RIGOR

Monitoring Admin Guide

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Accessing the Admin Settings

After logging on to Rigor, you will arrive on the Dashboard page. Open the Admin Tools by clicking the three dots on the top right side of the screen.
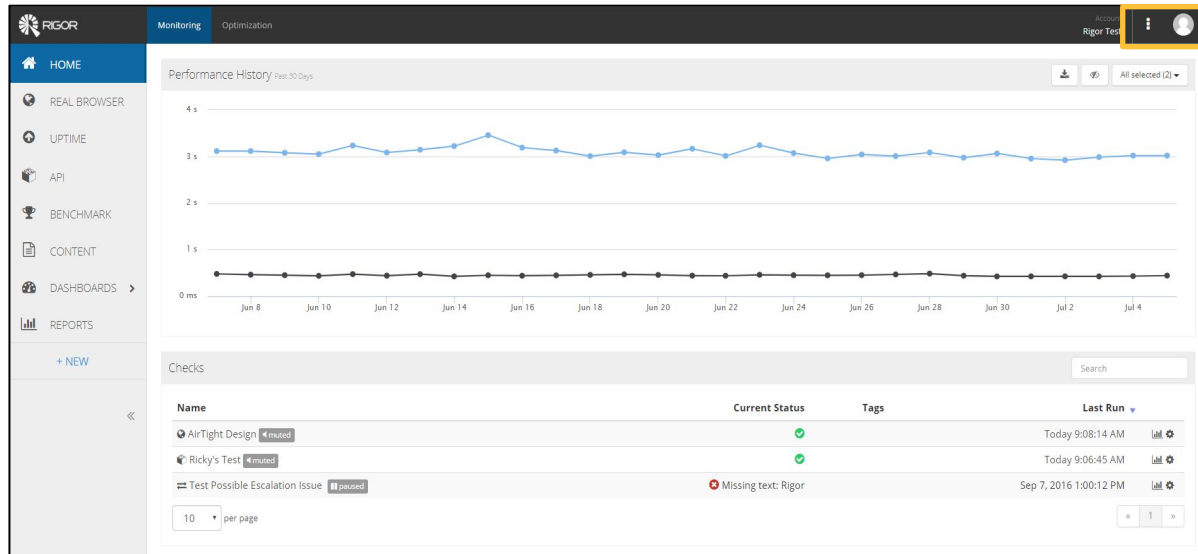
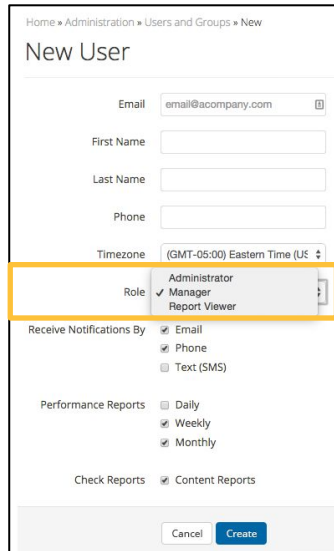**Admin Tools**

Provides admins with ability to:

- See overview of account settings
- Set up Alert Webhooks
- Make Bulk Changes (set Blackout Periods, Pause/Mute checks)
- Create Configuration Templates
- Create Control Groups
- Add Email Templates
- Create Global Variables
- Upload JavaScript Files
- View/Add Users and Groups
- Link your Optimization account via the Optimization Connector

Creating New Users & Groups

There is no limit to the number of users you can invite into a Rigor account. Once you've added users, you can use Groups to configure alerts to send to several users at once.

1. Creating New Users:
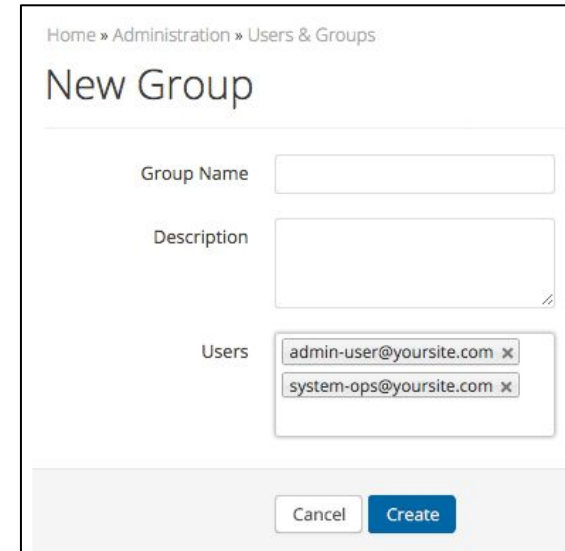Admin Tools > Users and Groups > New + User

2. Creating New Groups:
Admin > Users and Groups > New + Group

User Roles

Different types of users have different permissions:

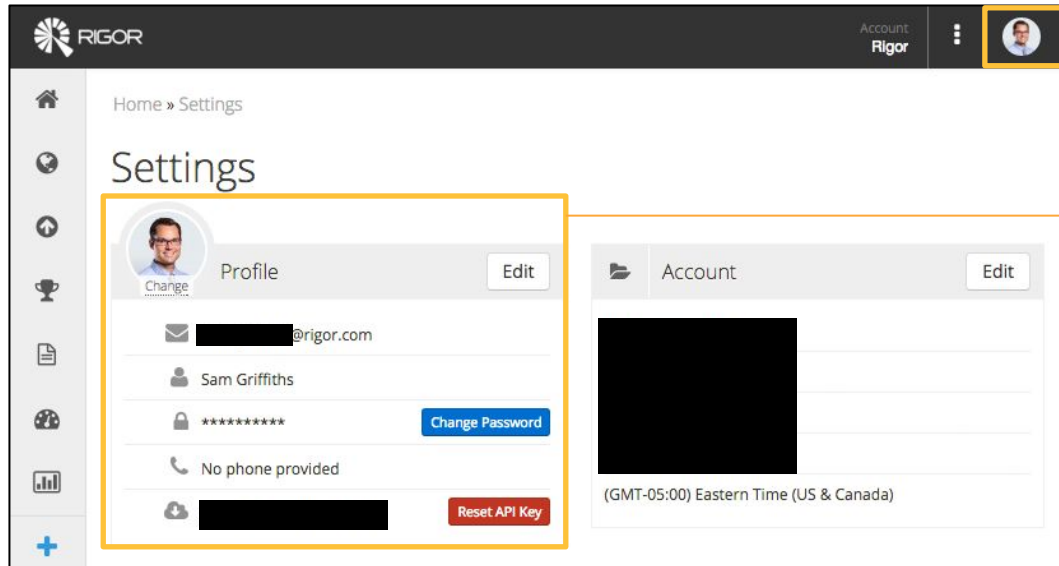|	Admin	Manager	Report Viewer
Dashboard	✓	✓	✓
View checks	✓	✓	✓
View reports	✓	✓	✓
Create reports	✓	✓	✓
Edit reports	✓	✓	✓
View check information details	✓	✓	✗
Create checks	✓	✓	✗
Edit checks	✓	✓	✗
Pause checks	✓	✓	✗
Acknowledge alerts	✓	✓	✗
View Admin panel	✓	✗	✗

Changing User Settings

Use the User Settings page to configure your personal information and notification preferences.

Accessing User Settings:
User Avatar > Settings

User Avatar

Click your User Avatar to access your User Settings, provide suggestions, open the knowledge base, see new features, and view Rigor's Monitoring Network

User Settings

Open User Settings to configure the following:

- Email address and password
- Phone number for text message and phone call alerts
- Timezone filter applied to reports/alerts
- Which "Out-of-the-box" Performance Reports to receive
- Access and reset API Key

Configuring Alert Webhooks

We can use [Alert Webhooks](#) to notify an HTTP endpoint when a check fails. This endpoint could be a third-party alerting service, a company chat application, or even a custom API.

Creating New Alert Webhook:

Admin Tools > Alert Webhooks > + New > Select Alert Webhook Type
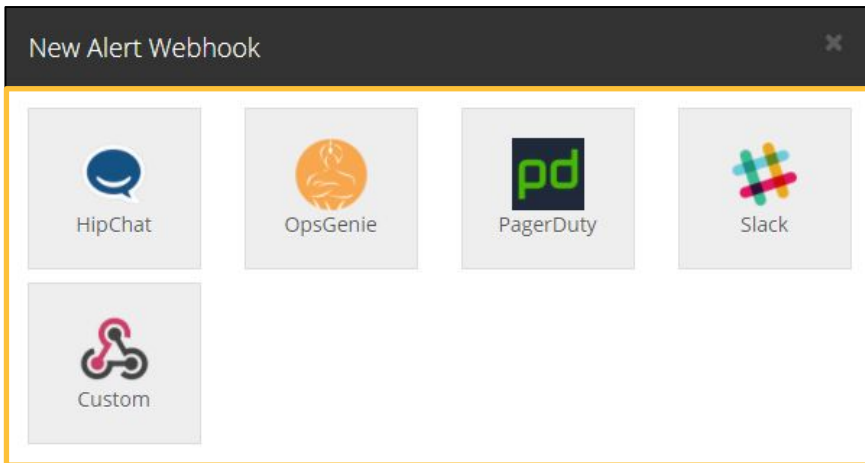
New Alert Webhook

For step-by-step instructions for creating a new Alert Webhook, see the links below:

- [HipChat](#)
- [OpsGenie](#)
- [PagerDuty](#)
- [Slack](#)
- [Custom Endpoint](#)

Integrating Rigor Monitoring with Rigor Optimization

The Optimization Connector connects Rigor Monitoring to Rigor Optimization, allowing us to send Monitoring data to Optimization and receive detailed remediation plans for performance defects.
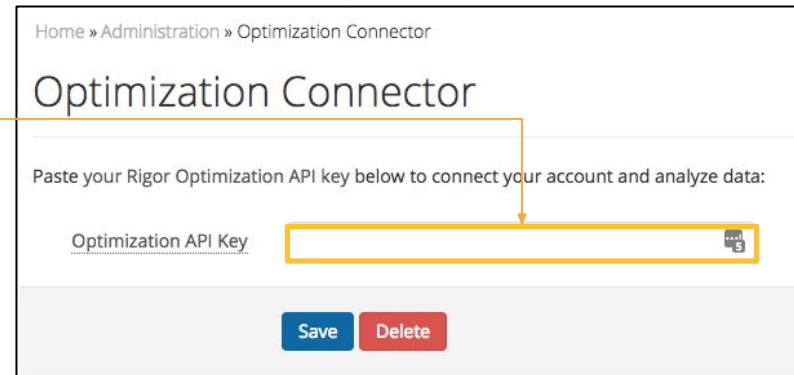
1. In Rigor Optimization
Log in > Settings > API Credentials > Copy the Optimization API key
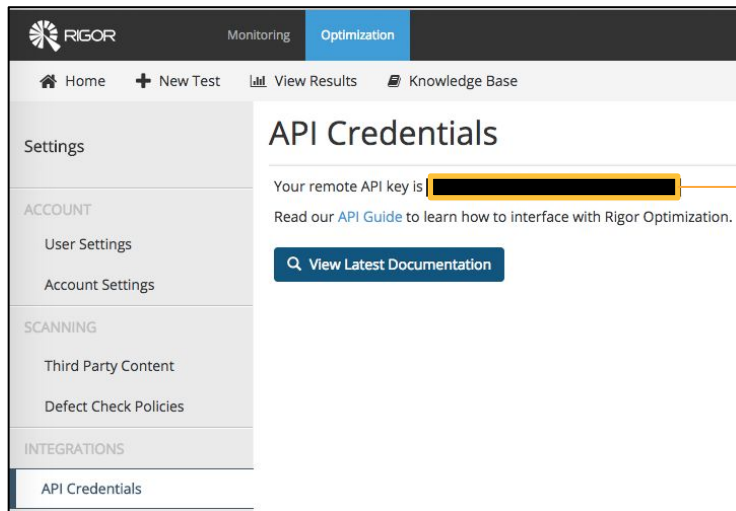
2. In Rigor Optimization
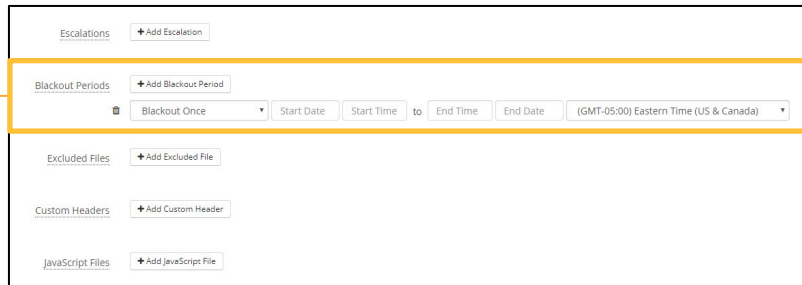Admin Tools > Optimization Connector > Paste the Optimization API key

Setting Blackout Periods

[Blackout Periods](#) tell Rigor to pause a check and keep it from loading for a specific period of time. This feature is useful if you have scheduled maintenance windows or planned pushes to production.

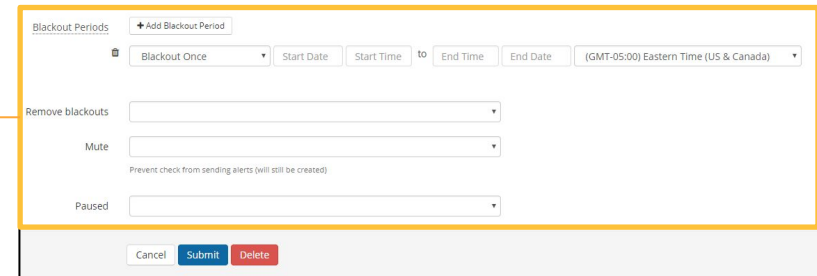| Apply A Blackout Period To An Individual Check:	Apply A Blackout Period Via Bulk Change:
Check Settings > Edit > Advanced > + Add Blackout Period	Admin Tools > Bulk Change > + Add Blackout Period

Blackout Periods

Blackout periods can be set for a single instance or recurring on a daily, weekly, or monthly (by day of week or day of month) basis.
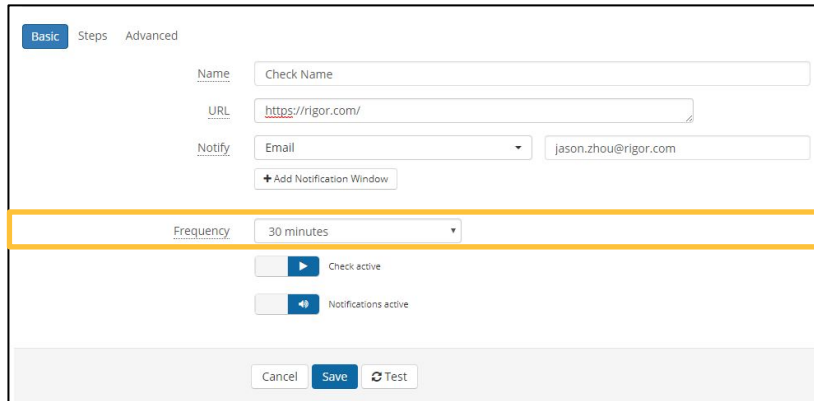

Bulk Blackout Periods

Blackout periods can be removed, muted (no alerts sent), or paused.

Editing a Check's Frequency

The run frequency for Real Browser Checks, Uptime Checks, and API Checks can be customized. Benchmark Checks run daily and Content Checks crawl once weekly.

Configure Run Frequency:

Check Settings > Basic > Frequency

Frequency Settings

Different types of checks have different maximum frequencies:

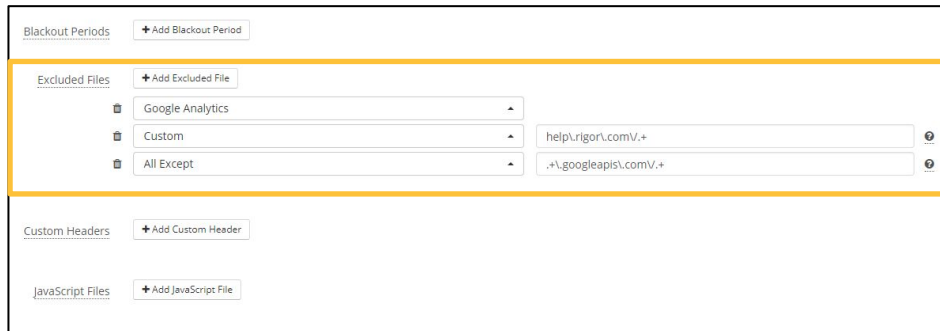|	Minutes						Hours					
	1	2	5	10	15	30	1	2	4	8	12	24
Uptime	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
API	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Real Browser	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Tip—Selecting the Appropriate Frequency: If you need immediate alerting when performance issues occur, run checks as often as possible. If you're running checks to collect performance snapshots, you may be comfortable running checks hourly.

Whitelisting & Excluding Rigor IP Addresses

If your checks are failing, your site may be blocking Rigor's IP addresses. Check that Rigor's IP addresses are whitelisted. Conversely, you can exclude Rigor's IP addresses from your analytics.

Excluding Rigor IP Addresses:

Check Settings > Edit > Advanced > + Add Excluded File

Excluded Files

From the dropdown menu, you can:
- Select pre-defined filters for common third-party files
- Use the 'Custom' input field to exclude a specific domain, subdomain, resource, or directory
- Select 'All Except' and specify the domain or subdomain that you'd like to include, and exclude all other domains

Tip—Exclusion Order: We may use multiple exclusions or multiple 'All Except' rules—'All Except' inclusions will always take precedence over excluded files. Order is always ignored unless you are using a combination All Except and Custom exclusions

Tip—Web Analytics Impact: To see the impact of your web analytics service on your site's performance, use IP addresses to filter within your analytics settings instead of adding Excluded Files in the Rigor app.

Troubleshooting

We've created a series of troubleshooting checklists for the most common support issues.

Fixing a Broken Script

1. Open the check dashboard and search for the affected period
2. In the check settings hit 'Test' and look at the screenshots
3. Compare the waterfall chart for a failed run to one for a successful run
4. Were recent changes made to the page that affect the check?
5. Open 'Inspect Element' in browser and replicate steps locally
6. Try other selectors and 'Test' in Rigor

More Details

Investigating Missing Alerts

1. Open the check page and review notification configurations
2. Check user settings to ensure you are set up to receive email/sms/call alerts
3. If using an Alert Webhook, run 'Test' to confirm it works
4. Identify the first run that failed during the affected time period
5. Were any alerts sent at all? (Including Escalations and 'Back Online' alerts)

More Details

Investigating Missing Runs

1. Confirm whether the check was paused or in a blackout period during the affected time period
2. Open the check dashboard and search for the affected time period
3. Contact Rigor Support with the information you've uncovered from following the steps above

More Details

Investigating Server Errors

1. Open the check dashboard and search for the affected period
2. What is the check's user agent?
3. Were recent changes made to the page that affect the check?
4. Check server logs during the affected period for clues
5. Compare the IP addresses of the servers that failed
6. Check with your DNS/CDN providers for issues

More Details

rigor.com

Client Support Tools

If you have additional questions or suggestions for Rigor Monitoring, our Client Portal can help!

Get Product Help

The Knowledge Base is the best place to look for answers to all questions about using Rigor. With over 100 articles, you will find answers to the most common questions (and many less common ones too).

Knowledge Base ›

Share Your Suggestions

Client input has a huge impact on the Rigor product roadmap. We want to hear from you! Visit the Idea Exchange to make a suggestion, provide feedback, and vote on existing ideas.

Share your idea ›

Get In Touch (Monday - Friday, 9 AM ET to 6 PM ET)

Have a question and wondering who to contact?

Billing: accounting@rigor.com
I want to update my payment details or have a question about an invoice.

Sales: info@rigor.com
I'd like to upgrade or I have a question about my contract.

Support: support@rigor.com
I have a product or best practices question.

Refer a Friend, Get $100!

Do you enjoy using Rigor and know of someone who would benefit from our solution? Submit their name via our client referral form and Rigor will send you a $100 gift card as a way of saying thanks!

Learn more about our referral program by contacting **Daniel Marsh: referral@rigor.com**