

Powerb@se SiteAngel Service Frequently Asked Questions

TABLE OF CONTENT

- First Things First
- Prerequisites
- Getting Started
- Teaching and Configuring Angels
- Web Site Response Measurement
- Reports

First Things First

Is SiteAngel a product or a service?

Is SiteAngel secure?

Is the data that my Angels collect about my Web site kept private?

Does SiteAngel monitor both HTTP and HTTPS requests?

Does SiteAngel monitor the DNS?

Does SiteAngel monitor the FTP or email services?

Does SiteAngel work with cookies?

Prerequisites

Do I need to download any software to use SiteAngel?

Do I need technical expertise to use SiteAngel?

What browsers does SiteAngel support?

Getting Started

What can I configure in SiteAngel?

What if I forget my password?

How is JavaScript measured as part of performance?

How does SiteAngel handle the images loaded by JavaScript or the mouseover functions of JavaScript?

Teaching and Configuring Angels

How do I define my Web site's Critical Paths?

How do frames impact the 50-step limit for a Critical Path?

Can I teach Angels to verify that banner advertisements are displaying properly?

Can I reteach an Angel?

How many times can I reteach an Angel?

Why should I review my Angel's Critical Path?

What Operational Goals can I specify?

What are the differences between Operational Goals and notification criteria?

When reviewing the Critical Path, can I click on the Web links?

When reviewing the Critical Path, I noticed that I could click the mailto: links without getting an error. Why?

What information does SiteAngel store when I teach an Angel?

If the Critical Path requires a credit card, will it be charged for purchases during each evaluation?

If the Critical Path creates a new user account, will it fail after the first playback?

Can I use SiteAngel to create and then delete an account?

Web Site Response Measurement

Can I measure my competitor's Web site?

How often does SiteAngel measure my Web site's response?

What if I change my Web site?

What happens when one of my Angels detects a problem?

During playback and evaluation, is the Angel running a real browser?

Reports

How does SiteAngel monitor servlets or Java Server Pages (JSPs)?

Does SiteAngel monitor CGI pages?

How can I verify that SiteAngel downloads all elements of a page (images, frames, and other resources)?

What reports are generated?

What data is collected for reporting?

Problems That Can Affect Your Web Site

Response Error

Content Error

Performance Error

Connection Problems

Error Message

Why does Internet Explorer 5 give the message, "This certificate has failed to verify for all its intended purposes"?

First Things First

Is SiteAngel a product or a service?

SiteAngel is a service that requires only a standard browser.

Is SiteAngel secure?

Yes. Following are two examples of the SiteAngel commitment to security.

SiteAngel is hosted in physically-secured data centers. The facilities are guarded around the clock, and physical access is limited to authorized personnel.

When SiteAngel accesses your site during teaching and playback, the security level is the same as the security of any user accessing your site. SiteAngel uses 128-bit encryption algorithms, so that it will access your site as securely as defined by your Web site.

Is the data that my Angels collect about my Web site kept private?

Yes.

Does SiteAngel monitor both HTTP and HTTPS requests?

Yes, SiteAngel uses the protocol that was used to teach the Angel.

Does SiteAngel monitor the DNS?

SiteAngel uses the DNS to lookup the server to perform playback. If the DNS is unavailable then the playback will fail, resulting in a site fault.

Does SiteAngel monitor FTP or email (SMTP, POP3) services?

No, SiteAngel does not monitor these services.

Does SiteAngel work with cookies?

Yes, a cookie is information stored on the client computer that is sent to the server when the user makes specific requests. SiteAngel can record this information and send the identical request during the playback and evaluation.

Prerequisites

Do I need to download any software to use SiteAngel?

No, SiteAngel is a Web-based application. SiteAngel can begin measuring your Web site and creating reports within minutes of signing up for a free trial from the SiteAngel Free Trial Web page.

Do I need technical expertise to use SiteAngel?

No, you only need to know how to use a keyboard, a mouse, and your Web browser. If you can navigate through a path on a Web site, you can use SiteAngel.

What browsers does SiteAngel support?

SiteAngel runs on Internet Explorer 4.0 service pack 2 and later and Netscape Navigator 4.08 and later.

Getting Started

What can I configure in SiteAngel?

SiteAngel enables you to:

- determine the number of Angels necessary for your Web site Critical Paths
- determine frequency of testing
- specify escalation procedures
- specify the report definition and distribution
- specify the Operational Goals
- specify the notification criteria

What if I forget my password?

If you forget your password but remember your logon ID, enter your logon ID in the Logon ID: field of the Logon page and click Forgot your password?. Your password will be sent to the email address associated with the account.

How is JavaScript measured as part of performance?

Because JavaScript is compiled on the client-side, it is not measured by SiteAngel.

How does SiteAngel handle images loaded by JavaScript or mouseover functions of JavaScript?

SiteAngel does not download images loaded by JavaScript. SiteAngel does not simulate browser actions like mouseovers because these are things that only occur from the browser; however, SiteAngel does download all the images required for the mouseovers.

Teaching and Configuring Angels

How do I define my Web site's Critical Paths?

To gain the most pertinent information about your Web site by using SiteAngel, consider identifying Critical Paths that

- [exercise back-end systems](#)
- [exercise known problem areas](#)
- [exercise high-traffic areas](#)
- [exercise new software and hardware](#)
- [verify advertising content providers links](#)
- [compare your competitors' Web sites](#)

To Exercise Back-End Systems

Identify Critical Paths that exercise the systems that support your Web site. For instance, an ecommerce company would want to teach an Angel a Critical Path that starts at the home page, browses for an item, adds it to the shopping cart, and checks out using a test credit-card number.

To Exercise Known Problem Areas

Identify Critical Paths that exercise areas of the Web site at which traffic-analysis tools indicate that customers abandon shopping carts. SiteAngel can help determine if the shopping carts are abandoned because of user frustration caused by unavailability and unresponsiveness of certain pages on your site.

To Exercise High-Traffic Areas

Identify Critical Paths that exercise high-traffic areas. Because an Angel navigating your site is equivalent to a single user, the Angel will not have an adverse effect on the performance of your site but will help you identify trends in high-traffic areas so you can improve your service before it degrades.

To Exercise New Software or Hardware

Identify Critical Paths that exercise new software and hardware so that you can determine how it functions in the real world as soon as it is released.

To Verify Advertising-Content Providers Links

Identify Critical Paths that verify that advertisers, or any third-party content providers, are providing valid images that link to valid sites.

To Compare Your Competitors' Web Sites

Identify Critical Paths on your competitor's Web sites that perform the same function as your Critical Paths to obtain comparison data.

How do frames impact the 50-step limit for a critical path?

SiteAngel loads each frame as an individual step; therefore each frame counts as one step. For example, if the first Web page of a Critical Path contains three frames, then you have used three of the possible 50 steps with the first Web page.

Can I teach Angels to verify that banner advertisements are displaying properly?

Yes, you can teach an Angel to follow a path through a banner advertisement. In the case of rolling banner ads, the page that is loaded when clicking the banner is likely to change. As a result, you will need to remove the default page title notification criteria for the page that is loaded when clicking the banner advertisement. See To Configure the Title Tag Name Notification Criterion

Can I reteach an Angel?

Yes, you can teach an Angel a new Critical Path or reteach an Angel to accommodate a change made to your Web site. You have the option of keeping the data already collected by an Angel or starting with a clean slate. This allows you to compare customer satisfaction before and after you make a change to your Web site.

How many times can I reteach an Angel?

There is no limit to number of times you can teach an Angel a new Critical Path .

Why should I review my Angel's Critical Path?

Reviewing the Critical Path of your Angel allows you to visually verify that an Angel has correctly learned its Critical Path. You can also modify the step names and define notification criteria for each step in your Angel's path. For your convenience, SiteAngel selects default names and notification criteria, but the Review Critical Path page allows you to customize those selections.

What Operational Goals can I specify?

Operational Goals are set for each Angel and include:

end-to-end performance (for example, buying a computer must take no more than three minutes)

the response at each step (for example, each page must load within 10 seconds)

the target time to fix problems that do occur (for example, all problems must be resolved within 10 minutes)

What are the differences between Operational Goals and notification criteria?

Report Overview charts show how often Operational Goals were met over time for all Angels. Not reaching the Operational Goals will not cause notification to occur. Instead, charts will show a lower customer satisfaction rating .

Notification criteria, on the other hand, cause email messages and pages to be sent. They are strict limits that you set for each step (for example, this text must appear on this page) during the Critical Path review .

When reviewing the Critical Path, can I click the HyperText Web links?

No, SiteAngel will trap all HTTP and HTTPS requests during Critical Path review . Clicking a link will cause an error page to display.

When reviewing the Critical Path, I noticed that I can click the mailto: links without getting an error. Why?

Currently, SiteAngel traps only the HTTP or HTTPS requests. All other links will remain active, but will not affect the Angel. In later releases, SiteAngel will trap all requests during Critical Path review.

What information does SiteAngel store when I teach an Angel?

SiteAngel records all the HTTP or HTTPS requests made when you teach an Angel. During scheduled playback and evaluation, SiteAngel will repeat the same requests.

If the Critical Path requires a credit card, will the credit card be charged for a purchase during each playback and evaluation?

Yes, if you teach an Angel to buy something with a credit card, the Angel will buy the item during each scheduled playback.

If the Critical Path creates a new user account, will it fail after the first playback?

Probably. The site will probably check that to verify that the user ID is unique before creating the account. After the account has been created, all subsequent attempts to create the account should result in an error.

Can I use SiteAngel to create and then delete an account?

If you can access a Web-based method to delete an account, then you can teach an Angel to create and then delete the account.

Web Site Response Measurement

Can I measure my competitor's Web site?

Possibly. Please refer to Powerb@se SiteAngel Customer Agreement for details (Clause 4.2).

How often does SiteAngel measure my Web site's responses?

You can select the frequency at which SiteAngel measures your site. During the Free Trial period, your frequency is limited to one measurement per half hour. Subscribers can choose a measurement frequency of up to every five minutes for each of their Angels.

What if I change my Web site?

Your Angel might be confused if you make changes to your Web site. After making a change to your site, review the Critical Path of your Angel and reattach the Angel, if necessary.

What happens when one of my Angels detects a problem?

You can specify one or more email addresses that SiteAngel notifies in the event that an Angel detects a problem with a Critical Path . You decide who is notified and how long the problem must occur before notifications are sent out. This allows you to define your own escalation procedure for notifications about problems with your site.

During playback and evaluation, is the Angel running a browser?

No, SiteAngel does not drive an actual browser, but it simulates the browser as much as possible.

Reports

How does SiteAngel monitor servlets or Java Server pages (JSPs)?

JSPs are snippets of Java source code that are embedded in an HTML Web page. These snippets of source code are then compiled on the server when the page is requested. Since this is server-side activity, SiteAngel will measure the time it takes to compile (if necessary) and return the page requested.

Does SiteAngel monitor CGI pages?

Yes; because CGI runs on the sever, SiteAngel will monitor the time required for the scripts to run.

How can I verify that SiteAngel downloads all elements of a page (images, frames, and other resources)?

All images downloaded in Critical Path review will be downloaded during playback and evaluation, other than images loaded by JavaScript. Also, you can view the detailed Angel reports to verify that the number of resources downloaded matches the number of known resources for a page.

What reports are generated?

SiteAngel generates the following reports:

Report Overview reporting considers all the Critical Paths against their Operational Goals .

Technical Detail reporting considers the Critical Paths and the steps along these Critical Paths. The cause of a low customer satisfaction rating at the Report Overview level can be determined by looking at individual Critical Paths and then the individual pages.

Other reports include Problem Log, Angel Detail log, and Details Table log.

What data is collected for reporting?

Your Angel is responsible for recording your Web site's responses at each step of the Critical Path, including:

- socket connection time for each page
- server response time for each page
- download time of each page
- byte count for each page
- accumulated socket connection time for all the resources on a page
- accumulated server response time for all the resources on a page
- accumulated download time of all the resources on a page
- total concurrent resource download time
- total byte count for all the resources on a page

Problems That Can Affect Your Web Site

The following problems can affect Web site availability.

Response errors—the target Web server responds with any HTTP response other than a 200-series (successful) status code.

Content errors—the page content violated content notification criteria set for the Angel.

You can define content notification criteria (for example, "this text must exist on the page" or "this text must not exist on the page") for each step in the Critical Path.

Performance errors—the total page load time (including HTML load times, image load times, etc., as well as the time that is required for the server to respond to the request and then send the page to the client computer) does not occur within the time set as the threshold for notification.

When this time-out value is exceeded, you and Customer Care receive email messages that let you know where the problem occurred.

Connection problems—the server does not respond at all to any page requests that are made by the client, meaning that the site (or Step in the Critical Path) was not reachable when the Angel attempted to test the Critical Path.

Error Messages

Why does Internet Explorer 5 give the message, "This certificate has failed to verify for all its intended purposes"?

This is caused by a known bug in Internet Explorer 5. You can find a description of the problem at <http://support.microsoft.com/support/kb/articles/Q233/4/79.asp>. Despite the message, a secure connection is made.