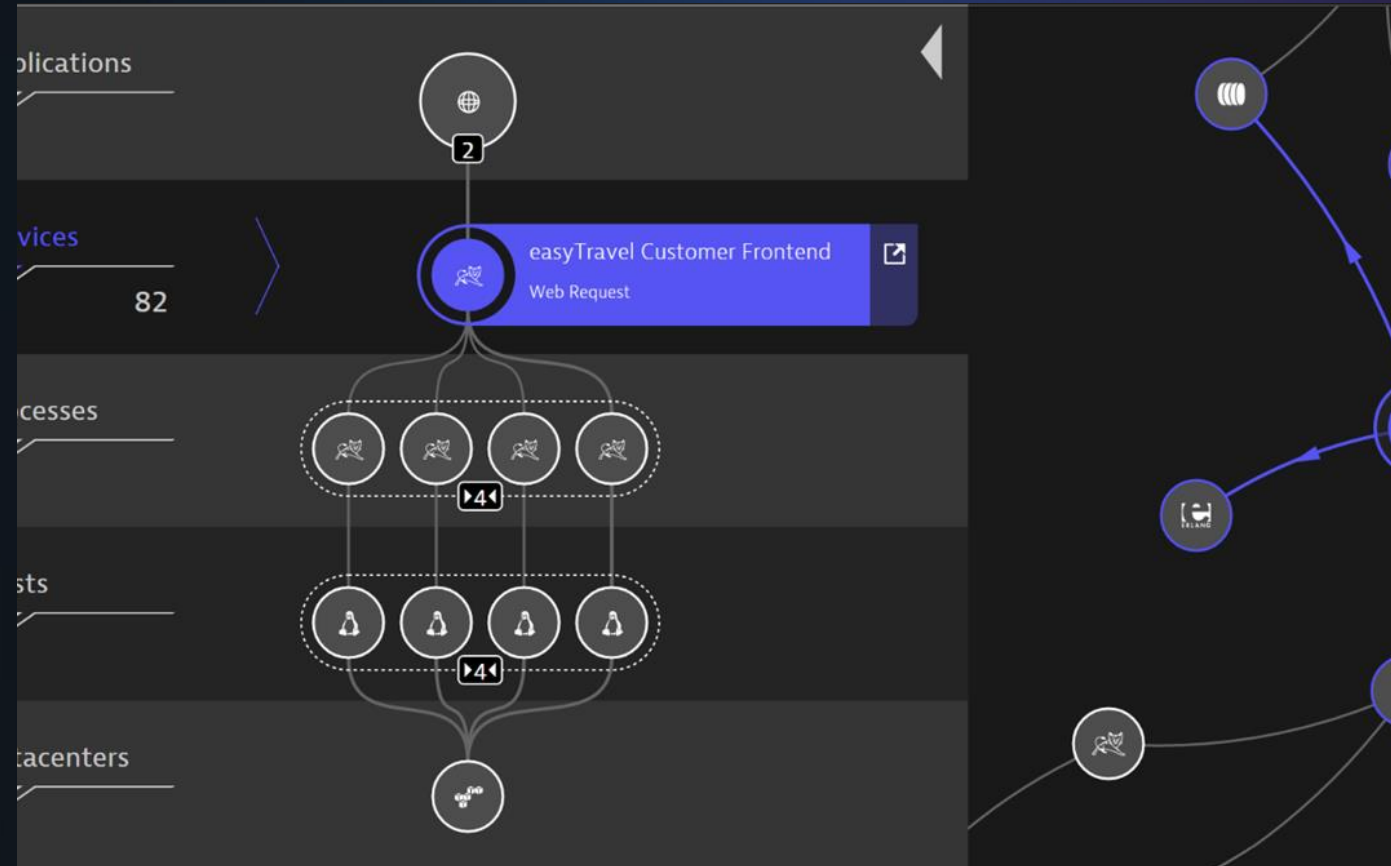


User Training Review



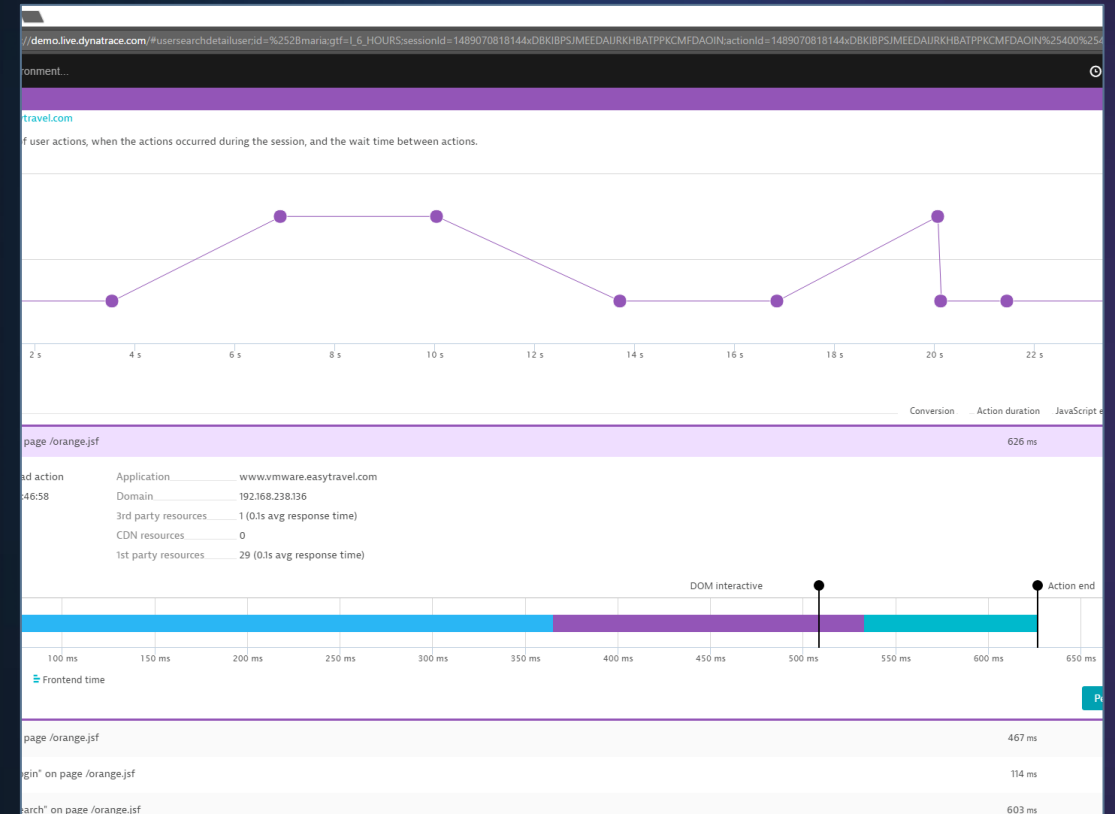
Smartscape

- Open the Smartscape and click through entities on the right and left sides. Drill into the relevant entity
- Open a Host from the side menu and drill into the Smartscape
- While looking at the Smartscape, use the search function from the menu bar



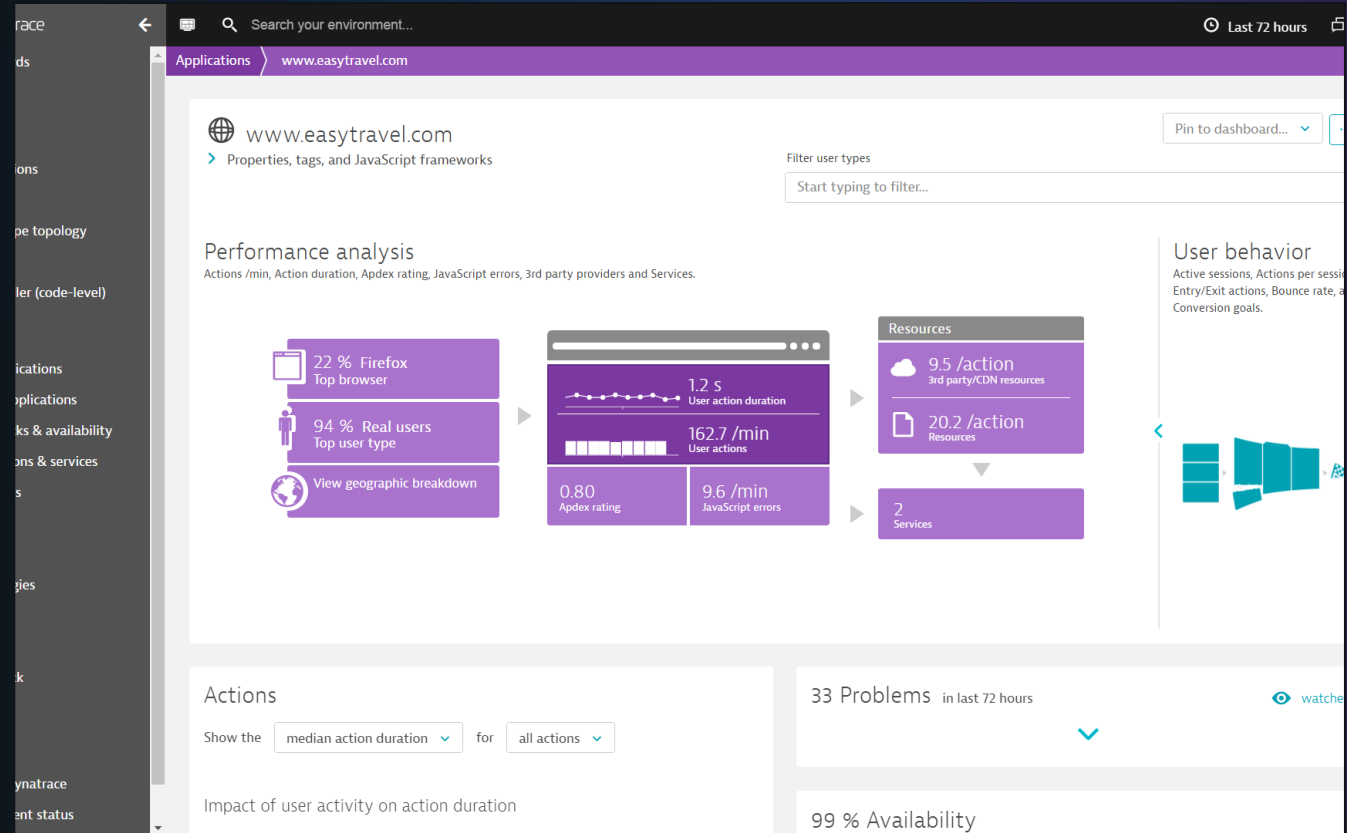
RUM - User Sessions

- Filter the user list for an IP address
- Analyze a User Session and look at some actions they performed. How much time was spent on the client side?
- Investigate a waterfall
 - Were there any top findings?
 - What could be optimized in the page?
 - Drill down into any applicable PurePaths



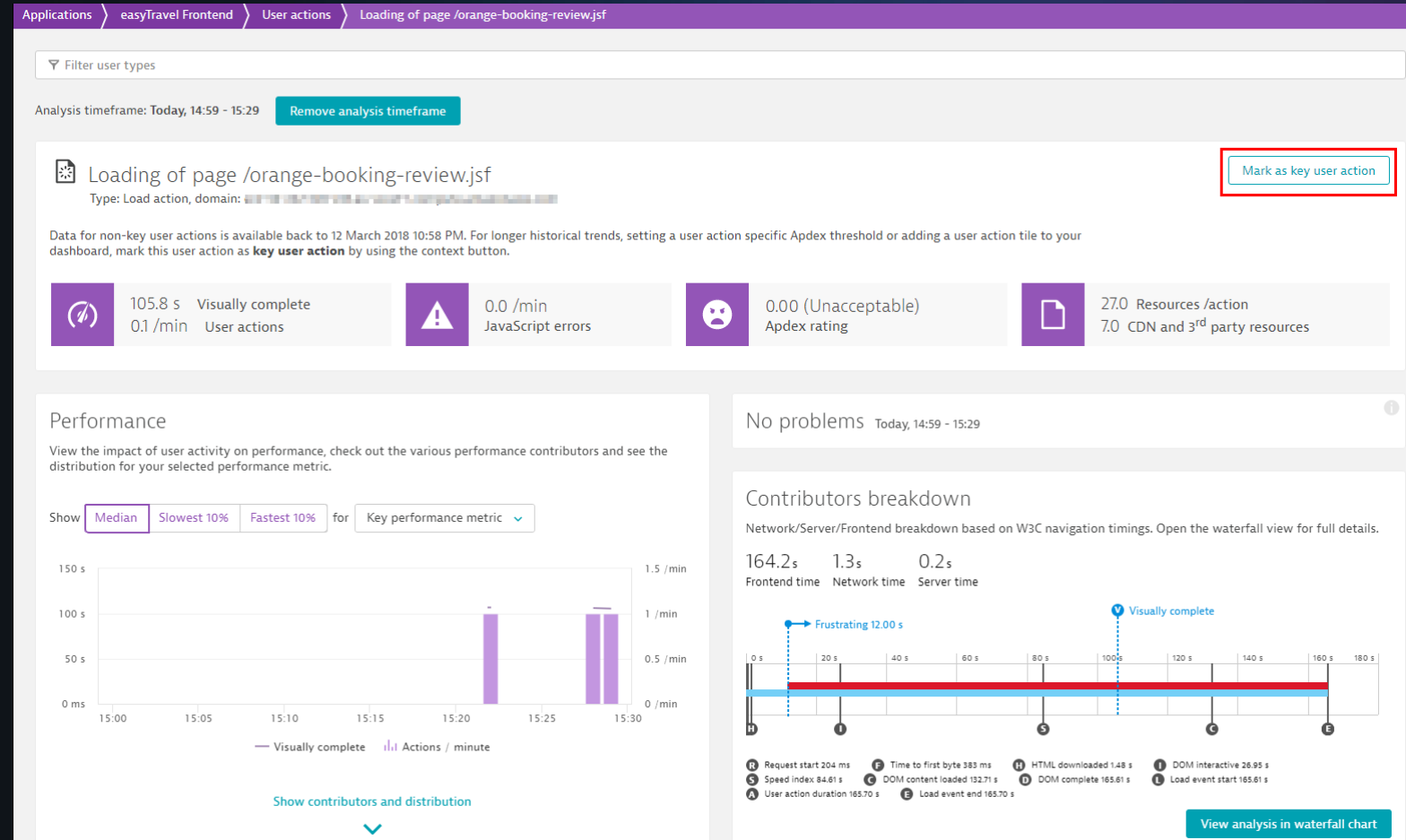
RUM - Applications

- Look at an Application
 - Which services does the application call?
 - Are there frequent JavaScript errors?
 - What were the top user actions?
 - When are most sessions started?
 - Which page users most frequently enter the app from?



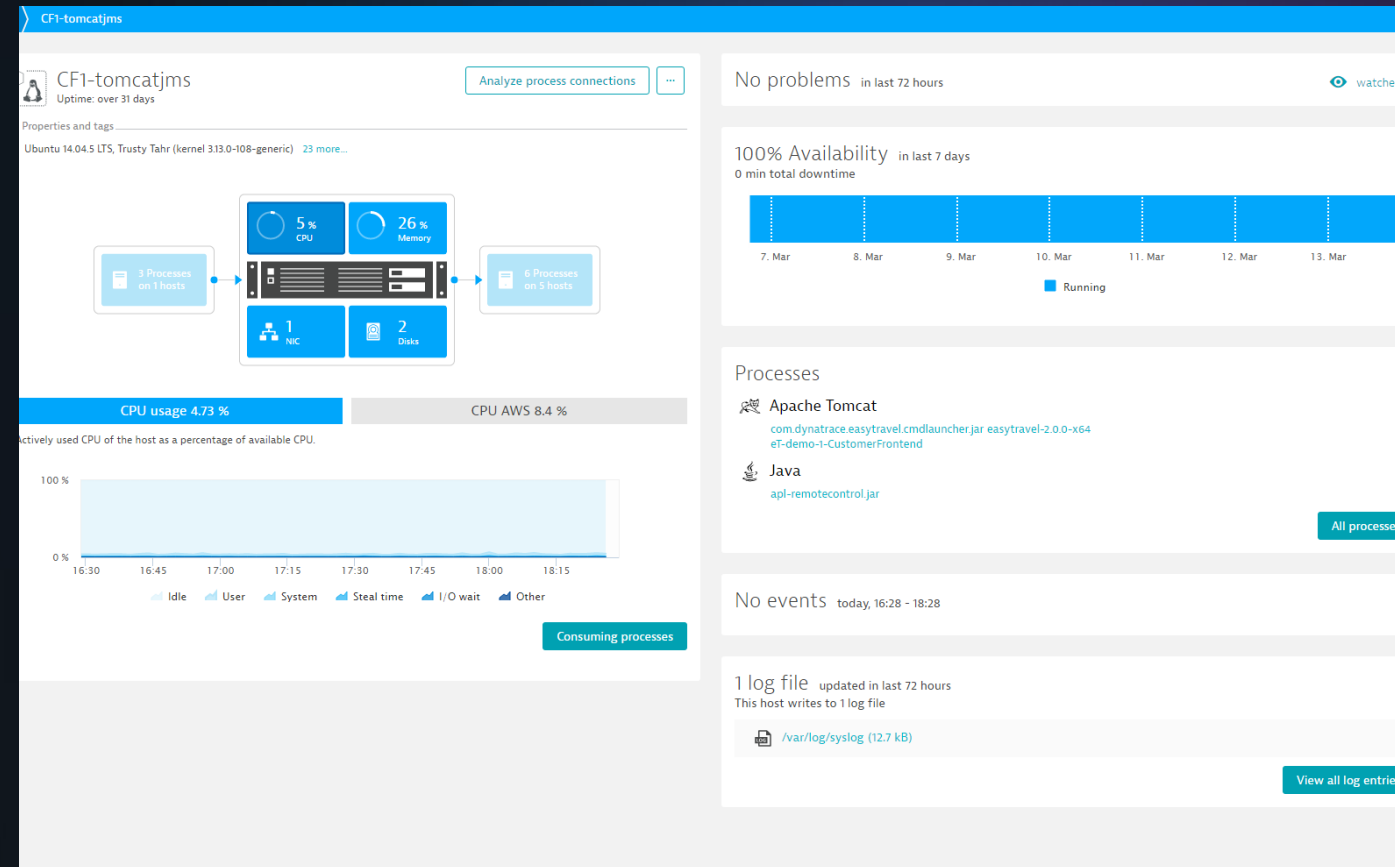
Configure a User Action as Key

- From the performance analysis screen select 'top user actions'
- In the list of actions select the action you'd like to make 'key' and filter on it.
- When analyzing a single user action, you can select the button 'mark as key user action'
- Then, you can pin this to a dashboard



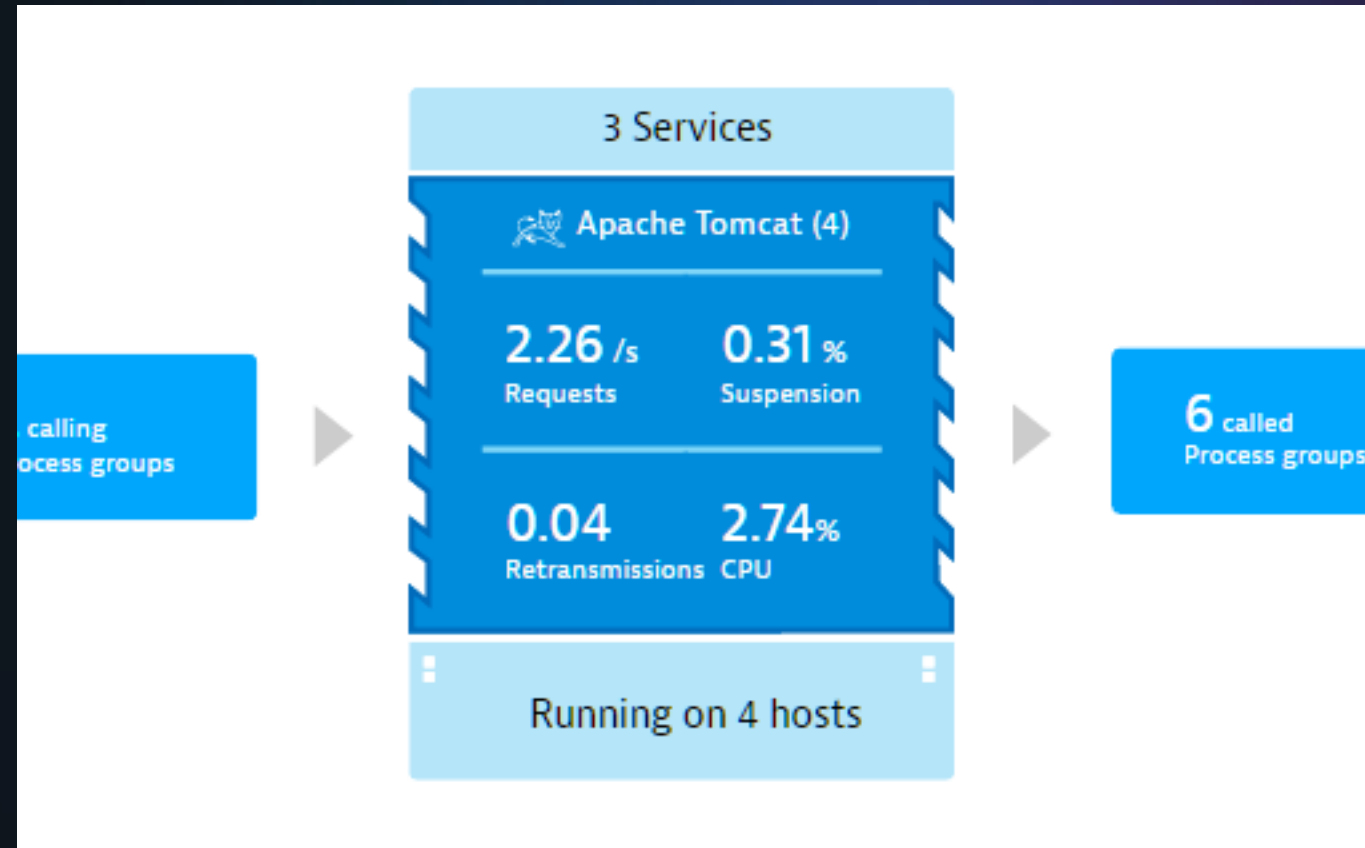
Hosts

- Look at your hosts and pick one that you're familiar with
 - Which log files does it write to?
 - How many disks are attached to it? How about NICs?
 - Has it restarted in the last 30 days?
 - Which processes is it running?



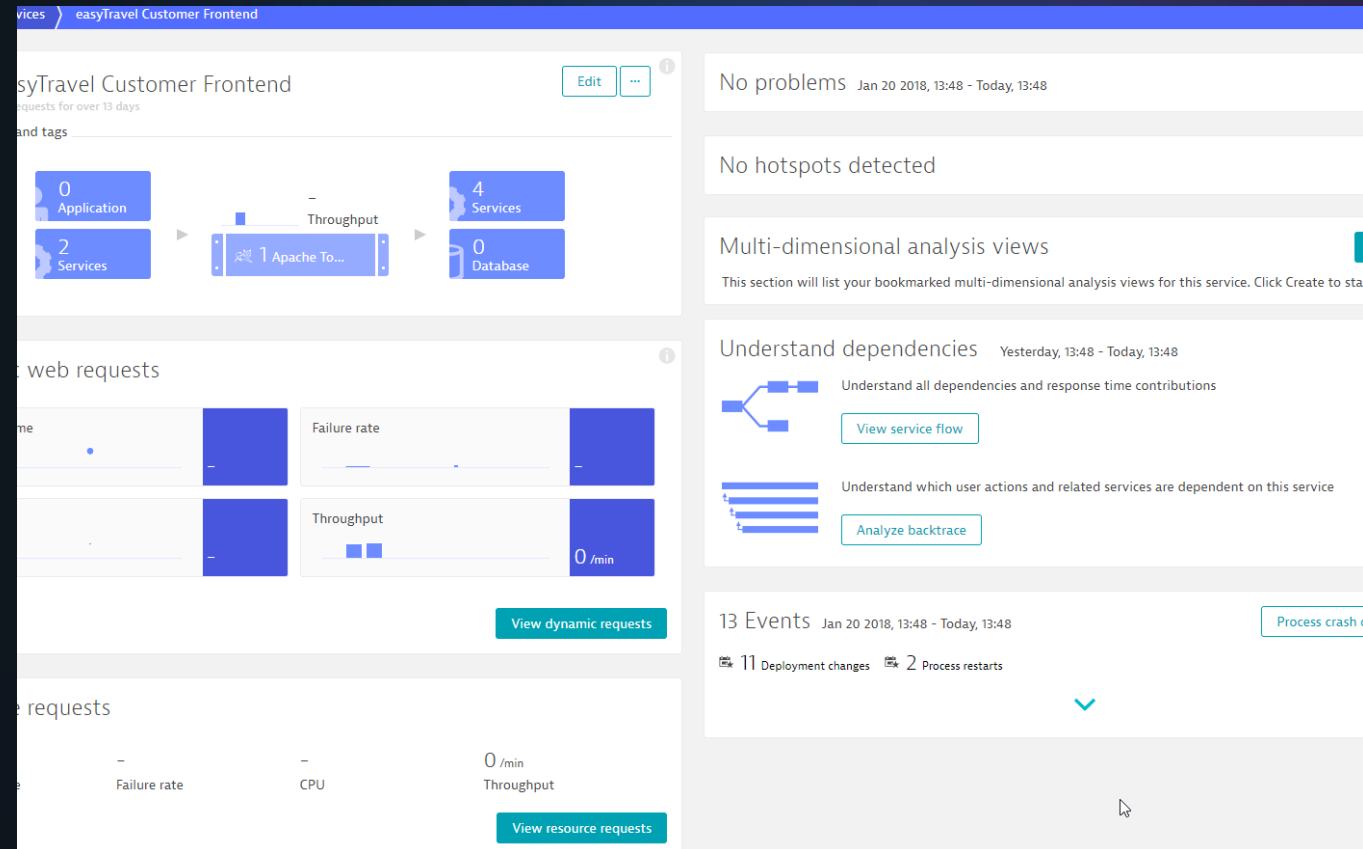
Processes

- Drill into one of the running processes and then look at its process group
 - How many services does it support?
 - Are other process groups calling it, or does it call other process groups?
 - Which hosts does it run on?
 - Are there any process-specific metrics shown?
 - What are the command line arguments for the running processes?



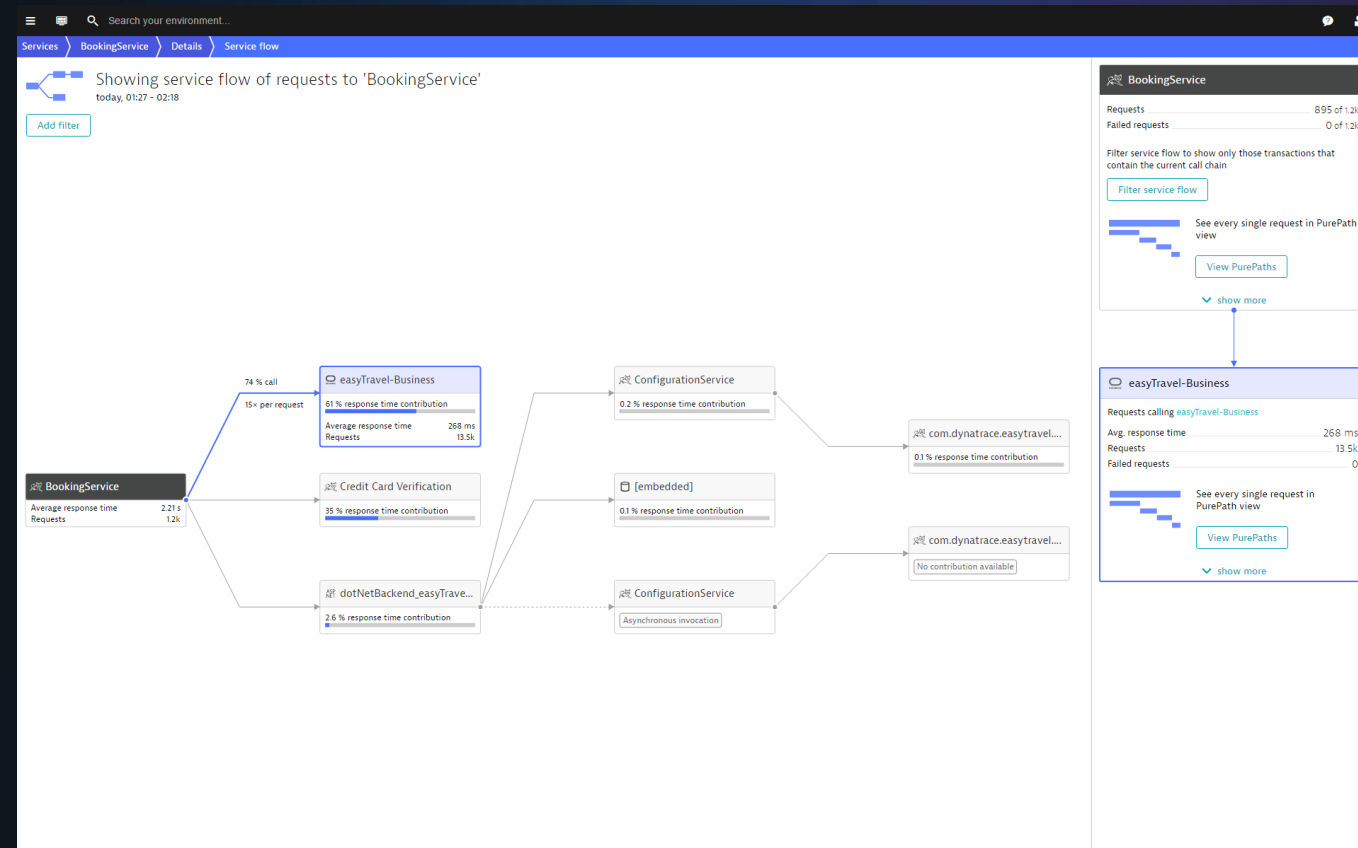
Services

- Look at the list of services and pick one with a high throughput or failure rate
 - Which services call this one, and which services does this in turn call?
 - Which hosts run this service and which processes?
 - Have there been any problems during the given timeframe?
- Look at the Dynamic Requests for the service
 - Which requests are called the most frequently Which have highest error rate?
 - Filter on the one with the highest CPU usage and drill into the CPU Hotspots



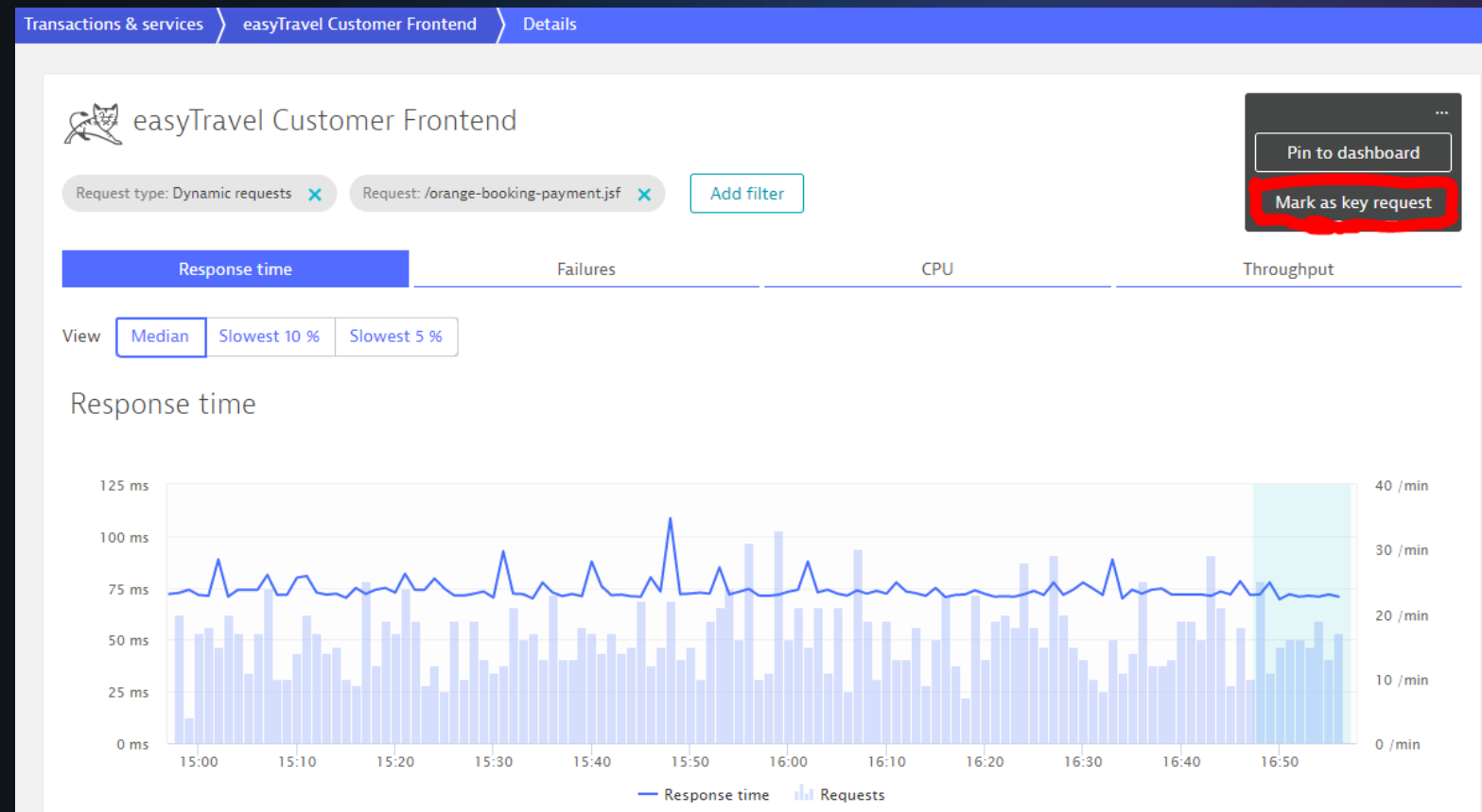
Services

- Try out any of the service analysis views and see what info you can gather
 - Is the throughput the same as yesterday?
 - What are the downstream dependencies? What about the upstream ones?
 - If there were failures, what were their causes?
 - What are the speed distributions for this service or your filtered request
 - How can you see the code-level analysis for the requests?



Configure a Request as Key

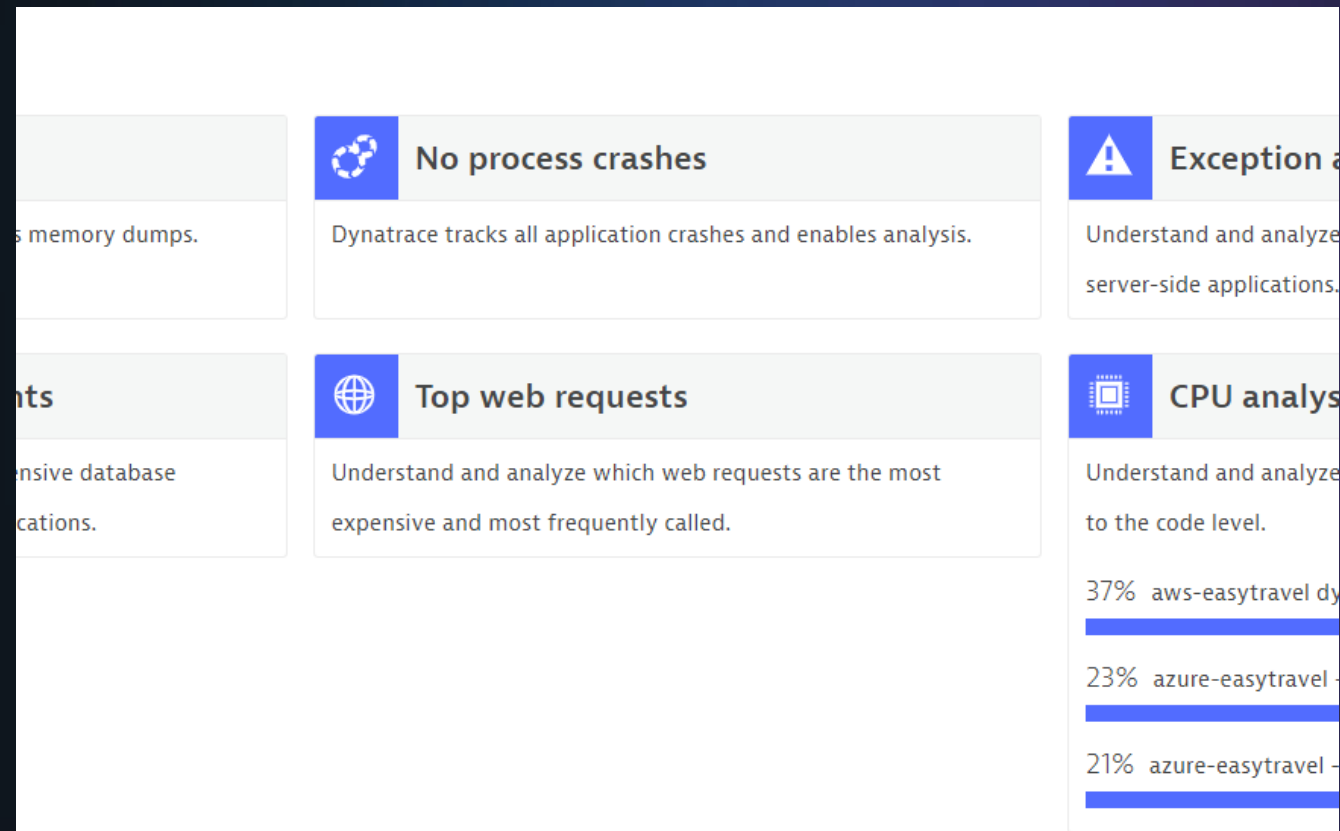
- From the service details screen view the 'top requests'
- In the list of requests, select the request you'd like to make 'key' and filter on it
- When analyzing a single request, you can select the button 'mark as key request'



Diagnostic Tools

- What are the top web requests in your environment?**
- Have you had any process crashes in the last 30 days?
- Do you have any memory dumps stored?
- What are the top database statements in your environment?**
- Which processes are taking the most CPU in your environment?

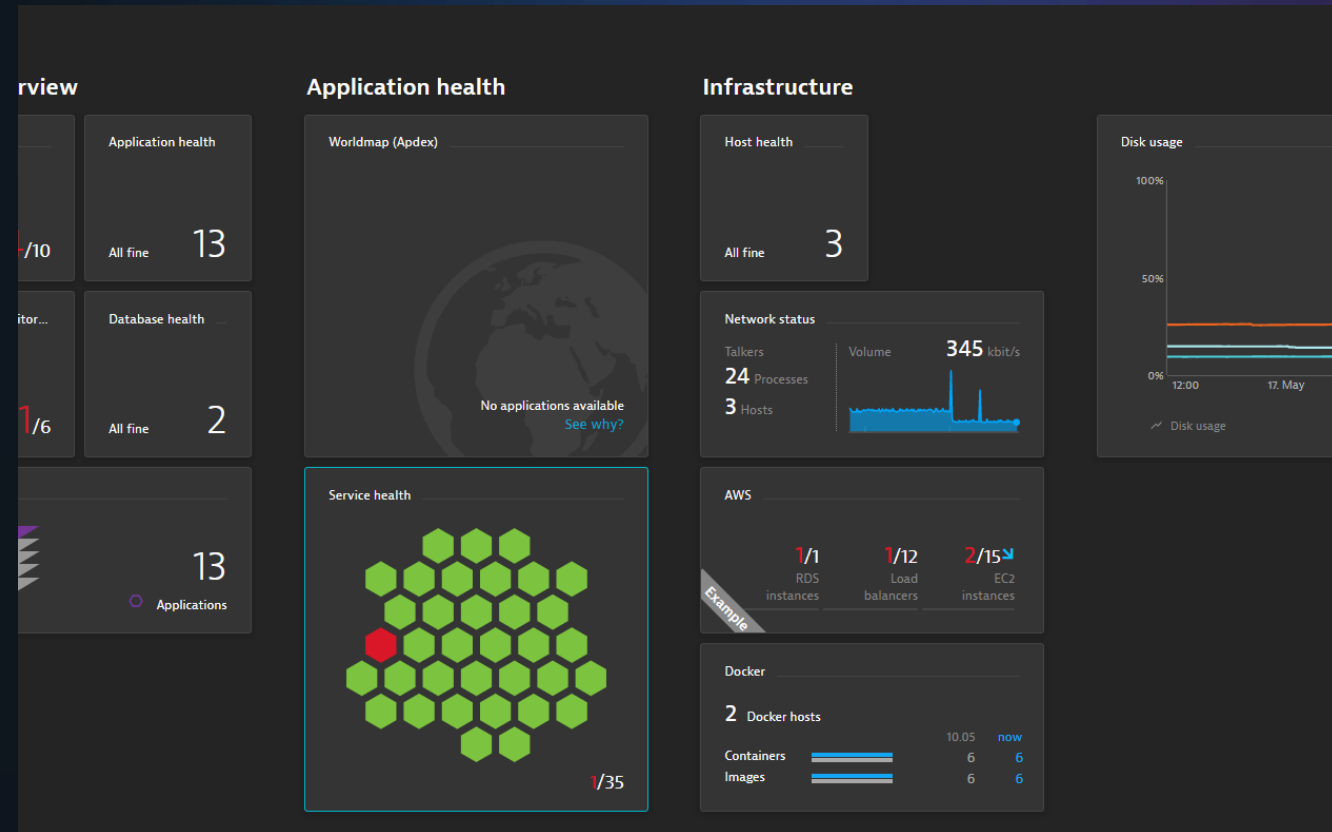
** Try using the Management Zone filter when looking at “top” lists in your environment



Dashboards

You can add tiles in three ways

- Create your own dashboard
 - Add a tile via the “Edit” menu
 - Go to “Create custom chart”, create a chart, and pin it to your dashboard
 - You can also add from different parts of the product
 - Go to hosts and click on the “Graph” icon in the top-left. Here, you create a hosts graph and pin it to the dashboard
 - Go to applications and pin the User Behavior to a dashboard
 - Go to a service and pin it to a dashboard
 - Create a key request and pin it to a dashboard





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