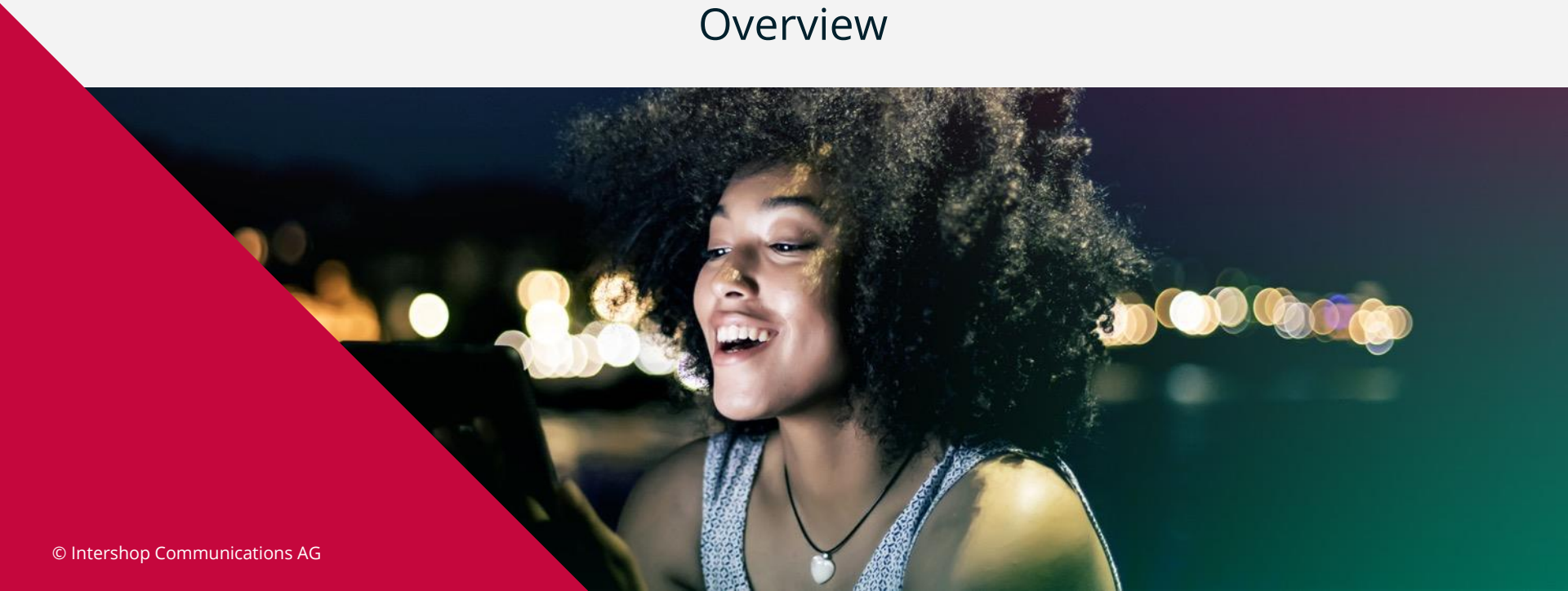


intershop[®]

Intershop Commerce Insight (ICI)

Overview



-
1. ICI – Overview
 - 1.1 Data Sources
 - 1.2 Report View
 - 1.3 Reports
 2. ICI - Features
 - 2.1 Configuration & Usability
 3. ICI - In Practice
 - 3.1 Operational Management
 - 3.2 Analysis Examples
 4. Miscellaneous

1. ICI- Overview

What is the ICI?

- Reporting tool
- Technical and business statistics
- Tool developed based on Enfinity Suite 6.4

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Commerce Insight

Who is using it?

- Customer site:
Operations team,
Development, Testing,
Technical and Business
Management
- Intershop Support

What can I do with it?

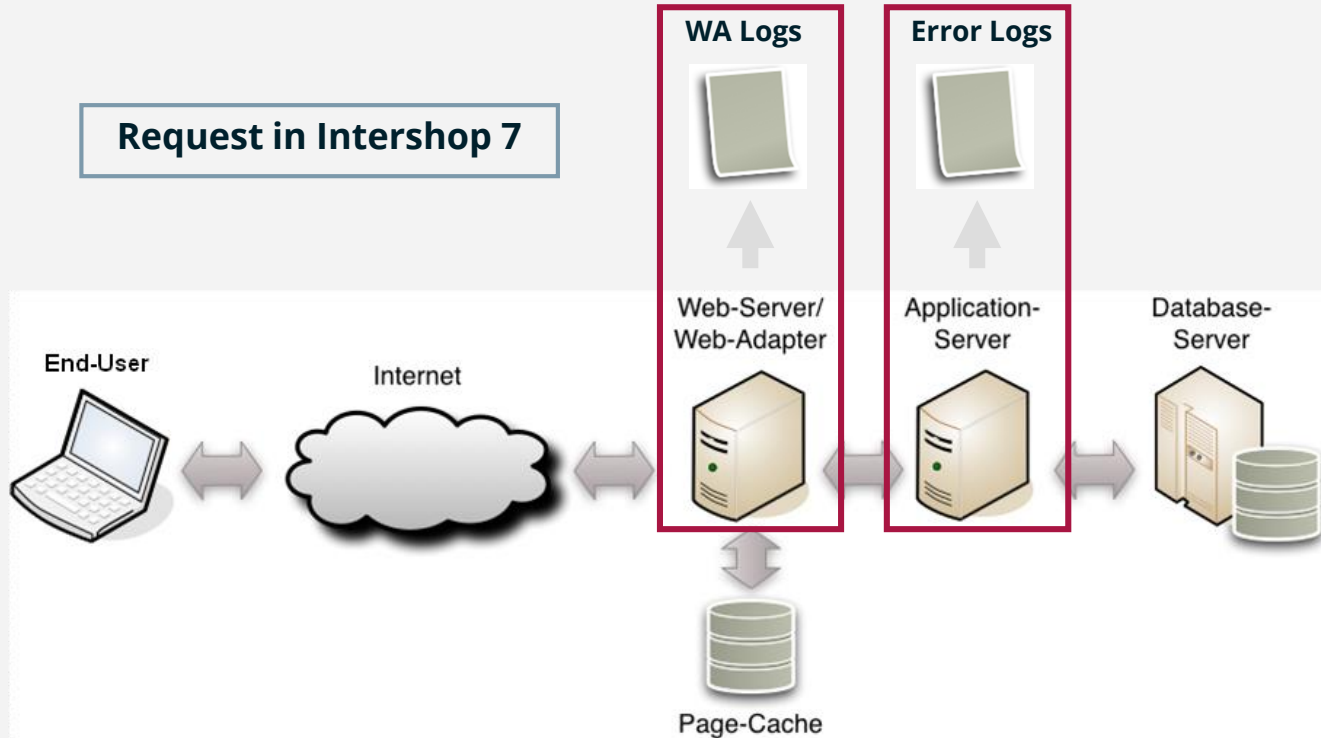
- Analyze performance issues
- Check request and session trends
- Quick identification of new issues
- ...

1.1 ICI – Data Sources

The ICI gets its data directly from the application log files.



1.1 ICI - Data Sources (cont.)



1.2 ICI - Report View

intershop Commerce Insight
 REPORTS ADMINISTRATION
Logged on to prod_is7 as demo@demo

Relative Time Span
Time Zone: Europe/Berlin (Central European Time)
Site context: prod_is7 (default)
Report configuration

11:00	12:00	13:00	
Mo	Tu	We	Th
49	1	2	3
50	8	9	10
51	15	16	17
52	22	23	24
53	29	30	31

December
Q4
2014

Calendar & Timeline
December 2014

Top-level requests
Time Span: 12.12.2014 00:00:00 Central European Time - 18.12.2014 23:59:59 Central European Time

Top level requests
Report navigation

Filters
Report box

Summary per Site
Report box

Statistics per pipeline call
Report box

Pipeline call	# Top-level pipeline calls	Avg. End user response time [ms]	Send time ratio [%]	Avg. Page size [bytes]	# Error responses
ViewCheckoutPayment-Dispatch	5,448	836	0.83 %	45,999	6
ViewCheckoutReview-Dispatch	4,593	2,538	0.07 %	1,754	7
ViewCheckoutShipping-Dispatch	4,529	604	0.98 %	28,954	34
ViewCheckoutConfirmation-Start	4,440	215	0.87 %	455	0
ViewCheckoutEndUser-Dispatch	2,061	432	1.85 %	52,923	4
Total	26,860				62
Average	1,279	1,019	0.68 %	25,034	3

1 - 5 of 21
5 rows per page
< < [1] of 5 > >

- ▶ Dashboards
- ▶ Basic reports
- ▼ Technical reports
 - Access overview
 - System response time
 - Top-level requests**
 - Pipeline details
 - Dynamical pipeline usage
 - Dynamic response times range
 - Application server errors
 - System events
 - User agent details
- ▶ Marketing reports
- ▶ Hoster reports
- ▶ Installation status

Report menu

1.3 ICI - Reports

- Basic reports
- ▾ Technical reports
 - Access overview
 - System response time
 - Top-level requests
 - Pipeline details
 - Dynamical pipeline usage
 - Dynamic response times range
 - Application server errors
 - System events
 - User agent details
- ▾ Marketing reports
 - Sessions
 - Session details
 - Clicks per session
 - Session duration
 - Entry pages
 - Exit pages
 - User agents
 - Referrer hosts
 - Sessions and robots
- ▾ Hoster reports
 - Web Adapters
 - Processing time per application server
 - Requests per application server
 - Requests per server group
 - Inactivity statistics
 - SAR: CPU usage
 - SAR: memory usage
 - Application server errors
 - System events
- Global session reports
- Installation status

▪ Technical reports:

- Performance per site and pipeline call
- Requests per site and pipeline call
- Application server errors per site, pipeline call and application server

▪ Marketing reports:

- One-click-sessions vs multi-click-sessions
- User agents
- Referrer hosts
- Entry/Exit pages

▪ Hoster reports:

- Performance per web adapter, application server and page cache
- Requests per web adapter, application server, server group and page cache usage
- CPU and memory usage per application server, web server, ...

2. ICI - Features

- Trend statistics
 - Statistics over time (interval: minute, hour, day) to observe long-term trends and identify short-term problems
- Filters, Drill-Down
 - Statistics from aggregated data per day down to single sessions, requests and error messages
- Connection between the different data sources
 - WA logs and Error logs are connected by Session ID and Request ID (e.g. allows to navigate from an error message to the session that included the failed request and vice versa)

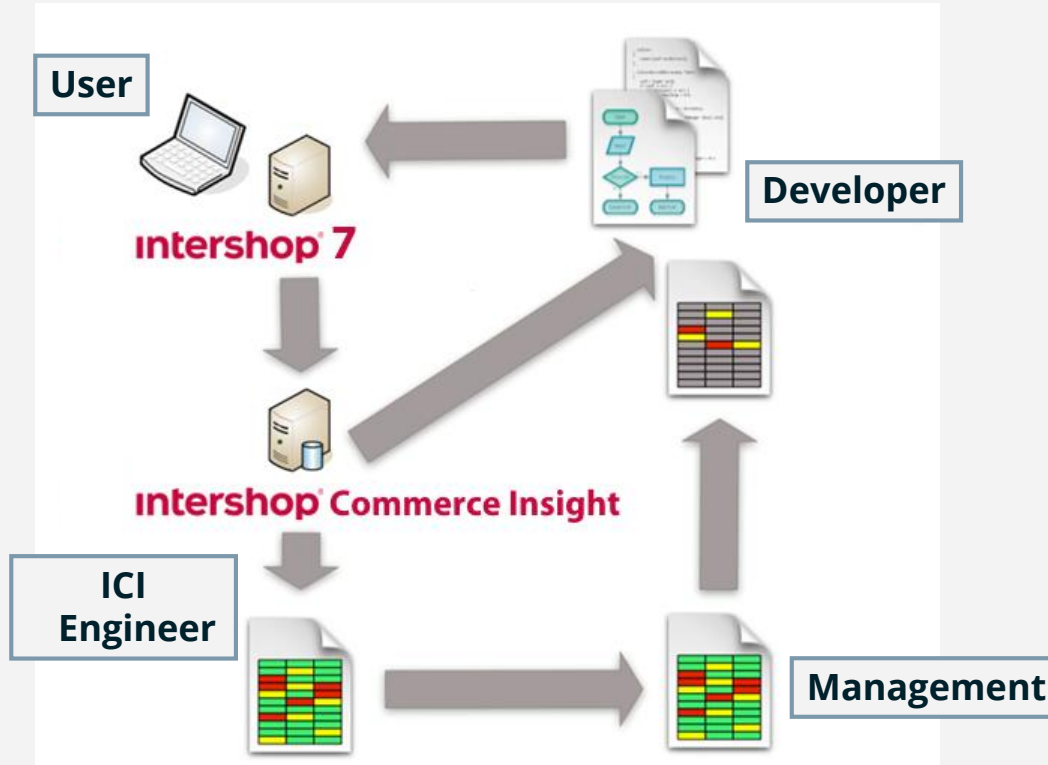
2. ICI – Features (cont.)

- Dashboards
 - Free selectable combination of pre-configured report elements
 - Dashboard sharing via import and export feature
 - Scheduled dashboard delivery via e-mail
- System Events
 - Definition of events (e.g. deployments, replication, server configuration changes, etc.)
 - Events are shown in the timeline

2.1 ICI - Configuration, Usability

- Configuration
 - Default settings for site context, time zone and time span (last week, last three days, last day)
 - Option to save the configuration of tables, charts and report boxes as default view
- Usability
 - Calendar: Selection options hour, day, week, month, quarter, year or a free definable time span (smallest unit: 1 minute)
 - Timeline: Selection of a free definable time span (smallest unit: 5 minutes)
 - Print view: Simplified view without navigation elements
 - Online Help: Description box in each report
 - Tooltips (for table headers, configuration and navigation links)

3.1 ICI - Operational Management



- Operational tasks:
 - Daily performance check
 - Event driven performance check (Changes, Release Deployments, Marketing campaigns, ...)

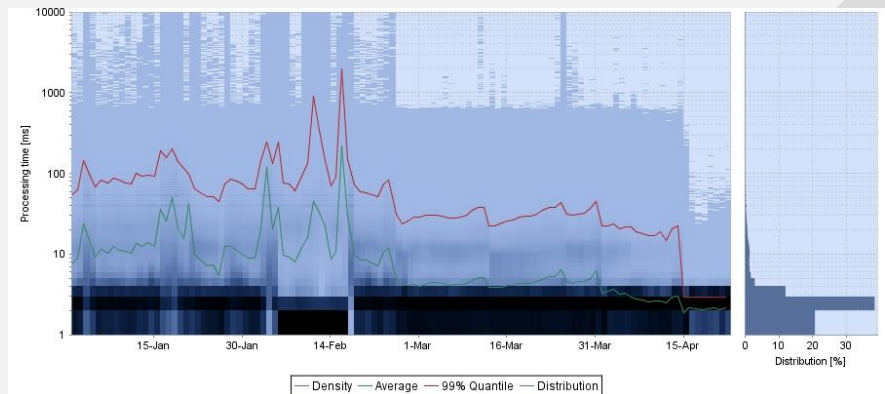
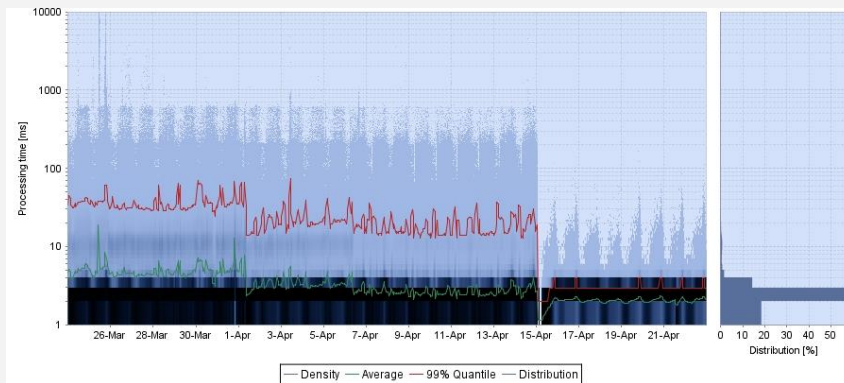
3.2 ICI - Analysis Examples

- Analysis Examples:
 - Page cache hit processing time
 - Dynamic processing time search pipeline
 - Send time optimization
 - Application server failure
 - Application server errors peak

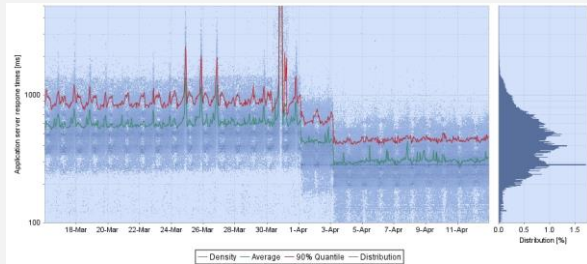
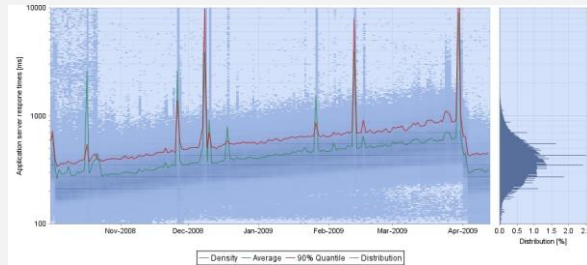
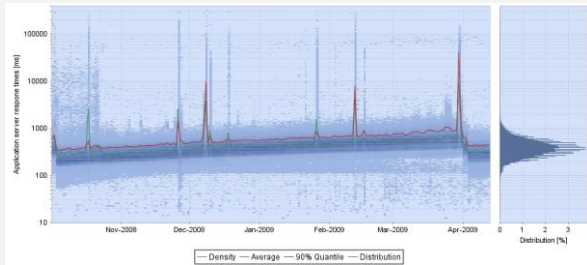
3.2 ICI - Page Cache hit Processing Time

Problem: High page cache processing time

Solution: Change from shared page cache to local page cache on each web server



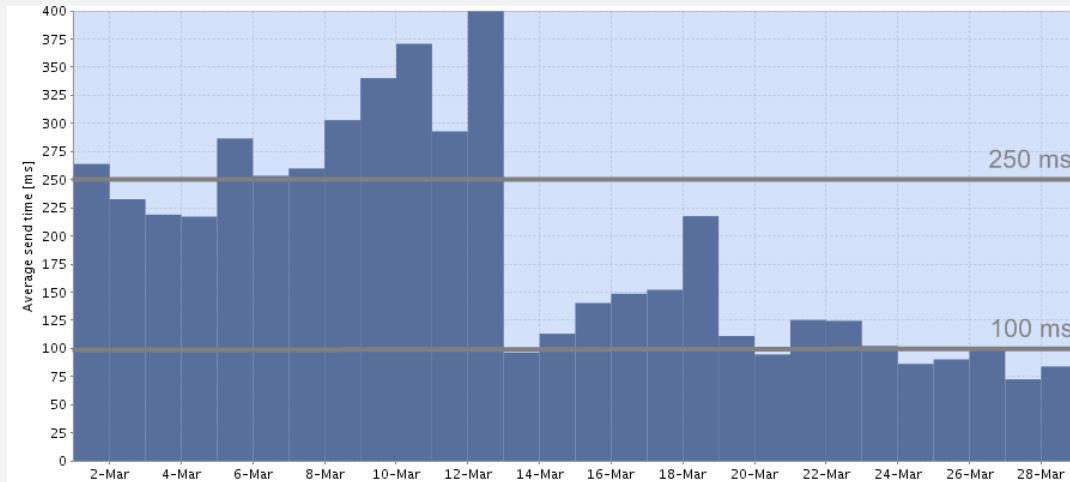
3.2 ICI - Dynamic Processing Time Search Pipeline



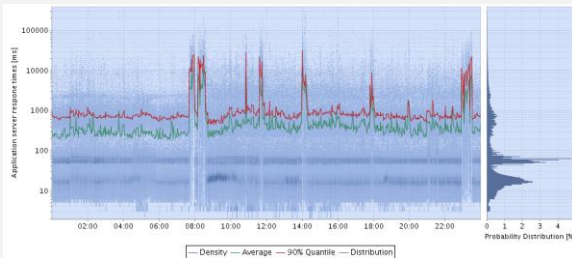
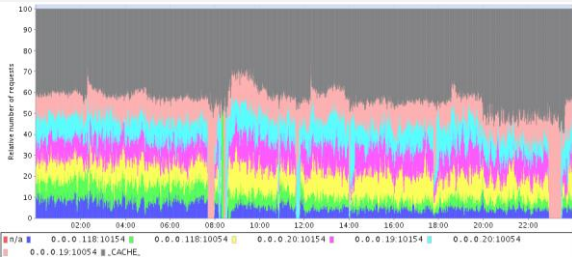
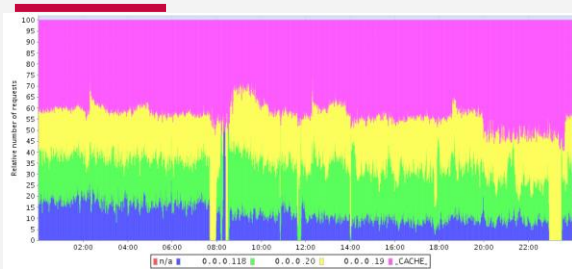
- **Problem:** High dynamic processing time for search pipeline
- **Solution:** Outdated documents removed from search index

3.2 ICI - Send Time Optimization

- **Problem:** High send time (transfer time from the web server to the client)
- **Solution:** Web Server configuration change
 - GZIP compression enabled (aka "mod_deflate", compress content before it is delivered to the client)

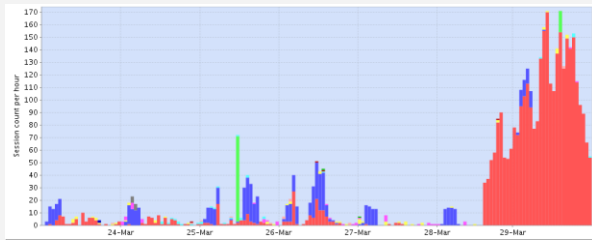
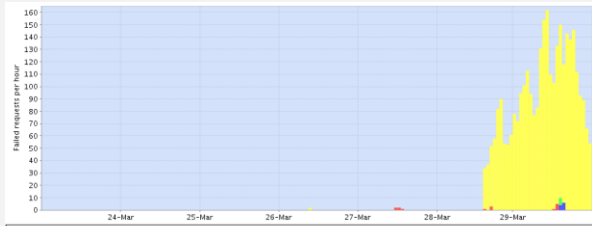
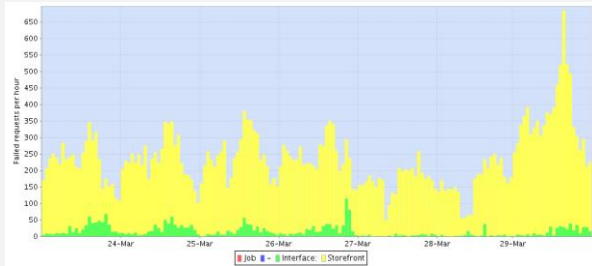


3.2 ICI - Application Server Failure



- **Problem:** Network connection problems
- **Side effect:** Two of three application server machines unreachable for a couple of minutes during the day and increased dynamic processing time

3.2 ICI - Application Server Errors Peak



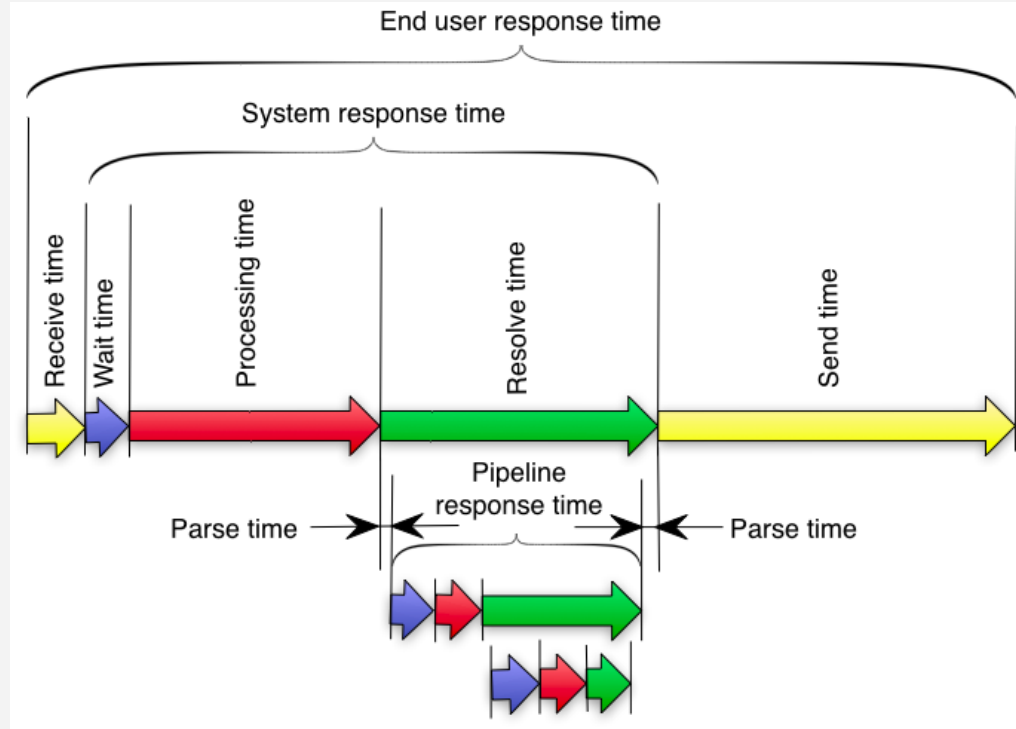
- **Problem:** Increase of application server error messages
- **Reason:** Poorly configured script on customer side
- **Solution:** Modification of the script

# Failed requests	# Errors	Error first line(s)
15	15	ISH-CORE-2351: Exception occurred during request processing: com.intershop.beehive.core.capi.pipeline.PipelineExecutionException: Start node not found (Start4242).
15	15	Error occurred in storefront that possibly isn't logged until now: Start node not found (Start4242). ()
10	10	Error occurred in storefront that possibly isn't logged until now: Start node not found (StartPN-brH7vQJeZrDvFqAmJ-9Yv79wes7b7-Cf9EuGe92Xc00XjL6Ta2bJrT9a3sucBlr_vwGe92XQ==). ()
10	10	ISH-CORE-2351: Exception occurred during request processing: com.intershop.beehive.core.capi.pipeline.PipelineExecutionException: Start node not found (StartPN-brH7vQJeZrDvFqAmJ-9Yv79wes7b7-Cf9EuGe92Xc00XjL6Ta2bJrT9a3sucBlr_vwGe92XQ==).
6	6	ISH-CORE-2351: Exception occurred during request processing: com.intershop.beehive.core.capi.pipeline.PipelineExecutionException: Start node not found (Start5GV7rcFdUf9rYrfpu-mmdN2B-sgUJ0pFim6cwWWX-Hw8hulr6kEtCAz9BJeYXqorRC2kLUbA==).
Total	6,286	

Time	# Other	Pipeline call	Session ID	Request ID
29.03.2010 23:59:01 366	2	Validate ... -StartMsz/MteKS_ZD-takJEGjZ4kpS4c9JqjG9ePykk1TF_whRF_zUEuc8Krl-tgLmjGrt9WfmeN-tgLmg==	7dbCQBv80ZvDQF7Nz3PQF728	1E0HAEuxlqU5v6jA

4. Miscellaneous

Request in Intershop 7





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