

Silk Performer Remedy

Silk Performer is a proven, powerful, and easy-to-use load and stress testing solution for optimizing the performance of business applications such as Remedy ARS.

Product Highlights

Accurate, realistic tests are easy to create, providing the ability to simulate tens—or even tens of thousands—of IT system users in a wide range of enterprise environments and platforms.

Key Features

Complete Remedy AR System

Web Coverage

Remedy AR System web solutions use a four-tier system architecture. OpenText™ Silk Performer is the only enterprise-scale load testing tool that provides comprehensive coverage for all tiers in the Remedy ARS web application.

All communications between a web client browser and the mid-tier are done through a servlet called Backchannel. Servlets can accept parameters and enable the creation of add-on services. The servlet has an API that must be followed to create valid requests. The API is composed of interfaces used to transfer information other than web pages, between web clients and web tiers. Unlike other solutions, when you record a script against an ARS application, Silk Performer records the Backchannel servlet calls and their parameter values. Silk Performer provides comprehensive testing coverage for your Remedy web environment.

Problem Isolation and Correction

Effective end-to-end diagnostics help identify the root cause of performance problems and then take corrective action and report on activities.

Client-Side Diagnostics

Silk Performer's unrivaled TrueLog technology provides visual front-end diagnostics from the end user's perspective. TrueLog visually recreates the data that users provide and receive during load tests—including data from the Backchannel—enabling you to visually analyze the behavior of your application as errors occur during load tests. Detailed response timer statistics help you uncover the root causes of missed service levels before your application goes live.

Server-Side Diagnostics

With the addition of the server analysis module, you can monitor server statistics and automatically correlate data with load test results to identify ongoing problems with your system's back-end servers, even those located behind firewalls.

Code-Level Root Cause Resolution

For deep-down, code-level resolution of performance issues, Silk Performer provides integrations with AppDynamics and Dynatrace. Fully integrated, click-through drill down delivers a multi-tier performance breakdown to identify the root cause of performance bottlenecks, down to the offending line of code for both Java and .NET applications.

Putting the Service into Service Management

In order to maintain service levels of your business and IT systems, you need assurance that your Remedy AR System web support software is operating at peak efficiency, crucial to

System Requirements

Operating System

- Windows 10
- Windows 8.1
- Windows Server 2019
- Windows Server 2016
- Windows Server 2012 & 2012 R2

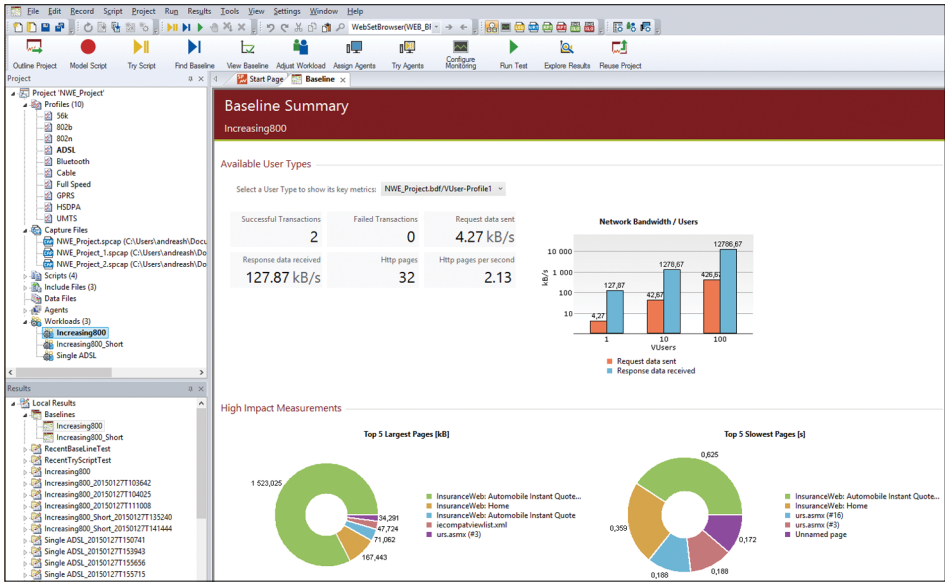


Figure 1. Silk Performer summary report

the day-to-day running of your organization. It is only through comprehensive performance and load testing of all application tiers that you can be confident that your clients will get the responsive and timely answer to their service issue they require. By implementing Silk Performer for Remedy, you can be assured that:

- Tests are accurate and repeatable
- Tests are quick to implement through built-in, step-by-step workflow wizards
- Realistic loads are generated to match your service level expectations
- All aspects and tiers of your Remedy ARS web service are covered

Peak Loads with Silk Performer CloudBurst

OpenText™ Silk Performer CloudBurst enables software quality teams to rapidly launch any size peak load performance test without the burden of managing complex infrastructures. Now, you can test and diagnose internet-facing applications and—with built-in VPN

functionality—even your internal Remedy applications under immense global peak loads from the cloud.

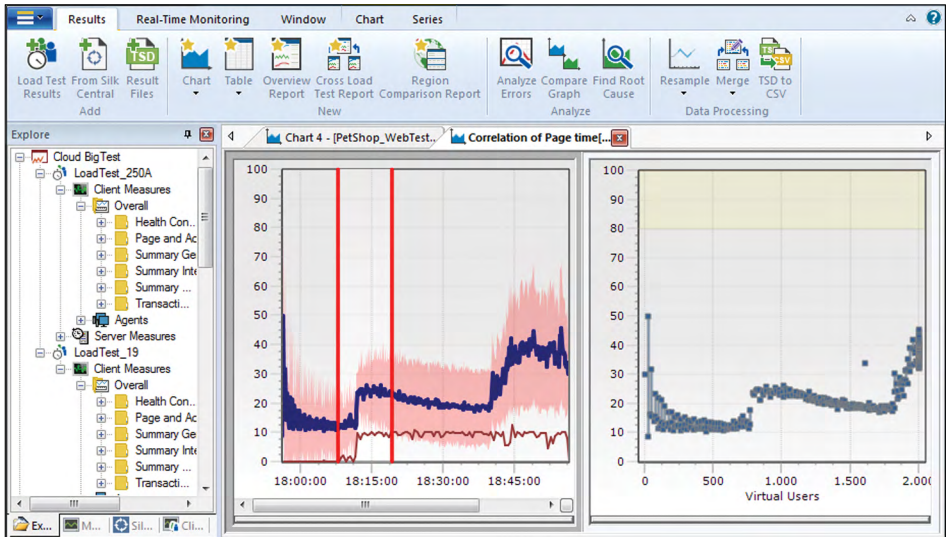


Figure 2. Root cause analysis

OpenText™ offers OpenText Credits, a virtual currency that provides maximum flexibility for cloud testing services while significantly reducing testing costs. OpenText Credits for CloudBurst offer better control over your testing expenditure, ensuring that your applications run at optimum levels wherever they may be. Please refer to the Silk Performer CloudBurst data sheet for details.

Reuse Script Assets for Synthetic Monitoring

Efficiently reuse load-testing scripts for synthetic monitoring in OpenText™ Silk Performance Manager to monitor real-time user experience of your Remedy applications in production. Please refer to the Silk Performance Manager data sheet for details.

Key Benefits

Reduce Costs While Lowering the Risk of Performance-Related Failures

Silk Performer ensures the quality of Remedy implementations by measuring the performance from the end-user perspective,

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while monitoring system performance, in a variety of scenarios under dynamic load conditions. Silk Performer can reduce costs and minimize risks by helping you:

- Accurately assess Remedy performance, scalability, and reliability characteristics before deployment
- Create realistic, reproducible load test scenarios to cover all critical use cases and requirements
- Realize test scripts quicker
- Make scripts easier to understand and customize
- Lower IT infrastructure costs through tuning and accurate capacity planning before deployment

Learn more at
www.opentext.com

Technical Specification

Supported Environments

- Remedy Web ARS 9.0, 9.1, 9.1 SP2, SP3, and SP4

Protocols and Interfaces for Load Testing

- HTTP(S)/HTML, HTTP/2, IPv6, Ajax, mobile devices, Java over HTTP, HTTP Live Streaming (HLS), Unicode (UTF-8), SOAP (XML), FTP, LDAP, MAPI, IMAP, SMTP/POP, SSL, CORBA (IIOP), Java RMI (EJB/J2EE), .NET Remoting, Oracle Forms, Citrix, VMware Horizon View, ODBC, Oracle Call Interface (OCI), DB2 CLI, TCP/IP, UDP, Tuxedo ATMI, Jolt, TN3270E, TN5250, T100/200+, and UI-Level (Silk Test, Selenium)

Open Interfaces

- .NET Framework
- Java Framework
- DLL Interface

Packaged Applications (CRM/ERP)

- Remedy ARS Web
- SAP
- PeopleSoft
- Siebel
- Oracle Applications
- Oracle Forms

Real-Time Server Monitors

- Windows and UNIX system/network counters
- JMX
- SNMP
- Microsoft IIS
- Apache
- IBM WebSphere
- WebLogic
- iBoss
- Oracle
- SAP
- VMware
- IBM DB2
- Microsoft SQL Server