**DOCUMENT FOR PERFORMANCE ISSUES - VER. 10**

Performance related issues are often complicated and difficult for us to investigate since there are many aspects to consider and it’s not always obvious what information that is needed.

Therefore, we have created this document to be used as a guide (for 2nd line support) when you encounter such issues. Answers to the following questions are important when investigating performance related Tasks.

If you feel that the given question is not applicable for your scenario please state N/A.

If the performance issue is, recreated in R&D Support environment it is not mandatory to fill this document. If so, mention the R&D environment where you have recreated the issue in the case/task.

# CHECKLIST

It is important to check following before contacting R&D. If the following recommendations are not satisfied please correct them and check the performance issue again.

1. Please check Update Statistics

<Examples are: Have you followed the scheduling recommendation? <http://f1web/f1docproj/apps8sp/foundation1/020_administration/300_system_information/020_oracle_objects/070_oracle_objects/default.htm> >

1. Technical configuration of IFS Applications. Please check Customer Data Base Parameters

<Examples are: Has recommended minimum setting been followed?> <http://wis.ifsworld.com/IFS_Applications/Releases/ConfigurationGuide/Index.htm>

# SITUATION

The first step you need to take is to describe the situation in which the problem occurs. Please answer the following questions in as much detail as possible. For each question further description is added between <brackets>:

1. Describe a scenario and the symptoms for this performance issue:

< It’s also important to know in which form/report etc. and during what business process does this problem occur. Example: Does it happen during a critical process, integration or during startup?>

1. When and how is this problem experienced?

< Example:

* Does it happen after applying certain patch(s) or service pack
* Does it happen, for one, several or a certain set of users and what do they have in common?
* Does it happen for one or many sites
* Does it happen randomly or at certain given intervals or hours of the day?
* Has the customer recently been upgraded? If so from what version

Example: From IFS Applications 2004-1 to Applications 7.5 SP2

1. Is the performance degradation measurable in any way?

< Example: Describe how it’s measured and what it’s compared to. Results from some sophisticated tools would be preferred, but measures using a simple stop watch would give us a better picture than assumptions or feelings. For example if the performance is slow only under certain conditions then how much of performance degradation is that compared to that under normal conditions.

If possible include Oracle Automatic Workload Repository (AWR) reports for detailed output. <http://wis.ifsworld.com/R&D/Product_Management/forums/tmf/#Guidelines>.

If it’s not measurable then describe why it’s considered to be a performance issue. What is your minimal expectation?>

# DETAILS

Below are some detailed questions. Please answer all of them if applicable.

1. Performance issues related to a report.

<Example: What are the reports parameter used? Default or otherwise.>

1. Performance issues related to a query.

<Example: What columns has been used? Some queries execute fast whereas some others in the same place rather slow, depending on the usage of database indices>

1. Other

< Example: Certain data pertaining to previous fiscal years are supposed to be backed up and deleted before performing particular operations. For example, Tax Ledger information fetching. Otherwise it will become inherently slow to perform these operations>

1. Has any customizations been done?

[Not Mandatory]

<Examples are: If available then performance comparison of with customization and without customization>

1. Which Client- and Server- version is used and which Service Pack is installed (Foundation1 and Application)?

[Not Mandatory]

<Example: Web Client, Enterprise Explorer, Centura. Please remember that it’s also important which Service Pack version(s) and IFS EE Client group patch version that is used. Patch versions can be found in the about dialog in the IFS Applications client>

1. Please describe the Deployment used?

<Examples are: Click Once, File share or Citrix>

# TECHNICAL FINDINGS

*<Example: If technical investigation is done please state the findings. What methods/cursors/bugs cause the performance issue, data volume of the tables involved in the process etc. >*

# CUSTOMER ENVIRONMENT ACCESS

[It is mandatory to provide some sort of access to a re creatable environment]

1. Access to customer database

<Example: It is important that IFS R&D can access a database where the error can be replicated. Or else you should provide us with a copy of your database where we can deploy in our environment and recreate the issue.> [Mandatory]

How to login to customer environment?

< Example: Use Project explorer/Remote Desktop, Database information, Login information, App Owner name and password, customer id>

Please check below

* Make sure that workgroup **RnD Sppt** has access to customer environment
* Make sure specified environment is up and running.
* Make sure the issue is recreated or recreatable in specified environment.
* Customer environment contain enough data to recreate the issue.
* Specify what R&D are allowed to do in the customer environment?

*<Example : Dubugging/ Deploy/ Query >*

* Mention important parameters/basic data to use inorder to recreate the issue.

<There are numerous parameters that can vary depending on how they have been set up. For example company, sales parts, customer and supplier.>

* Is it possible to use IFS EE Client debugging?

< Make sure Debugger system privilege is granted. Use IEE Client and enable debug console and make sure to log the database calls from the client as well as calls in the database. Timing can be a simple way of finding bottlenecks without involving more advanced tracing techniques.>

# ADDITIONAL INFO

Below are some general questions regarding the customer’s installation. Please check them:

1. Sizing guide of IFS Applications.

<http://wis.ifsworld.com/Technology/benchmarking/>

Oracle

<http://wis.ifsworld.com/technology/oracle/index.asp>