



WHITE PAPER



REPORT ANALYSIS

Diagnosing Slow Reports

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Version 1.0



1 Diagnosing Slow Report Load Times

The purpose of this document is to gather enough information to begin identifying problems with end users ability to access and load the SiteCatalyst Reports in a timely manner. Typically, identifying specific issues is very problematic given the number of configurations within a given users environment. The questions below will help identify or rule out certain problems.

1.1 General Questions

The following questions may help you to analyze and solve issues with slow report load times.

1. When did the problem start occurring? How often does it happen?
2. Are the reports loading slowly for one user or for multiple users? Which users does the report load slow for? Are the reports loading slow for all SiteCatalyst reports or only specific SiteCatalyst reports? Which reports are loading slow?
3. Does the reports load slow outside of your network? (If you access the reports from home and work, do you see the same performance issues?)
4. Can Omniture duplicate the slow report load time?
5. With which SiteCatalyst versions has the problem occurred? Have you changed versions to see if the problem persists?

1.2 User Configuration Questions

The following questions may help you to analyze and solve issues with slow report load times.

1. What Browsers are installed for each user that has identified the problem?
2. What OS and service packs are installed for each user that has identified the problem?

1.3 Network Configuration Questions

The following questions may help you to analyze and solve issues with slow report load times.

1. What type of connection speed are you using?
2. Where is the client located? Are you behind a proxy server?
3. If client is behind a proxy server, what are the brands and specific configurations?

1.4 Additional Testing

Omniture will evaluate your answers above and determine the next steps. Depending on the answers above Omniture may need some customers to do some additional testing. The following steps will gather additional information to help diagnosis the problem in more detail.

1. Identify five reports that typically run slow.
2. Select a time period to run the reports.
3. Identify any other specific configurations set when running the reports.

1.5 Network Analysis and Packet Capturing

To help us identify the cause of you problem, we may need some detailed technical information from the affected client. Working with your IT or Network staff, provide the following information.

- Traceroute and ping captures from the affected client to <http://www.omniture.com>. If these tests are blocked by a firewall, then it should be taken as close to the client as possible (e.g. from the firewall if possible), with a description of the network architecture between the client and source of the traceroute and pings.
- If a proxy server is used, repeat the traceroute and ping captures from the proxy server, if possible.
- The external IP used (the client's IP if connected directly to the Internet, or the IP of the NAT, proxy or firewall used).

Working with your Network staff, select a tool that can capture the packets of the entire session from the client to Omniture. Using the tool, run the reports in two of Omniture's environments. The first will be in the production environment located at <http://www.omniture.com>. The second should be in Omniture's beta environment, located at <http://beta.omniture.com>. Omniture will configure your company with the ability to access beta to perform these tests. As you go through this process identify specific issue related to performance and identify whether the reports load time is worse, the same, or better than previously seen. Provide the complete capture, including any details or notations with the session capture as appropriate.

After analyzing all the information provided, Omniture will arrange a call to review the detailed information and define next steps.



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