Troubleshooting Performance Issues:

Client-Side Symptoms

* Recently Edited Documents List is slow to return
* Documents are slow to upload
* Searches are slow to return.

General Questions:

1. Determine the performance degradation is affecting all users some users or just one?
2. Are all the clients on the same version?
3. When did it start? Any changes to your environment?
4. Have any hotfixes or Windows been applied to the client or server?
5. Are clients connected via Ethernet, WiFi or using VPN ?
6. Does performance improve if the client is pointed to a different server?

(An indexer or webserver will do as a test)

**Check Network Issues:**

1. Check the ping time to the server.

Ping – t *servername*

Note: Using the -t switch in your command will show you if the latency is intermittent or packets are being dropped.

Anything between 20 – 60 ms response will result in a degraded user experience

1. Verify the protocol being used. Does switching between DCOM or HTTP(S) improve decrease performance?
2. If using HTTP(S), is it configured properly and completely.
   * Have the additional Network binding/WCF keys been added to the registry on the client and server with compression disabled on the server? See this KBA for settings

<https://knowledge.opentext.com/knowledge/llisapi.dll/kcs/kbarticle/view/KB736105>

**Client Settings**

1. For a slow REDList

HKEY\_CURRENT\_USER\Software\Hummingbird\PowerDOCS\Core\Plugins\Fusion\Settings\QuickSearches\UseDocsFusion Red =1

Note: When this is set to 0 the REDList is handled in the client registry and does not make a call to the server.

This causes REDList issues 99.9% of the time. Initially it may seem faster, but performance quickly degrades.

1. Slow Document Transfer:

Verify the read and write buffers set to a maximum of 256 decimal (0x100h) (16384Kb chunk)

The real benefit comes from transferring larger documents and in situations where latency exists between the client and the document server. This buffer size can be seen in the CacheMgr.Log

[HKEY\_CURRENT\_USER\Software\Hummingbird\PowerDOCS\Core\CacheMgr]

"ReadBuffer64K"=dword:00000100

[HKEY\_CURRENT\_USER\Software\Hummingbird\PowerDOCS\Core\CacheMgr]

"WriteBuffer64k"=dword:00000100

1. Is this document specific or only affect documents above or below a certain size?
2. Check Application and System logs for errors.

Server Settings:

* Check the Event Logs for errors
* Check Server performance (Memory and CPU usage)
* Does the server have the appropriate amount of resources?
* Enable SQL and Calls

Search the log for long running queries by searching for “ seconds”

Search for DM errors by searching for “<-“

Search for database errors by searching for “error”

For long running queries:

Copy the query out of the log and paste into the DB client and verify the return time

In MSSQL you can choose “Show Execution Plan” to look for index issues

Oracle uses “Explain Plan”

<https://docs.microsoft.com/en-us/sql/relational-databases/performance/display-an-actual-execution-plan?view=sql-server-ver15>

<https://docs.oracle.com/cd/B19306_01/server.102/b14211/ex_plan.htm#g42231>

This will tell you how the query is performing and if any changes need to be made to the table indexes. - Check for a maintenance plan

SQL Server Performance:

* Check the Event Logs for errors
* Check Server performance (Memory and CPU usage)
* Does the server have the appropriate amount of resources?

Check Indexes (MS SQL)

eDOCS DM - DM Server - Checking the database index fragmentation percentage in Microsoft SQL

<https://knowledge.opentext.com/knowledge/cs.dll/kcs/kbarticle/view/KB732553>

This will bring back the a list of indexes and %fragmentation . If there are high percentages you should recommend that a Maintenance Plan be configured and executed during the next scheduled maintenance window. It is important to note this also provides a list of indexes. It is worth comparing the list with your test environment.

Check for Custom Triggers (MS SQL)

eDOCS DM - DM Server - How to list database triggers in Microsoft SQL

<https://knowledge.opentext.com/knowledge/cs.dll/kcs/kbarticle/view/KB751881>

This will bring back a list of triggers and the text of the trigger. When a trigger is executed it will not show in the DM SQL and Calls log. The triggers created by Library Generator start with “TRG\_”

Verify the SQL client are not connecting via Named Pipes (MS SQL)

eDOCS DM - DM Server - Performance issues when using Named Pipes. <https://knowledge.opentext.com/knowledge/cs.dll/kcs/kbarticle/view/KB731417>