HOW TO TROUBLESHOOT LIKE YOUR WEB APP DEPENDS ON IT.

(Oh wait...it does!)

Resolving key performance issues as fast as possible requires **maximum observability**—including end-user experience, metrics, traces, and logs.

2 WAYS TO SOLVE.

Client-side to Server-side

Your synthetic monitoring tool notified you that a transaction failed. What do you do now?

1. Open the transaction check alert. Which transaction failed? What service was running?
2. Check your Service Map. Identify the status of the service from the synthetic transaction test.
3. Go into the service-level root cause summary to identify the "what."
4. Click into the trace details and associated log lines to learn the "why."
5. Armed with root cause information, you can fix the identified problem.
6. Confirm the transaction is now successful by running another transaction test.

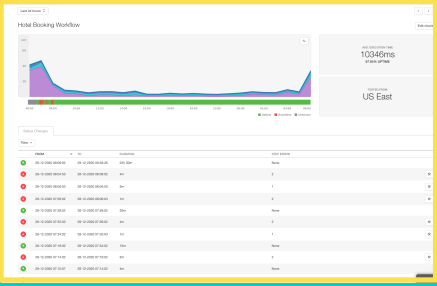
Server-side to Client-side

You're launching an update to your web app. Avoid surprises by knowing exactly how it will perform in your environment before it goes live.

1. Leverage historical application performance to set release objectives.
2. Test your updated application by checking endpoint availability, analyzing page load speed, and validating transactions are performant.
3. Look at metrics and logs to identify response time, latency issues, high request volume, and infrastructure errors that need performance improvements.
4. Fix the identified performance issues.
5. Repeat steps 2 – 4 until there are no errors and performance is acceptable.
6. Set an alert to proactively monitor the update for production.
7. Release the update and annotate when it was deployed, so you can visualize performance across previous deployments.

Maximum observability, all in one place.

- **Know the moment there's a problem, whether it's client- or server-side**
- **Quickly identify why that problem is occurring**
- **Know how to get it fixed**



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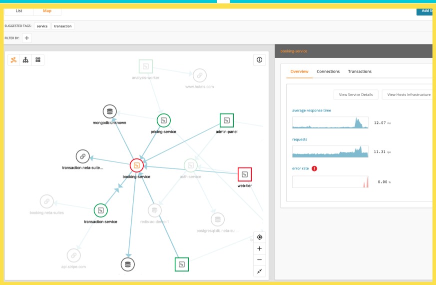

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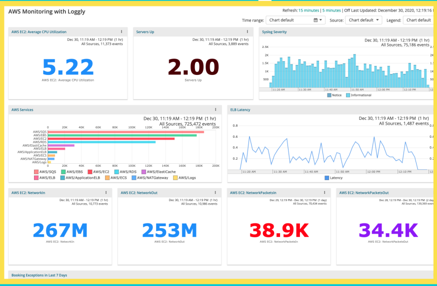

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