

# Customer Success Onboarding Guide



Hello and Welcome to the SmartBear family!

SmartBear has put a major focus on Customer Success to ensure our customers are able to maximize the return on their investment in their SmartBear products.

This document is your Onboarding Guide, and go to reference for all training needs. Our goal is to help plot you and your teams learning stages from beginner to advance within LoadComplete. We are here to assist in your project benchmarks and challenges along the way.

## Table of Contents

<b>What is Load Testing? .....</b>	<b>1</b>
Getting Started with LoadComplete .....	2
Getting Started with LoadComplete Continued .....	3
Using LoadComplete .....	4
LoadComplete Training & Education Resources.....	5

## What is Load Testing?

This onboarding guide will walk you through the learning stages designed for users to follow while getting started with LoadComplete. LoadComplete is a load testing tool for creating and running automated load tests for web servers and services. It will help you check your web server's performance under a massive load, determine its robustness and estimate its scalability.

The guide provides links to topics that describe the product functionality. Here you can find videos to help get you started: <https://support.smartbear.com/loadcomplete/loadcomplete-videos/>.

1. [Product Overview](#)
2. [Creating your First Test](#)
3. [Changing the Tested Server](#)
4. [Exporting Test Results](#)
5. [Overview of Scenario Editor](#)
6. [Configuring a LoadComplete Test](#)
7. [Parameterization](#)
8. [Creating Validation Rules](#)
9. [Configuring a Test](#)
10. [Correlation](#)
11. [Understanding and Using Think Time](#)
12. [Setting up Server Monitoring](#)
13. [Moving Files Between Projects](#)
14. [Converting a Functional Test in TestComplete to Load Testing Scenario](#)
15. [Using LoadComplete Command Line Interface](#)
16. [Using Filter to Control what is Recorded](#)
17. [Using LoadComplete with a CI Interface](#)
18. [Scheduling Test Runs in LoadComplete](#)
19. [Using Conditional Logic to Create a Complex Scenario](#)

### LoadComplete Licenses

For Commercial Licenses - Click **Activate a license** and follow the instructions you will see on screen. You can find detailed information on manual activation in *LoadComplete 4 Licensing Guide* that is shipped along with the product.

To resolve licensing problems, you can use the Licensing Troubleshooter on our web site: [Licensing Troubleshooter](#).

## Getting Started with LoadComplete

**Understanding these beginner knowledge topics will help set you up for success with getting started with LoadComplete.**

### **Basic Concepts**

LoadComplete is a tool for creating website load tests. Load testing involves simulating multiple **virtual users** that send requests to the tested web site concurrently and evaluating the web site performance under the massive load.

Load Testing of websites with LoadComplete includes the follow steps: [Learn more here.](#)

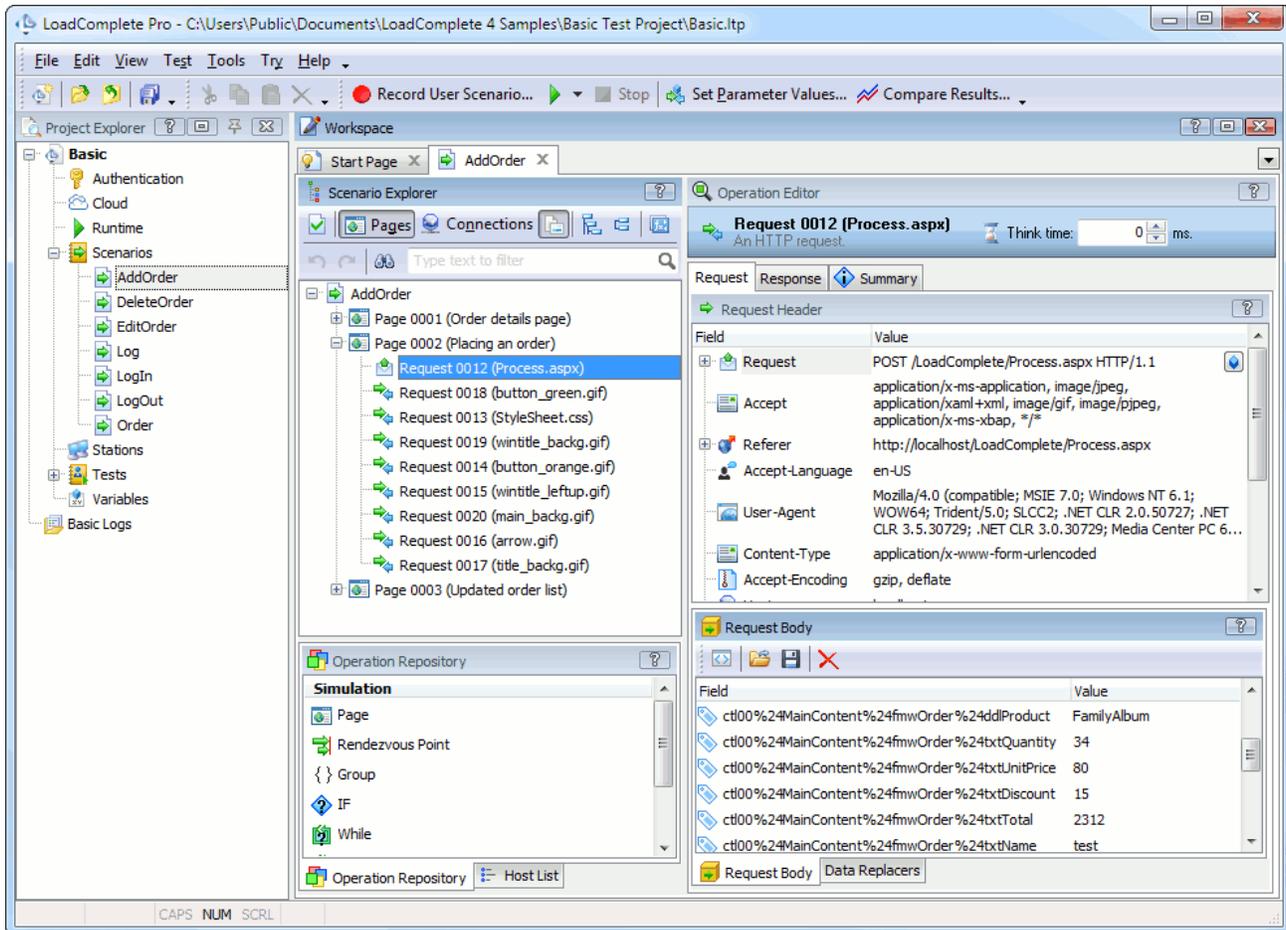
1. Recording a scenario
2. Modifying the recorded traffic
3. Verifying the recorded scenario
4. Creating load tests that will simulate recorded traffic
5. Assigning recorded scenarios to desired virtual users
6. Running load tests
7. Analyzing load test results

### **Emulating Real Life Conditions:**

1. Increasing the number of users
2. Emulating a massive load
3. Parameterizing tests
4. Emulating browsers, network connection bandwidth and browsing speed
5. Simulating concurrent requests

For more details on Emulating Real Life conditions: [Learn more here.](#)

### LoadComplete User Interface



**Project Explorer** – this panel provides access to the test project currently opened in LoadComplete.

**Workspace** – this panel is a container for editors where you can create and modify tests and explore test results.

**Arranging Columns, Lines, and Panels** – you can set the appearance of the panels, size, and layout. You can add or remove columns, swap columns by dragging from one location to another, resize columns, sort records on a column, select several records at a time, find values in scenarios, and filter results data.

## Using LoadComplete

### Preparing for Recording

Preparing LoadComplete to start recording typically requires no additional configuration. You can use this as a checklist if you experience any issues.

1. Selecting the Recording Mode and Port Number
  - a. Default port is 8889.
  - b. To change use the Proxy port setting from Tools>Options in main menu then choose Recording > General category.
2. Specifying Proxy Settings
  - a. You only need to configure proxy settings once.
  - b. Select Tools> Options from LoadComplete' s main menu
  - c. Pick the Network>Proxy category on left
  - d. Manual Proxy Configuration
  - e. Specify the Address and Port that LoadComplete will use to connect to the Interest and tested web server.
3. Filtering Domains and Applications
  - a. To avoid unwanted traffic in recorded scenarios you can specify domains and applications to which you want to record to ignore.
  - b. Filter settings - Tools>Options>Recording>Filters.
4. Defining Data Correlation Rules
  - a. LoadComplete includes some data correlation rules for dynamic parameters used by various frameworks.
  - b. To change select Tools>Options then Recording>Data Correlation.
5. Checking If the LoadComplete Service is Running
  - a. Check to see if LoadComplete Remote Agent is running from your Windows Control Panel.

### Preparing Environment

Prepare the computer where you will record requests and responses.

### Disabling Add-Ons and Plug-ins

Web browser plugins and add-ons are programs integrated into your web browser and extending its capabilities. For example, you can use them to view media content on a web page, receive news and mail, download files, and block undesired pop-up windows.

[Learn more about Preparing for Recording here.](#)

## LoadComplete Training & Education Resources

### [LoadComplete Product Hub](#)

This page will be your one stop shop for support resources for all LoadComplete. Go here for best practices, videos, to connect with other users, and more.

### [SmartBear Academy](#)

SmartBear Academy covers beginner and advanced level topics over a 3-part series held once a quarter. Getting Started 101 sessions led by Mike Punsky, Expert Load Tester and President of FTL Metrics. He will cover the basic technical skills to help gain a better understanding of LoadComplete. Next is 201 and 301 which will cover more advanced level topics.

- **LoadComplete 101**
  - Free, Live, Quarterly
  - Hosted by Mike Punsky, Expert Load Tester and President of FTL Metrics
  - Getting Started Topics
- **LoadComplete 201 & 301**
  - Free, Live, Quarterly
  - Hosted by Mike Punsky, Expert Load Tester and President of FTL Metrics
  - Advanced Level Topics

Current Dates and Sign up found [here](#).

### [Premium Training Details](#)

FTL Metrics is a SmartBear Partner that is dedicated to improving web application performance through testing. As a SmartBear Partner, FTL provides a number of services that are tailored to the specific needs of SmartBear's customers such as:

- **Load/Performance Testing** - We perform the testing
- **LoadComplete Mentoring** - We enable you to perform the testing
- **AlertSite Consulting Services** - Make the best use of your monitoring

Services are delivered on an hourly basis and are customized to your specific needs.



Contact your SmartBear Rep to Schedule. Or Email [Customers@SmartBear.com](mailto:Customers@SmartBear.com)