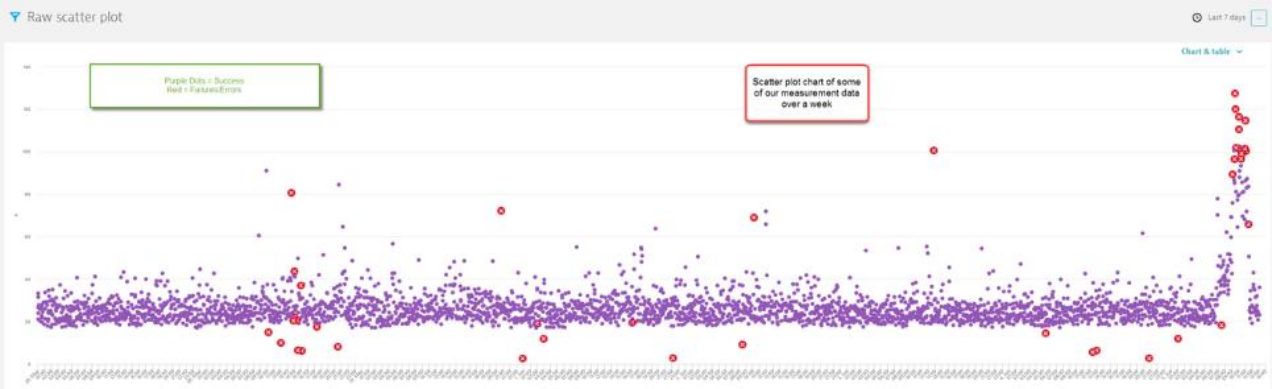

Sample Answer 1

Hello,

Thanks for contacting Dynatrace and for your interest in learning on how to improve your site's performance. I would be happy to help you understand how to use our metrics to pinpoint where and how corrections can be made. I have provided a chart from our Scatter Plot to organize when the errors have occurred. Each day is broken down into 6-hour blocks to see when the volume spikes are occurring.

	12 AM - 5 AM	6 AM -11 AM	12 PM - 5 PM	6 PM - 11 PM	Total
30-May		1	10	1	12
31-May				1	1
1-Jun	3		1	1	5
2-Jun		2			2
3-Jun					0
4-Jun	1		2	1	4
5-Jun	1	11	4		16

There were some failures on May 30th mainly between 12 PM and 5 PM. On June 5th, errors occurred mostly between 6 AM and 5 PM. A couple of failures took place mid-week between May 31st and June 4th, but overall connections were running relatively well. It's fair to say since a heavy concentration of failures takes places between the 6 AM to 5 PM window, that could be when the server is overloaded and typically most traffic is taking place at that time.

Now let's look at our waterfall screens, which collects the data on how the elements on pages are loading. For comparison measurements, we'll take June 2nd a healthy waterfall day and compare it against June 5th a performance spike day. In our healthy waterfall, the network time was 2.832 seconds, content size was 1,698 KBs, 124 objects, and the Location New York, NY. This request utilized 26 IP address done in 33 connections. On our spiked waterfall, there were slower network times 17.807 seconds, larger content size of 1,756 KBs and the location was Chicago, Il. This request used the same number of IP addresses but took 8 more connections. Downloading speeds to the same page were slower in the Chicago location and could be a result of low bandwidth on the network. Different locations could mean the requests are farther from the servers and causing more connections for the Chicago area. Additionally, it appears the healthy transaction is cached which means fewer contents are downloaded and that is saving on load times.

Lastly, upon analyzing a specific transaction that took place on June 5th, which was processing an authentication script the errors codes show it as 150001. This means JavaScript on the page did not or was not able to execute properly. And we can see this resulting on the payment page detailing a proxy error.

Proxy Error

The proxy server received an invalid response from an upstream server.
The proxy server could not handle the request *POST /ascena-hop/init*

CVV

CVV

A good practice is to allow each page to fully display before taking any action. You may also try adding validation values such as a wait action, as wait for the network, or wait for validating as another option. Some proxy or firewalls restrict the JavaScript file to be loaded from data sent using the HTTP POST method. These restrictions are usually set in place for security, adding an exception for this site may assist in establishing communications.

Ultimately, there are multiple factors we can consider, but I would start with these ideas mentioned above. I have provided a link for more information on the errors codes. https://www.dynatrace.com/support/doc/synthetic/reference-information/error-codes/ Error 15001 .Please let me know if there are any other questions you may have about our data measurements. I'd be happy to go over this in detail with an engineer if you prefer. Hope you have a great day!

Regards,

Grace Cuttino

Insights Performance Analyst