Web Transaction Analysis
For SteelCentral AppResponse 11

The SteelCentral AppResponse Web Transaction Analysis module provides real-time web application performance analysis for monitoring business transactions and end-user performance.

Riverbed® SteelCentral™ AppResponse 11 delivers full stack analysis—from packets to web pages. It provides powerful, flexible network and application analytics and workflows to speed problem identification, diagnosis and resolution.

The optional Web Transaction Analysis (WTA) module provides Web and IT Operation teams with the capability to detect and diagnose web application performance issues proactively.

Why Web Application Monitoring?

Often web apps are customer- or employee-facing applications and are mission-critical or revenue-driving. These applications can be online shopping carts, hotel web sites, laboratory analysis systems, or even the website of a popular television channel. They can be virtually any type of application from virtually any type of industry.

According to Enterprise Management Associates, 89% of executives say that application performance negatively impacts their business and 54% of IT app managers say troubleshooting application performance problems take too long.

Web application monitoring provides IT operations with the capability to detect and diagnose web application performance issues proactively.

SteelCentral AppResponse WTA

AppResponse Web Transaction Analysis passively monitors browser load time to get both page time analysis and object level analysis so you can understand the overall performance of a single transaction: end-user experience and its individual parts, object-level performance.

It auto discovers all URLs, page families, and end-user activity to simplify monitoring. And, it also groups similar pages together to monitor them as a whole. For example, all the pages that make up a shopping cart so you can measure the entire check out experience, not just the parts.

The Web Transaction Analysis module detects abnormal web transaction performance as well as alerts on common web application problems such as page errors, response per page, page rate, number of slow pages, and slow page times.
TruePlot® analytics (Fig. 1) reveals hidden patterns in hundreds transactions at once by showing the individual transactions on a scatter diagram. It’s easy to detect patterns or analyze an individual outlying transaction and easily drill-down to its waterfall chart (Fig. 2) to show all the objects that make up that individual page.

Geographic heat maps display fault information letting you know which locations are having issues so you can focus your triage efforts. You can also view by web application, region, platform, and browser type.

If you have the key, WTA can decrypt SSL HTTPS decodes in real time.

Figure 1
This is an example of TruePlot. Notice how patterns in transactions stand right out.

Figure 2
A Waterfall chart shows all the objects in a transaction and visually indicates whether the problem is network or server based, and if it was the network, did it occur on the trip to or from the server.

Features

Web page time analysis
- Auto-discovers all URLs, page families and end-user activity.
- View metrics by Slow Pages, Page Views, Page Time, Network Busy Time (per page), Server Busy Time (per page), Unique Users, and Unique Affected Users.

End-user experience monitoring
- View response time for web pages for a true end-user perspective of performance. Passively monitors browser load time for the page level and object level of a web page or group of web pages as monitored as a single transaction.

Web transaction performance
- Detects abnormal web transaction performance and directly alerts on common web application problems such as page errors, response/page, page rate, # of slow pages, and slow page times.

Analytics
- TruePlot® can render hundreds of thousands of transactions at once to reveal patterns hidden by traditional line charts. TruePlot doesn’t average-out spikes and can clearly differentiate symptoms vs root causes.

**Group and monitor related pages or users**
- Easily monitor a group of related web pages in a common way. Customize monitoring to flexibly map your web pages to an application.
- Group page views together or separate pages that are monitored together by default. Group originating IPs of users who are using/downloading the pages.

**Geographic heat map**
- Geographic display of performance and usage for Web applications and page views to focus triage efforts on the most critically affected users and sites.
- View by web application, region, platform, and browser type.

**Real-time SSL decryption**
- Able to decode HTTPS when the customer has the key.

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Figure 3
The Web Transaction Analysis Insights show all the information necessary to start to diagnose the problem. It contains page time, client, server and network breakdowns and also number of unique users. It also shows busiest web user groups, user locations, busiest page families, slow pages, network/server load and server errors. From any of this data you can drill down to additional detail.

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**About Riverbed**
Riverbed Technology, Inc. enables organizations to modernize their networks and applications with industry-leading SD-WAN, application acceleration, and visibility solutions. Riverbed’s platform allows enterprises to transform application and cloud performance into a competitive advantage by maximizing employee productivity and leveraging IT to create new forms of operational agility. At more than $1 billion in annual revenue, Riverbed’s 28,000+ customers include 97% of the Fortune 100 and 98% of the Forbes Global 100. Learn more at riverbed.com.