

Quick Start Guide for Trial Services

Welcome to your Neustar Webmetrics monitoring trial service. This document will assist you in getting started. If you have any questions please log in to your account and visit the “Help” section on your dashboard or contact us via phone: 888-367-4820 or email: support@webmetrics.com.

Step 1: Creating your service

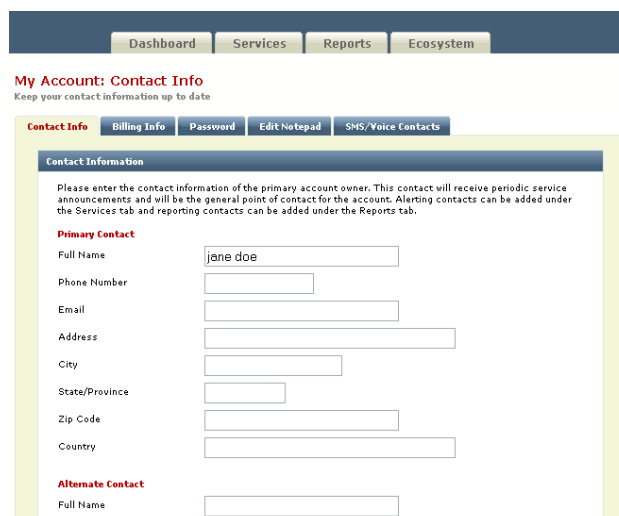
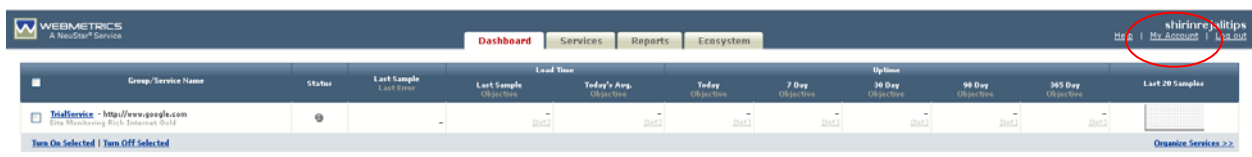
Your first service will be Site Monitoring on the Webmetrics Rich Internet Application (RIA) network, which will monitor the URL you provided during trial signup. If you selected a service other than Site Monitoring, such as Application Monitoring, a Neustar representative will contact you to assist with setup and configuration.

To access your trial after setup, visit the “Login” tab at the top right corner on www.webmetrics.com or go directly to www.webmetrics.com/login.html.

Once you’ve logged in to your dashboard, you may add additional services to your trial account or click on each individual service to configure its settings. In this document we will configure settings for one service.

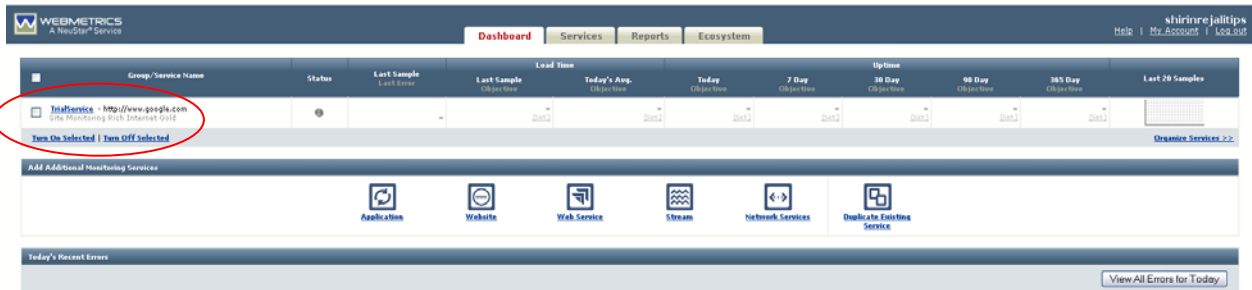
Step 2: Updating your account information

After logging in to your account you will arrive at your dashboard. Click on the “My Account” link under your username in the top right of the web console. This will take you to the “Contact information” page, where you can insert the primary and alternate contact information for your account. The primary contact will receive account information and updates.

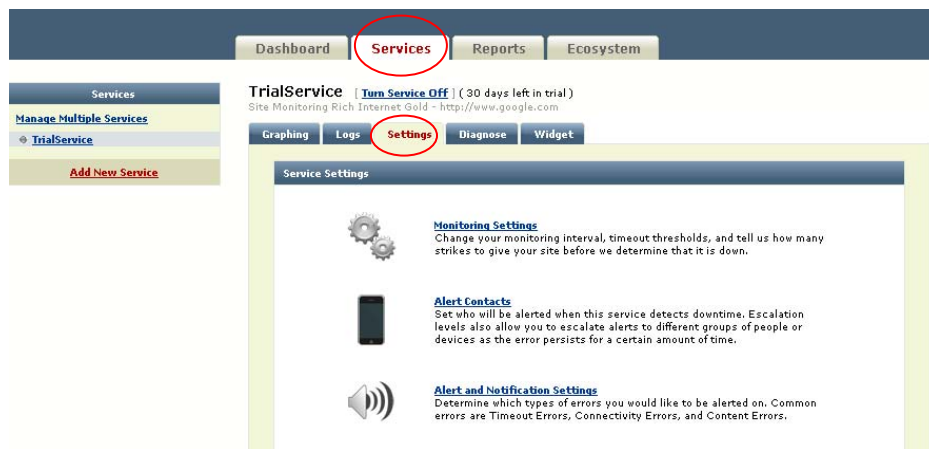


Step 3: Configuring your settings

Select your service from your dashboard to begin configuring your settings for that service.



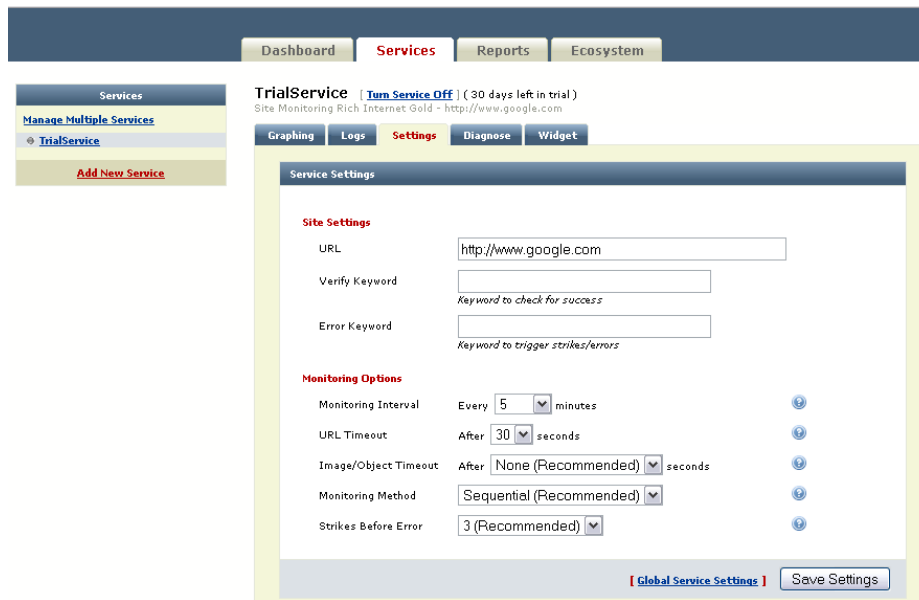
After selecting your service, click on “Settings” to get started.



The configuration options listed here under “Step 3” are all available from the “Settings” tab.

“Monitoring Settings”: Let’s begin with the “Monitoring Settings” link. Here you can do the following:

- Select keywords for verifying success or alerting to errors
- Select your monitoring interval. The default setting and our recommendation is 5 minutes.
- Select your URL timeout alert interval. The default setting and our recommendation is 30 seconds.
- Select your image/object timeout alert interval. None is recommended.
- Select your monitoring method (sequential vs. simultaneous) – Sequential monitoring is recommended. The simultaneous setting will monitor up to 5 selected locations simultaneously.
- Select the number of strikes before error alert interval. Three is recommended. This means that monitoring agents follow the three-strike rule and if all three samples fail, the last sample will be logged as an error and an alert will be sent.



“Alert Contacts”: The “Alert Contacts” tab allows you to select who will be notified in the case of a monitoring alert. There are four levels of alert escalation:

1. Diagnostic/Warning – This person/group will be contacted immediately when an error is detected, and will receive the most detailed level of alert information. It is recommended not to assign an SMS contact at this level of alerting, due to the significant amount of data.
2. Alert escalation level 1 – Contacted immediately when error detected.
3. Alert escalation level 2 – Contacted when error persists for over x (select) minutes.
4. Alert escalation level 3 – Contacted when error persists for over x (select) minutes.

It is not recommended to include the same contact for different alert levels, as they will receive repeat information.

