

W3C Troubleshooting Tips

Information:

Environment
<ul style="list-style-type: none">• Dynatrace Portal• Dynatrace Recorder
Symptoms
For the W3C metric DOMComplete, there are numerous N/A points in the waterfall chart.
Solution
<p>Try these troubleshooting steps:</p> <ul style="list-style-type: none">• Run the script in the Dynatrace Recorder. If you can see W3C metrics in the waterfall chart, the script is running successfully.• To make sure the Timing API can get the DOMComplete data, we recommend using a Wait for Page Complete followed by Wait for Network action at the end of each step. A Wait for Event - Load wait type may not provide enough time for DOMComplete.• If the target website has exceptions that interrupt Page Complete, there will be no DOMComplete data. Check the debug log for "W3C : updateW3cPage: ..." to find the page that caused the exception. Use a Filter action to exclude the objects that caused the exceptions. <p>For more information, see the Recorder help pages Waterfall chart of playback results, Wait script action, and Filter script action; and the reference page W3C metrics.</p>