Cisco ThousandEyes

Digital Experience Monitoring and Troubleshooting

AARON TROMPETER

ROBERT WEBB

ciscopress.com

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Aaron Trompeter

Robert Webb

Cisco Press

Step 3.   Click **+ Add Test** and select **Dynamic**, as shown in Figure 3-39.

Step 4.   Choose the collaboration application you want to use for the Dynamic test—for this example, choose **Zoom** as seen in Figure 3-40.
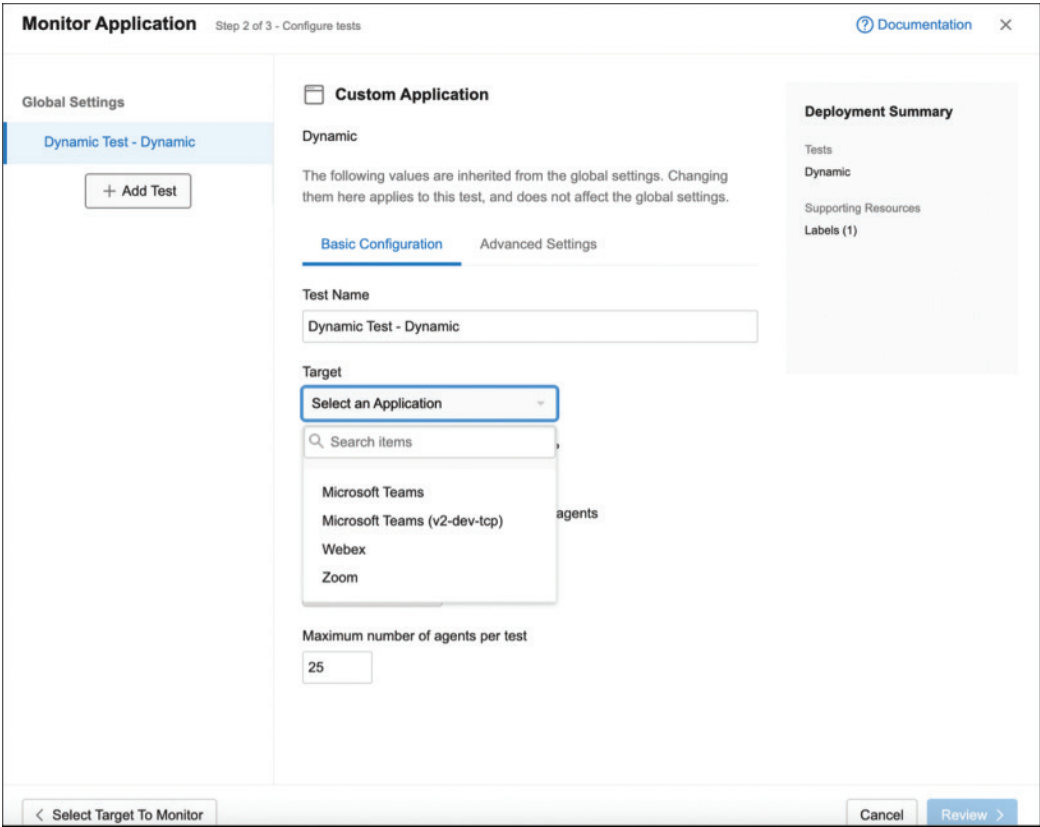

Figure 3-40   *Endpoint Agent Test—Dynamic Zoom Test*

Step 5.   Click **Review**, or click the **Advanced Settings** tab as seen in Figure 3-41. The Advanced Settings will enable you to change the protocol from auto-detect to a static set protocol as previously mentioned in the Scheduled Network test, shown earlier in Figure 3-37.

Step 6.   Review the test: ensure the test is set to Dynamic, the agents have been selected, and the intervals have been properly set, as shown in Figure 3-42.

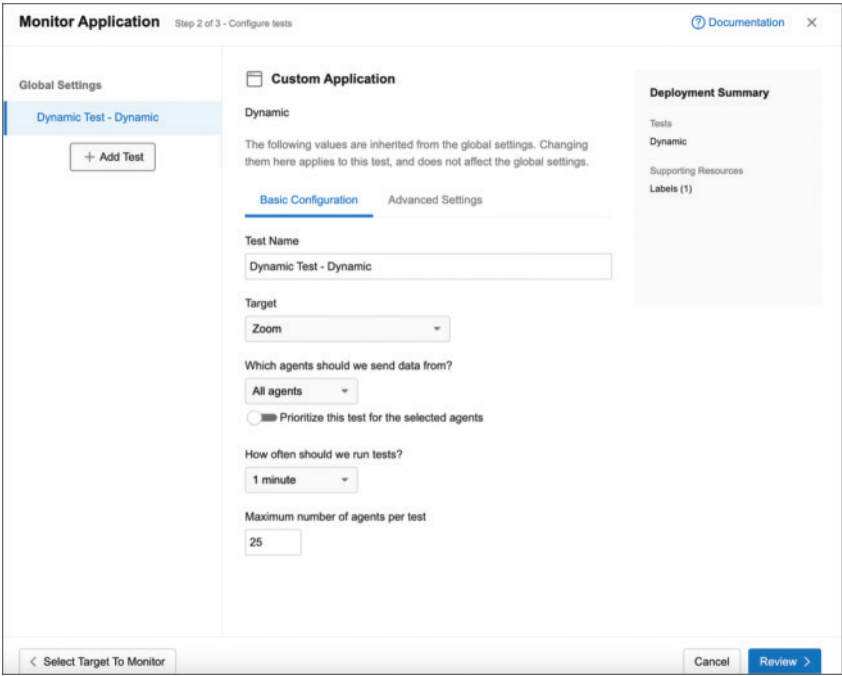**Step 7.**   After your review, click **Done** (see Figure 3-43).

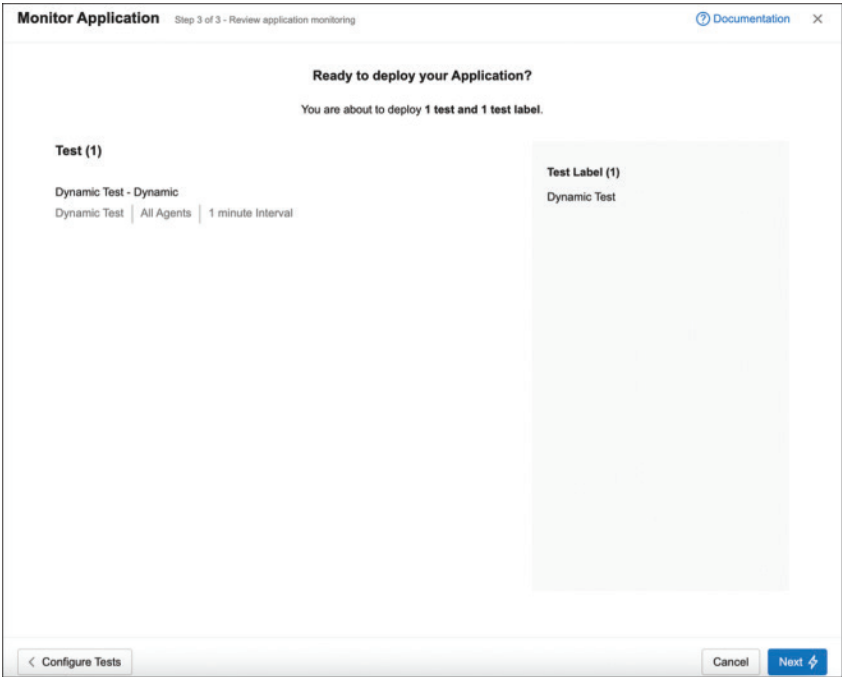**Figure 3-41**   *Endpoint Agent Test—Dynamic Zoom Test Configuration*

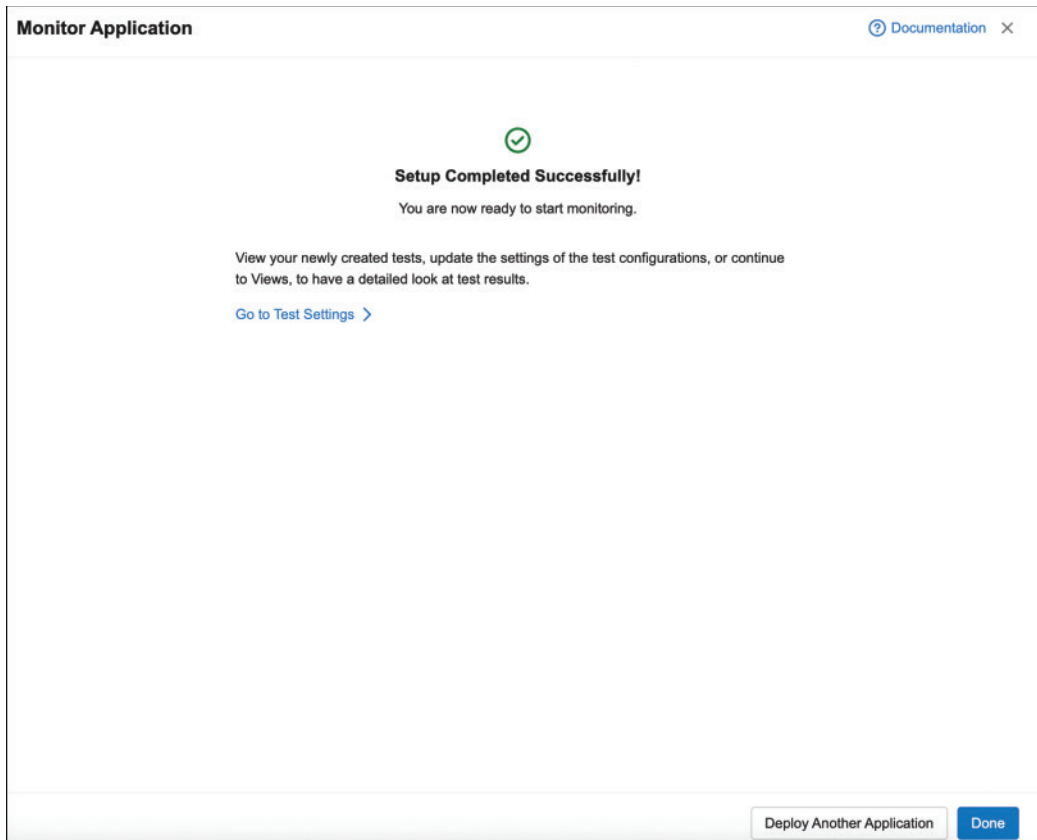**Figure 3-42**   *Endpoint Agent Test—Dynamic Zoom Test Review*

Figure 3-43   *Endpoint Agent Test—Dynamic Zoom Test Done*

The second option for the Dynamic tests is to use the application templates shown in Figure 3-44. For this example, select Webex.

Step 1.   Review the application name, interval, and agents.

Step 2.   Ensure you have a proper site ID or tenant name; for example, cisco.webex. com.

Step 3.   Under Global Settings in Figure 3-45, notice that two tests will be configured, one as a Scheduled test and the other as a Dynamic test. You can toggle either test or keep both—this will depend on the use case. Ensure that your tests are enabled.

Step 4.   Click **Review**. As previously mentioned, ensure that the tests are built properly. You may go back and make changes by clicking the **Configure Tests** button, or click **Next** if everything is good (see Figure 3-46).
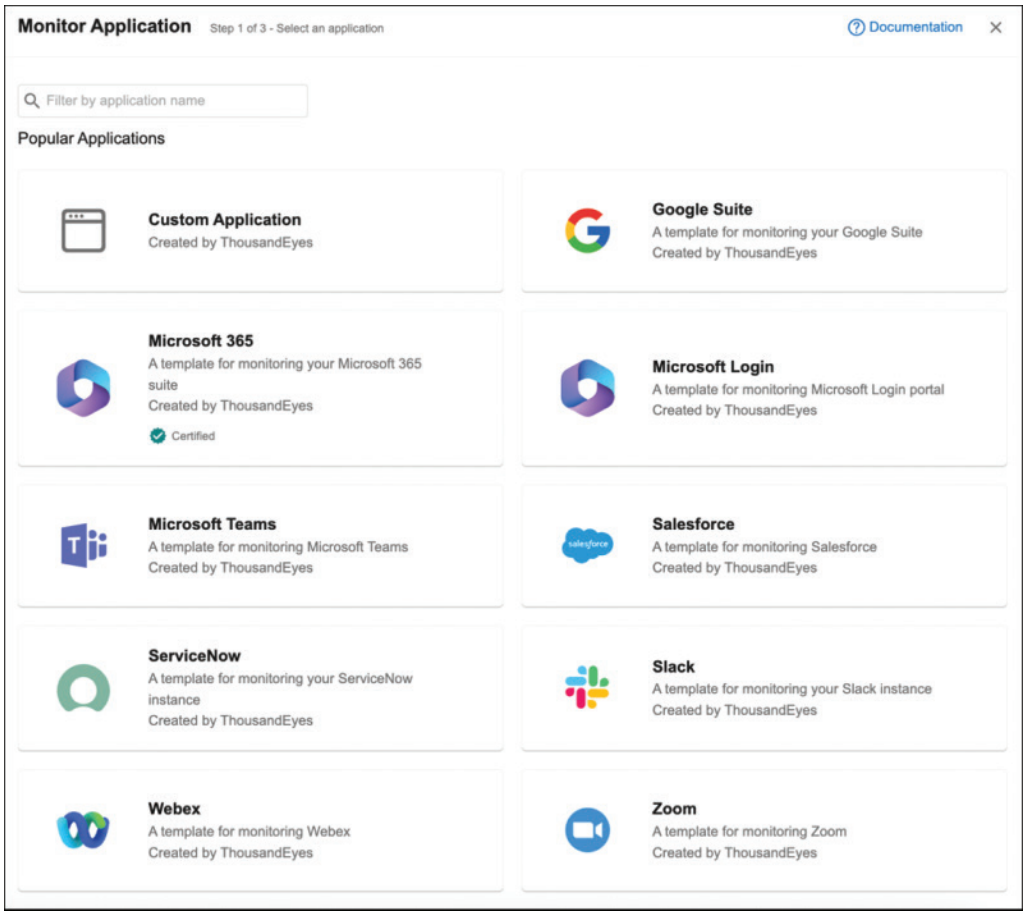
Figure 3-44 *Endpoint Agent Dynamic Test Using Application Templates*

Step 5.   Click **Done** (refer to Figure 3-43).

These application templates can be used to monitor other popular applications. Knowing just the tenant name or the site ID will enable the ThousandEyes platform to take the guesswork out of the target URL. Most of these application templates will create a test that uses the Scheduled HTTP Server test.
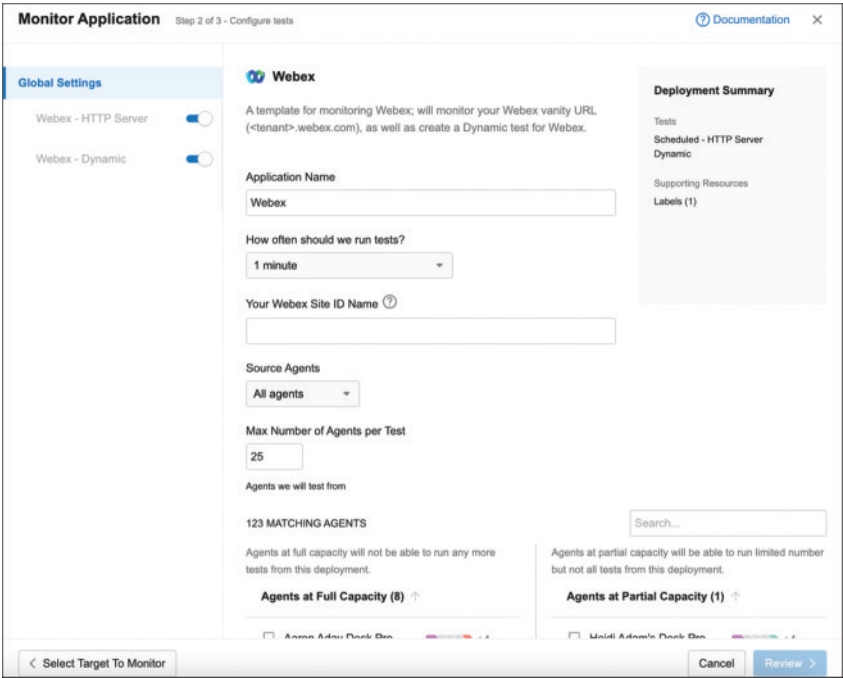
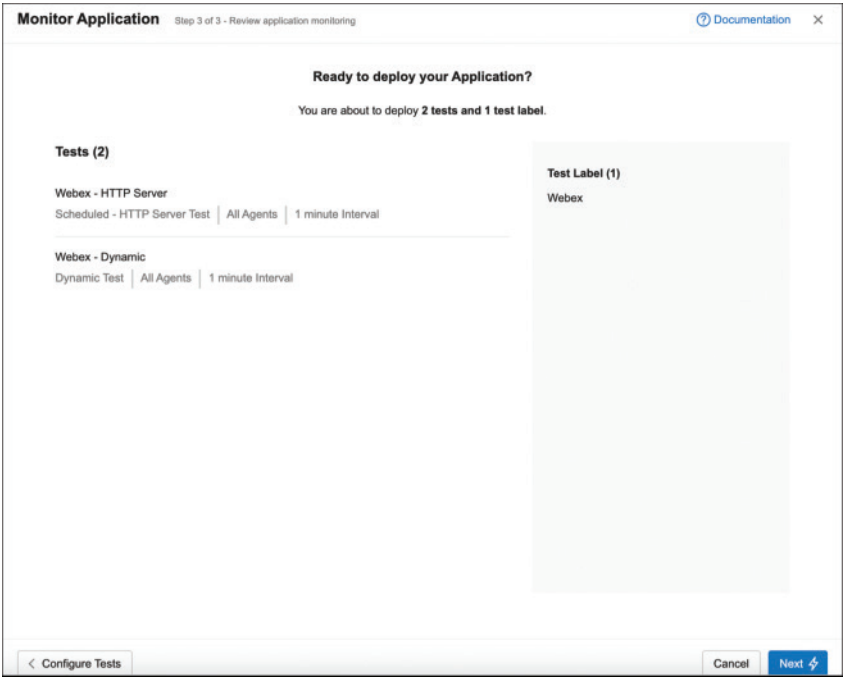**Figure 3-45** *Endpoint Tests—Dynamic Using Application Templates*

Figure 3-46 *Endpoint Test Webex Application Template Review*

Real User Tests

Real User tests are automatically deployed when a user visits a website within a monitored domain set. These tests enable administrators to collect valuable performance data from actual users, providing insights into how well applications and websites are performing in real-world conditions.

Monitored Domain Set

A monitored domain set consists of the domains for which you want to gather performance metrics. These domains are typically business-relevant, including tools and websites that your end users frequently access. By focusing on these domains, you can ensure that the collected data is pertinent to your organization's operational needs.

How Real User Tests Work

You can initiate Real User tests manually via the browser or set them to automatically gather data by designating groups of monitored domains. For example, monitoring a cisco.com domain would be easier to manage versus Webex.cisco.com, dcloud.cisco.com, and so on.

- **Activation:** Real User tests are triggered when a user visits a website configured by the ThousandEyes administrator.

- **Data collection:** Once triggered, the tests collect metrics on various performance aspects, such as page load times, network latency, and other critical user experience indicators.

- **Visibility:** The insights gained from Real User tests help identify performance bottlenecks, monitor service levels, and improve the overall user experience by addressing any issues promptly.

Let's configure a Real User test:

Step 1. Navigate to **Endpoint Agents > Test Settings** and click the **Real User Tests** tab as shown in Figure 3-47.
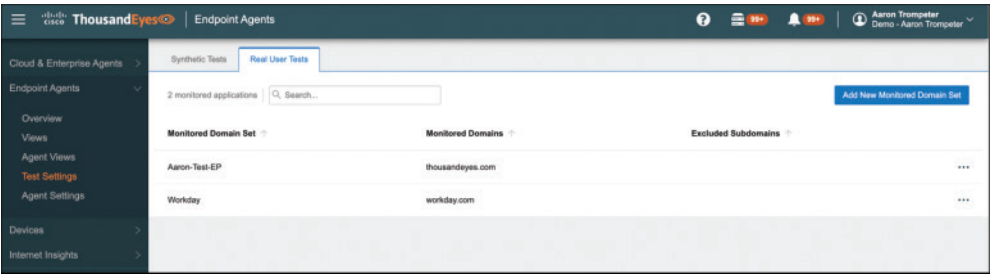

Figure 3-47 *Endpoint Agent Test—Real User Tests*

Step 2. Click **Add New Monitored Domain Set** as shown in Figure 3-47.