23 Publishing Reports

After diagnosing an issue with AppTransaction Xpert, you can generate reports of your findings for key stakeholders, including application developers, network engineers, and management.

AppTransaction Xpert provides the following reports:

- Web Reports (HTML Format)

- Microsoft Word Reports (RTF Format)

- Difference Reports

- Comparison Reports (RTF Format)

- Webpage Performance Report (RTF Format)

- Exporting AppDoctor Data to Spreadsheets (CSV Format)

- Multiple-Transaction Reports (RTF Format)
  (*not available in all solutions*)

- Exporting Tree View Statistics
  Choose Reports > Export Tree View Statistics… to export selected statistics from the Tree View window to a spreadsheet.

- Exporting Window to Bitmap
  Choose Reports > Export Window to Bitmap to generate a bitmap of the current window.

Related Topics

- *ace_web_report_dir preference*

- *ace_web_report_use_local_time preference*

Web Reports (HTML Format)

The Web Report is HTML-based and allows you to easily drill down through information by clicking on hyperlinked text and graphics.

Procedure 23-1   Generating a Web Report

1   Open the Transaction Analyzer model file for which you want to generate a report.

2   Choose Reports > Generate Web Report…

➥ The "Configure Report" dialog box appears, with the "Report Format" option set to Web Report.

Figure 23-1   Configure Report Dialog Box
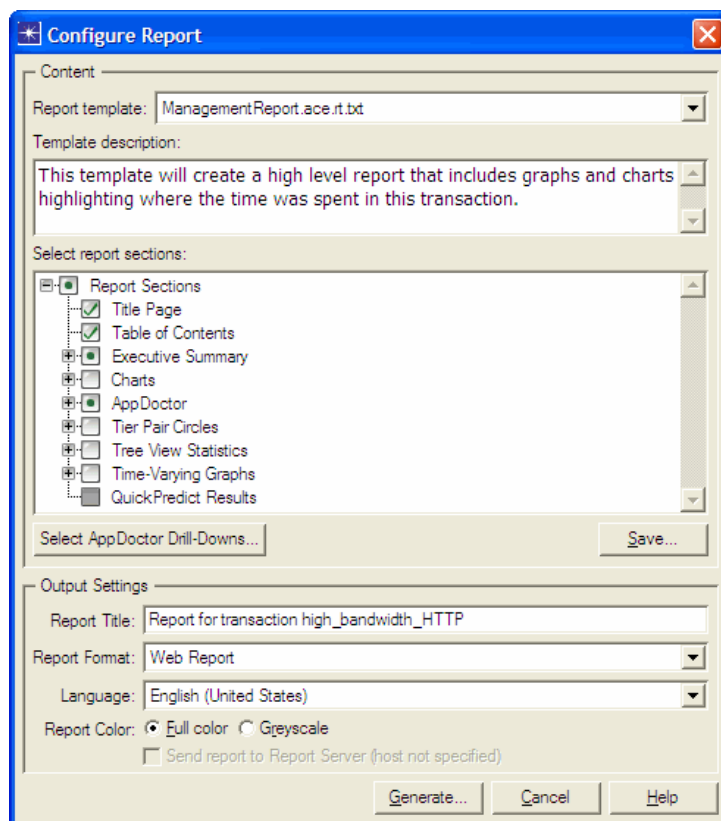
3   Specify the report settings:

- Report template—Defines the previously-defined template used to generate the report. A description of the selected template displays for reference.

- Select report sections—Specifies the content to include in the report from the treeview pane.

- Output Settings

  - Report Title—Specifies the title of the report. It is good practice to use a descriptive title.

  - Report Format—Specifies the report format. Select "Web Report".

  - Language—Specifies the language. Choose Chinese, English, French, Japanese, Portuguese, or Spanish.

  - Report Color— Specifies whether images are displayed in "Full color" or "Grayscale". "Grayscale" is useful for creating print-friendly reports.

  - Send report to Report Server—Sends the report to the specified Report Server.

4 Optionally, click "Select AppDoctor Drill-Downs" to specify the AppDoctor drill-down details to be included in the report.

➥ The Select AppDoctor Drill-Downs dialog box appears.

Select and specify one of the following:

- The largest source of delay that when combined compose *n* % of the response time

- The *n* largest sources of day.

Optionally, select "Only include sources of delay that are larger than *n* % of the response time" to filter delays.

5 Optionally, select Save… to save the report settings as a report template.

6 Click Generate…

➥ If you make changes to the report settings without saving, a confirmation dialog box appears asking whether you want to save the template changes.

➥ The "Browse For Folder" dialog box appears, from which you can select the directory in which the report files will be saved. By default, AppTransaction Xpert reports are saved in <user_dir>\op_reports\AppTransaction Xpert Reports.

Note—The "Use Separate Directories for Traces" preference specifies how AppTransaction Xpert organizes reports. If set to TRUE (the default), a generated report is placed in a subdirectory based on the original Transaction Analyzer model (`AppTransaction Xpert Reports/<Transaction_Analyzer_model_name>/`); otherwise, the report is placed under `AppTransaction Xpert Reports`.

7 After being generated, the report displays in a web browser.

**End of Procedure 23-1**

Related Topics

- *Publishing Reports*

Microsoft Word Reports (RTF Format)

Procedure 23-2   Generating a MS Word (RTF) Report

1   Open the Transaction Analyzer model file for which you want to generate a report.

2   Choose Reports > Generate MS Word Report (.rtf)…

➥ The Configure Report dialog box appears, with the "Report Format" option set to MS Word Report (.rtf).

Figure 23-2   Configure Report Dialog Box
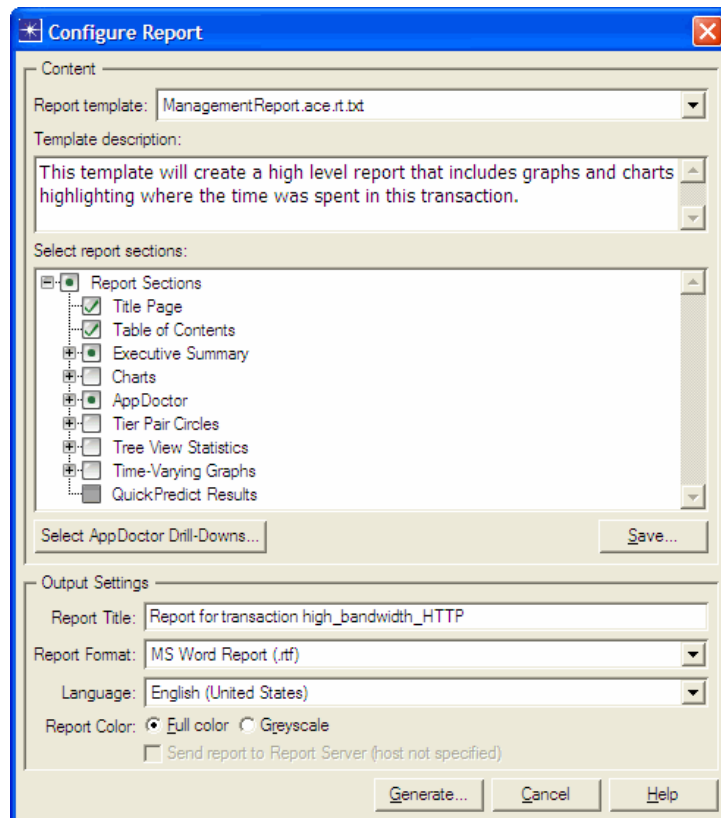
3   Specify the report settings:

- Report template—Defines the previously-defined template used to generate the report. A description of the selected template displays for reference.

- Select report sections—Specifies the content to include in the report from the treeview pane.

- Output Settings

  - Report Title—Specifies the title of the report. It is good practice to use a descriptive title.

  - Report Format—Specifies the report format. Select "Web Report".

  - Language—Specifies the language. Choose from Chinese, English, French, Japanese, Portuguese, and Spanish.

> • Report Color— Specifies whether images are displayed in "Full color" or "Grayscale". "Grayscale" is useful for creating print-friendly reports.
>
> • Send report to Report Server—Sends the report to the specified Report Server.

4 Optionally, click "Select AppDoctor Drill-Downs" to specify the AppDoctor drill-down details to be included in the report.

➥ The Select AppDoctor Drill-Downs dialog box appears.

Select and specify one of the following:

> • The largest source of delay that when combined compose *n* % of the response time
>
> • The *n* largest sources of day.

Optionally, select "Only include sources of delay that are larger than n % of the response time" to filter delays.

5 Optionally, select Save… to save the report settings as a report template.

6 Click Generate…

➥ If you make changes to the report settings without saving, a confirmation dialog box appears asking whether you want to save the template changes.

➥ The "Browse For Folder" dialog box appears, from which you can select the directory in which the report files will be saved. By default, AppTransaction Xpert reports are saved in <user_dir>\op_reports\AppTransaction Xpert Reports.

Note—The "Use Separate Directories for Traces" preference specifies how AppTransaction Xpert organizes reports. If set to TRUE (the default), a generated report is placed in a subdirectory based on the original Transaction Analyzer model (`AppTransaction Xpert_Reports/<`*Transaction Analzyer_model_na me>*`/`); otherwise, the report is placed under `AppTransaction Xpert Reports`.

7 After being generated, the report displays.

End of Procedure 23-2

Note—When Microsoft Word saves a file in .rtf format, it includes RTF code that is compatible with older versions of MS Word. This can increase the file size significantly. Therefore, if you view or edit an AppTransaction Xpert report in MS Word, save it as a Word document (.doc) file.

Related Topics

• *Publishing Reports*

• *ace_launch_word_reports preference*

Difference Reports

You can generate a Difference Report that compares two Transaction Analyzer models and shows differences of interest. In contrast to Comparison Reports (RTF Format), difference reports can compare two Transaction Analyzer models only. Difference reports are preferable to multiple-transaction reports in the following situations:

• When you want the report to include only some types of differences (such as application statistics only, or "major" differences only).

• When you want to compare the network performance between two Transaction Analyzer models that record the same transaction at different times.

• When you want to compare one specific transaction, and one or both Transaction Analyzer models include application traffic that is irrelevant to that transaction.

• If the transaction of interest starts at different times (that is, after time 0) in the Transaction Analyzer models, or the Transaction Analyzer models have different tier names specified.

• When you want to focus on protocol-specific differences (for example, in TCP behavior or HTTP transactions) between two transactions. A difference report can include a protocol summary that shows the top-level protocols and the amount of payload and packet traffic.

Procedure 23-3   Generating a Difference Report

1   Open one of the Transaction Analyzer models that you want to include in the report.

2   Choose Reports > Generate Difference Report…

➥ The Difference Report: Select File dialog box appears.

Figure 23-3   Difference Report: Select File Dialog Box
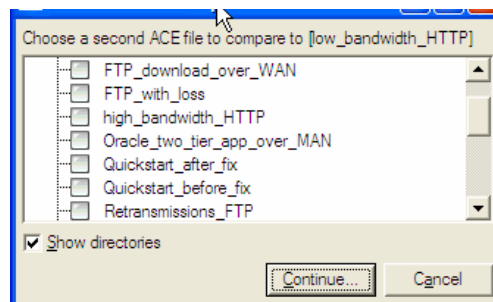
3   Select the second Transaction Analyzer model to include in the report and click Continue…

➥ The Difference Report: Match Tiers dialog box appears.

Figure 23-4   "Match Tiers" Dialog Box
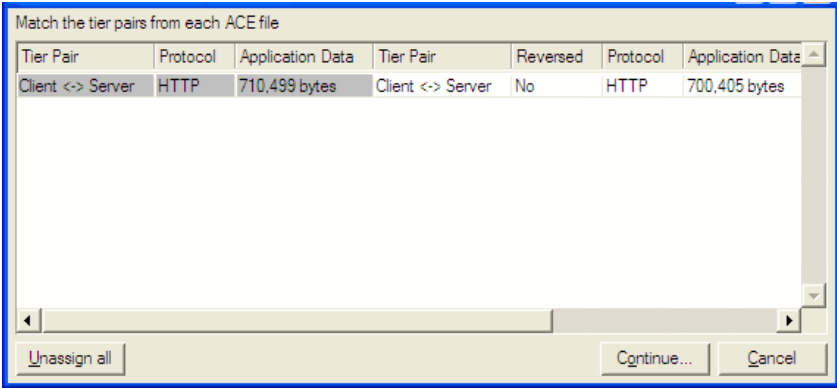
4 Match every tier pair that has a counterpart in the other Transaction Analyzer model. To change a tier-pair matching, click in the right Tier Pair column. If the two tier pairs match but are logically reversed—for example, if one tier pair is "Client <–> Server" and the other tier is "Server <–> Client"—set the Reversed field to Yes.

If a Transaction Analyzer model has a tier pair that has no counterpart in the other model, set that tier pair to [Unassigned <-> Unassigned]. You can use the Protocol menu to view the amount of protocol-specific data exchanged by each tier pair.

When all tier pairs are matched, click Continue…

➥ The Difference Report dialog box appears.

Figure 23-5   Difference Report Dialog Box
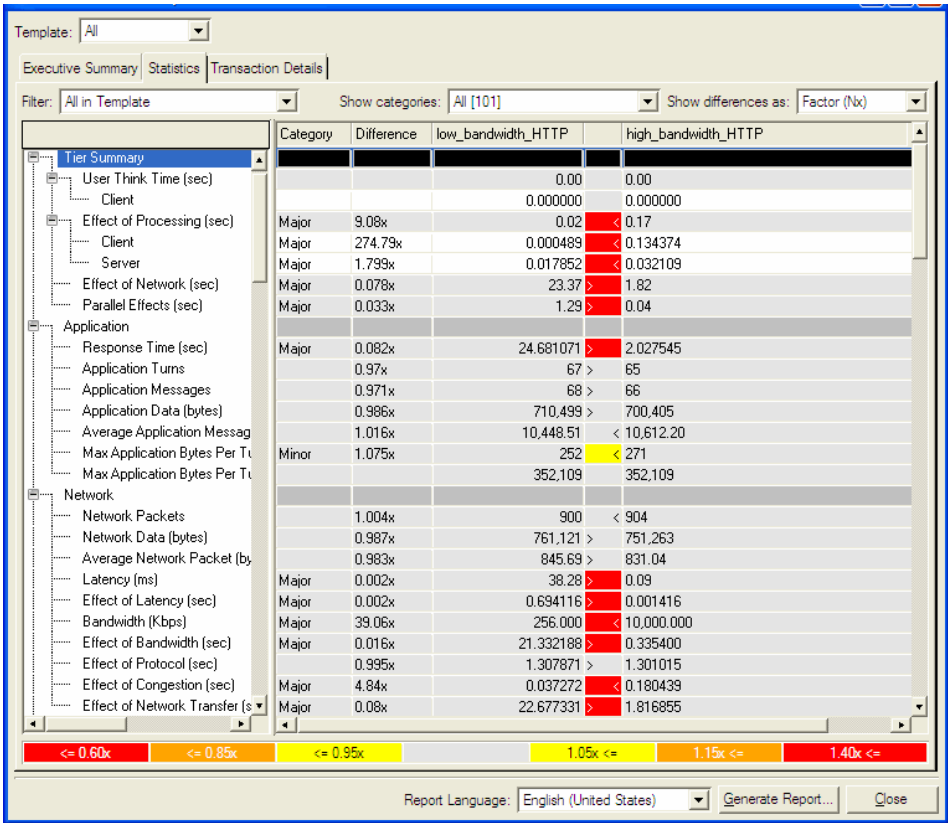
Use this dialog box to preview the information that will appear in the final report. The Template menu specifies a template that defines the information to include in the report. The tabbed pages are:

- Executive Summary (*not configurable*)—High-level differences that appear at the beginning of the report. This information is included only if the "Executive Summary" option is selected in the current template.

- Statistics—Use this page to select the statistic differences that will appear in the report. All statistics that appear in the table will be included in the final report. You can configure this table using the following controls:

    - Filter—Show only the classes of statistics selected in this menu.

      Note—This menu shows only the statistic classes that are selected in the current template. To specify a different set of statistic classes, set the Template menu to a different template, or select Configure to create your own template.

    - Show categories—Filter statistics based on the magnitude of difference.

      Each statistic difference falls into one of four categories: No Differences, Minor, Moderate, and Major. (You can configure the ace_diff_model_threshold preference to change how statistics get classified into these categories.)

    - Show differences as—numerical factor or percentage.

- Transaction Details (*not configurable*)—Matching and non-matching transactions in the two models. This information is included only if the "Transaction Details" option is selected in the current template.

5 In the Template menu, select the template that defines the information you want to include in the report.

To see which information is selected in a template, or to define your own custom template, select Configure in this menu.

6 Configure the Statistics tabbed page so that the table shows the statistics you want to include in the report. You can also preview other information in the Executive Summary and Transaction Details pages.

7 Click Generate Report… and select the directory in which to save the report.

➥ After being generated, the report displays.

End of Procedure 23-3

Related Topics

- *Publishing Reports*

Comparison Reports (RTF Format)

Comparison reports enable you to compare statistics between two or more Transaction Analyzer models. You can choose the statistics you want to compare (from both AppDoctor and the Tree View page). You can export the comparison results to either a spreadsheet or a Microsoft Word (.rtf) file.

To compare the current Transaction Analyzer model with other models, choose Reports > Generate Comparison Report. AppTransaction Xpert then prompts you for the following information:

• The other task(s) you want to compare with the current task

• The statistics you want to compare

• The level of statistic detail

• The format options for the generated report are online (full color), print-friendly (grayscale), and English or foreign language

Related Topics

• *Publishing Reports*

• *ace_launch_word_reports preference*

Webpage Performance Report (RTF Format)

The Webpage Performance report, meant for web developers, leverages Google's PageSpeed Analytics to quickly identify potential performance issues with web pages, such as too many images or not specifying a character set in HTTP headers.

The report lists potential problem areas based on rule scores. Scoring is based on the number of URLs that violate a rule: 100/100 means no violations, 0/100 means excessive violations.

Rules are categorized by priority (High, Medium, Low) based on the number of the violations (URLs) and the weighted rules themselves. For example, consider the case where two webpages violate the "Leverage browser caching" rule. For one webpage, the rule is categorized under High priority because there are 20 violations. For the other webpage, the same rule is categorized under Medium priority because there are only 10 violations. In another case, a rule with a higher importance may be categorized under High priority with only a few violations. (A priority level is omitted from the report if no violations are found in that category.) Additionally, the report lists common issues that passed an applied set of rules.

**Note—**The report assumes that the HTTP traffic in the model is from a single HTTP page.

The report can be generated for models containing HTTP traffic by performing one of the following options:

*   Choose Reports > Generate Webpage Performance Report…

*   From the AppDoctor HTTP tab, choose "Generate Webpage Performance Report…"

The following figure shows example pages from the Webpage Performance Report. The first page (with the heading "Medium Priority") lists potential performance issues. For each issue, the report lists the rule score, a brief description of the rule, and hyperlinks to easily find the issues in the webpage. The second page (with the heading "Passed Metrics") lists the common issues that passed an applied set of rules.

Figure 23-6   Webpage Performance Report: Example Pages
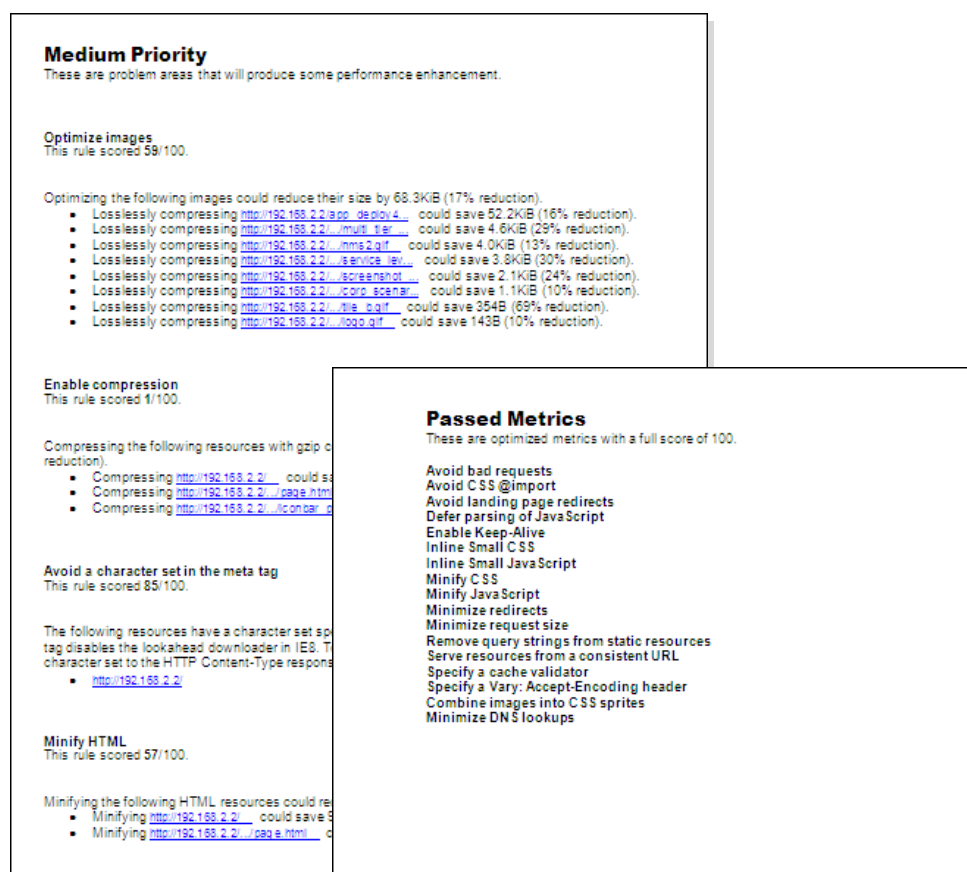
Related Topics

*   *Publishing Reports*

Exporting AppDoctor Data to Spreadsheets (CSV Format)

To export AppDoctor data to a tab-delineated text file, choose Reports > Export AppDoctor Statistics. You can then view AppDoctor results using a spreadsheet program like Microsoft Excel. The resulting file includes diagnoses and raw values from the AppDoctor Diagnosis window, and statistics from the AppDoctor Statistics window.

Related Topics

• *Publishing Reports*

Multiple-Transaction Reports (RTF Format)

Note—The Multiple-Transaction report is not available in all solutions.

You can generate a report that shows information for multiple AppTransaction Xpert transactions. This type of report is useful in the following situations:

- When you want to study an application that consists of multiple transactions, and you have a separate Transaction Analyzer model file for each individual transaction

- When you have multiple Transaction Analyzer model files that record different runs of the same transaction, and you want to compare the transaction runs

To generate a multiple-transaction report, choose Reports > Generate Multiple Transaction MS World Report (.rtf)… AppTransaction Xpert then prompts for the following information:

- Transactions to include in the report

- Introductory content to include the report: Table of Contents, Executive Summary, etc.

- Summary statistics to include in the report. These are statistics that compare all transactions directly.

- Details about each individual transaction to include in each chart: Data Exchange Charts, Tree View statistics, etc.

- AppDoctor information, including delay, diagnosis, and statistics.

- QuickPredict bar charts. You can include QuickPredict bar charts in your report by choosing a QuickPredict template file. For more information, see QuickPredict Bar Charts.

Optionally, you can forward the multiple-transaction report to Report Server.

To generate a Microsoft Word report for the current task, choose Reports > Generate MS Word Report. You can specify the content to include in the RTF report and choose these report options: online (full color), print-friendly (grayscale), and English or foreign language.

Note—When Microsoft Word saves a file in .rtf format, it includes RTF code that is compatible with older versions of Microsoft Word. This increases the file size significantly. Therefore, if you view or edit a report in Microsoft Word, save it as a Word document (.doc) file.

Related Topics

• *Publishing Reports*

• *ace_launch_word_reports preference*