

Slowness transferring data to and from the database

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3:40 PM

If the customer transferring data to and from the database is slow we can troubleshoot this with the following steps:

1. **Select 1**

Please ask the customer what is the time that "Select 1" time is, usually this will show the roundtrip time that the packet took without hitting disks, this will show latencies in the network communication only. We expect anything below 20 ms for any connection within the Azure network stack.

2. **Check server resource utilization**

3. **Check Application resource utilization**

4. **Specific query is slow**

If a specific query is running slower, let's assume the slow query is the following:

select * from tablename<<<< change this to the query that is slow, ask the customer to run the following

\timing

select * from tablename;

EXPLAIN(analyze, buffers, verbose, costs, timing) select * from tablename;

Compare counter before and after running a query to see if we have cache hit or miss

SELECT

heap_blks_read,

heap_blks_hit,

CURRENT_TIMESTAMP

FROM

pg_statio_user_tables

Where

relname="tablename";

Then save the time and the queries and then run the query that is slow (when there is a repro)

select * from tablename;

SELECT

heap_blks_read,

heap_blks_hit,

CURRENT_TIMESTAMP

FROM

pg_statio_user_tables

Where

relname="tablename";

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