

Getting Started with MyKeynote

& Keynote Perspective services

Getting Assistance from Keynote

Your Keynote Sales Contact can help you **add new Keynote services or URLs.**

My Sales Contact: _____

For your Keynote Sales Contact, email **sales@keynote.com**
or call: **1-800-KEYNOTE** (1-800-539-6683)

To get **help with MyKeynote**, start with the help system, which explains each screen and graph type.

Find much more information about Keynote services as well as white papers on technical topics on the Keynote Web site: **www.keynote.com**

Visit **www.keynote.com/support** to enter a support request or to search FAQs.

You can also contact Keynote Technical Services by phone or email:

hours: 6:00 a.m. to 6:00 p.m., Pacific time

Monday - Friday, except Keynote holidays

phone: 1-888-KEY-SYST (1-888-539-7978) or 1-650-403-3499

email: support@keynote.com

For information about **Keynote Technical Training**, send email to training@keynote.com, or visit www.keynote.com/training.

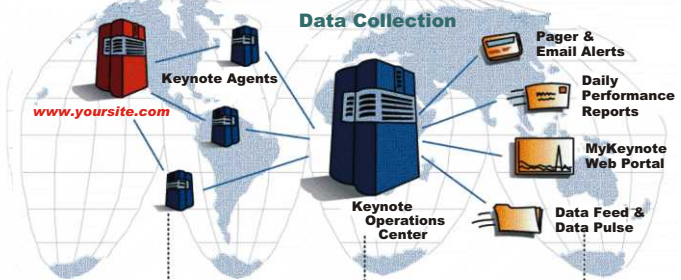
Welcome to Keynote

Keynote gives you a systematic way to measure and improve the quality of your e-commerce Web site. Keynote benchmarks your site's performance from your user's perspective, measured from carefully selected world-wide locations.

Keynote Global Infrastructure

Performance Measurement

Reporting & Analysis



Keynote's network of measurement agents is connected to the Internet from major cities across the globe. Our agents continuously monitor site performance and availability, taking millions of measurements of thousands of sites a day.

Complete data about Web-site quality of service, including content download and e-business transaction response, availability, and reliability is collected in real time and analyzed at the Keynote network operations center in San Mateo, California.

Get your Keynote data in

Alarms - Timely email or pager notification when sites are down or other problem conditions occur. Customized warning and critical alarm thresholds.

Daily Performance Reports - Daily email reports of your site's performance during the previous day.

MyKeynote - Web portal offering customized graphing, diagnostics, and analysis.

Data Feed & Data Pulse - Encrypted delivery of Keynote data for systematic analysis or internal integration.

Keynote data includes

- Load times of all page components (Full Page measurement) or selected objects (Benchmark Page)
- Detailed error reports
- Comparisons of your site with standardized Keynote Indexes
- Geographic detail to help localize problems
- For multi-page Transaction Perspective measurements, detailed component measurements and error data for each page

Keynote's comprehensive Web performance services:

Benchmarking - Determine how well your sites, transactions and audio/video streams are performing, and whether or not your SLOs are being met.

Testing - Identify your true capacity, isolate bottlenecks, and meet end-user demand with our capacity planning and testing solutions.

Performance Management - Integrate Keynote data into your existing Enterprise Management System, justify capital expenditures, receive diagnostic assistance, and stay alert with threshold-based performance alarms.

Creating Graphs

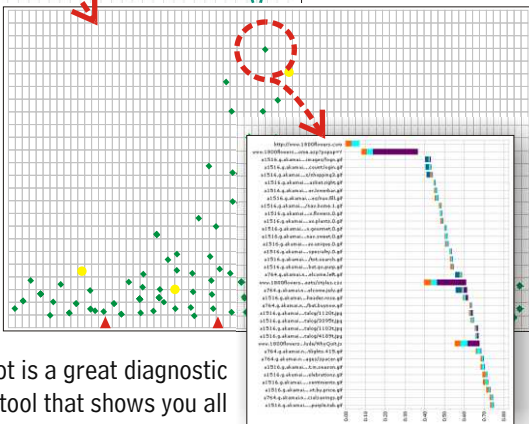
To start using MyKeynote to view Web site performance and availability for your site, follow these steps:

- 1 With your Web browser, go to **mykeynote.com**
- 2 **Log in** using the username and password provided to you.
You'll see the MyKeynote Start page, with a customizable view of your measurement data.
- 3 To generate a graph, click the **Measure tab**, then click **Graphs**.
- 4 Select one or more of your **URLs** to analyze. Use the Shift or Ctrl keys to select multiple URLs. (Include the Keynote Business 40 or similar index for a good representation of average Internet performance.)
- 5 Select the **time period** for your graph, up to 6 weeks (1 day is the default - some graphs such as Scatter Plot only support shorter periods).
- 6 Click the **Time History** button to generate a graph showing the performance and availability of your selected site(s) over the last 24 hours. This graph shows aggregated performance and availability from all Keynote Agents that are included in your subscription.



The Time History graph shows when performance or availability problems occur.

Use other graphs such as Scatter Plot to focus on performance and availability issues.



Scatter Plot is a great diagnostic tool that shows you all measurements and errors from all Keynote agents that are measuring your site. You can drill down on any data point for more detail.

MyKeynote Graphs

MyKeynote provides a variety of graph types to help you visualize your data, including:

Time History - Displays the performance of a site, organized by the time of day. The data points on a Time History graph represent an average of all agent response times measured at that time.

Scatter Plot - Shows the download time values for all individual data points collected by the selected agents. This view displays the data from individual measurements over time, with no aggregation or averaging used in the graph or data table.

Backbone - Groups agents by the backbone they are connected to. Click a bar to get a time graph for that Backbone over any time period. This graph helps identify backbone-specific performance problems.

Metro - Displays a detailed view of performance data, organized by metropolitan area, by country, or by region. A Metro graph groups all the agents of a particular city, country, or region into a single bar on the graph and shows the average performance for each.

Agent - Similar to a Metro graph, but displays one bar for each Keynote Agent (you can include any Agents that your URL is measured by). For each Agent, you can quickly generate a Time History graph to see when performance problems occurred.

Error - Aggregates errors encountered during all measurement attempts. Breaks out errors by type to aid diagnosis. Can show errors by time, backbone, agent, city, region, or country.

Component - Shows detailed page measurements for a Web Site Perspective (Business or Consumer Edition) URL or index. A component graph can help show how the content of a page affects site performance.

Content Error - The Content Error page provides a list of measurements that resulted in content errors. You can drill down on any content error to see a historical snapshot of the measurement that resulted in the content error.

Special Graphs - A number of special graph types are available for specific Keynote services, including: Transaction Page, Transaction Error, Dialup ISP, Dialup Error, Streaming Media Agent Graph, Streaming Media Backbone, Streaming Media Component, Streaming Media Error, Streaming Media Metro, and Streaming Media Time History.

MyKeynote Interface

Start

Measure

Alarm

Diagnose

Test

Admin

Start - View summary data and a graph for the same URL(s) as in your Daily Performance Report. The page shows a performance summary of your URLs and includes a user notes area, saved graphs, and alarm status.

Measure

Graphs - Choose URL(s) to graph, change parameters for the standard graph types, and select the type of graph to generate.

Quick View - Get a one-week summary report on a site's performance.

Accu-Stat™ - Access advanced statistical functions.

Alarm

Summary - View a table showing each URL for which Alarms have been enabled, along with the current performance and availability threshold settings and the current actual performance and availability values.

Configure - Set up new alarms or edit existing alarms.

Alarm Log - View a list of alerts that have been sent for the last two weeks. Drill down to see conditions that triggered alarms.

Diagnose

Diagnostics - Perform instant measurements of your site, including timing of each page component and error listings. Also, perform ping, traceroutes, and NS Lookups from selected Keynote Agents.

Internet Health Report - View data about network performance (latency) between major United States Internet backbones.

Agent Status - Check the status of Keynote agents.

Test

Test - Use it to learn about Keynote Test Perspective, to download the Test Perspective Recorder, and to access your Test Perspective account.

Admin

Email - Configure Keynote Daily Performance Reports.

Utilities - Use it to change your password as well as target aliases and other aspects of your services.

Preferences - Customize many aspects of MyKeynote to suit your needs.

Downloads - Access links to Keynote software files that you are entitled to download based on your Keynote account.

Keynote Alarms

You can set up Alarms to notify key personnel at your company by email or pager when your site's **performance** (average download time) and/or **availability** (percentage of successful measurements) become worse than your chosen thresholds.

You can set a **warning** threshold to alert you when your site begins to show performance or availability problems.

You can set a **critical** threshold when your site's performance and/or availability reach serious problem levels.

Viewing Alarms: In MyKeynote the **Alarms Tab ▶ Summary** page lists your company's URLs with their actual performance and availability as well as the current alarm warning and critical thresholds.

Performance			Availability		
Warning	Critical	Actual	Warning	Critical	Actual
8.00 Sec.	8.00 Sec.	9.79 Sec.	0.00%	0.00%	100.00%
0.50 Sec.	1.00 Sec.	0.78 Sec.	0.00%	0.00%	100.00%

Configuring Alarms: To set up Alarms or change your Alarm settings, go to the **Alarms Tab ▶ Configure** page in MyKeynote, pick the URL(s) you want to set up Alarms for, and click Edit.

Viewing Alarm History: To see a list of Alarms that have been sent over the past weeks, go to the **Alarms Tab ▶ Alarm Log** page. You can click any of the listed alarms and see a historical snapshot of the measurements that resulted in the Alarm.

Daily Performance Reports

You can set up a Daily Performance Report to be sent by email. This report provides a daily overview of Web-site performance and availability.

The Daily Performance Report is administered using the **Admin Tab ▶ Email** page.

The Daily Performance Report provides several valuable kinds of information about your site availability and performance over a 24-hour period. It uses a star rating system to compare your site's performance to the Keynote Business 40 (KB40) or other Keynote Index.

★★★★★	Performance faster than 60 percent of KB40; Availability above 99 percent
★★★★	Performance between 60 and 75 percent of KB40; Availability between 98 and 99 percent
★★★	Performance between 75 and 110 percent of KB40; Availability between 97 and 98 percent
★★	Performance between 110 and 130 percent of KB40; Availability between 96 and 97 percent
★	Performance between 130 and 140 percent of KB40; Availability between 95 and 96 percent
NO STARS	Performance over 140 percent of KB40; Availability below 95 percent