SharePoint Customization Hands-On Troubleshooting

Scenario 04: A Few Users Complaining

Student Lab Manual

Instructor Edition (Book Title Hidden Style)

Version 1.0

**Conditions and Terms of Use**

**Microsoft Confidential - For Internal Use Only**

This training package is proprietary and confidential, and is intended only for uses described in the training materials. Content and software is provided to you under a Non-Disclosure Agreement and cannot be distributed. Copying or disclosing all or any portion of the content and/or software included in such packages is strictly prohibited.

The contents of this package are for informational and training purposes only and are provided "as is" without warranty of any kind, whether express or implied, including but not limited to the implied warranties of merchantability, fitness for a particular purpose, and non-infringement.

Training package content, including URLs and other Internet Web site references, is subject to change without notice. Because Microsoft must respond to changing market conditions, the content should not be interpreted to be a commitment on the part of Microsoft, and Microsoft cannot guarantee the accuracy of any information presented after the date of publication. Unless otherwise noted, the companies, organizations, products, domain names, e-mail addresses, logos, people, places, and events depicted herein are fictitious, and no association with any real company, organization, product, domain name, e-mail address, logo, person, place, or event is intended or should be inferred.

© 2013 Microsoft Corporation. All rights reserved.

**Copyright and Trademarks**

© 2013 Microsoft Corporation. All rights reserved.

Microsoft may have patents, patent applications, trademarks, copyrights, or other intellectual property rights covering subject matter in this document. Except as expressly provided in written license agreement from Microsoft, the furnishing of this document does not give you any license to these patents, trademarks, copyrights, or other intellectual property.

Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of Microsoft Corporation.

For more information, see Use of Microsoft Copyrighted Content at  
[*http*://www.microsoft.com/about/legal/permissions/](http://www.microsoft.com/about/legal/permissions/)

Microsoft®, Internet Explorer®, and Windows® are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. Other Microsoft products mentioned herein may be either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. All other trademarks are property of their respective owners.

Contents

[Lab 1: Troubleshoot User Request 6](#_Toc356751944)

[Lab 2: Determine root cause 7](#_Toc356751945)

# Lab 1: Troubleshoot User Request

#### Introduction

Blue Yonder is responsible for the operations of a SharePoint 2013 farm. Sporadically a few users are complaining about poor performance on all pages. First level support has not been able to determine a cause or pattern of the requests as it seem to be random.

Fabrikam Consulting has recently deployed a customization package and you suspect that this could be the cause of the slow pages; however, Fabrikam ensures that they have tested the package thoroughly before deploying in production.

Most users have good performance and are experiencing response times of less than 300 ms. So far the hosting company has sent you the IIS logs of the servers and enabled Developer Dashboard. They would like you to present a possible cause before giving you access to the servers. The IIS logs can be found in the Lab Manuals folder under Scenario04. There is both a log from before and after the deployment of the customization. The problem still exists and should be possible to repro.

Due to risk of industrial espionage and exposing not yet patented development, the url’s in the IIS logs has been anonymized to the front page of the portal where the problem is occurring: <http://scenario04.contoso.com/SitePages/Home.aspx>, and the username has been anonymized to administrator; however, the pattern is the same on all pages across users.

#### Objectives

After this lab, you will be able to:

* Identify and evaluate the tools and techniques learned in the lessons
* Perform a root cause analysis

#### Estimated time to complete this lab

20 minutes to complete tasks, 15 minutes discussion.

#### Tasks

By leveraging demonstrated troubleshooting tools, you should complete the following steps as part of this troubleshooting scenario:

1. Find the pattern of why the pages render slowly
2. Present a possible hypothesis

#### Steps to get started

Follow the steps below to get started with the scenario:

1. Log into the machine **SP01**
2. Install Log Parser 2.2. (Download from Microsoft.com or use the .msi package in the Tools folder)
3. Optionally install a Log Parser GUI – Log Parser Studio 2.0 is included in the Tools folder
4. Find the IIS Log in the Lab Manuals folder under Scenario04
5. Start the investigation
6. You **are not allowed** to look in other files or assemblies for now

# Lab 2: Determine root cause

#### Introduction

After successfully determining the likely cause of the issue, the hosting company allow you to log on to the servers to find the actual root cause.

#### Objectives

After this lab, you will be able to:

* Identify and evaluate the tools and techniques learned in the lessons
* Perform a root cause analysis

#### Estimated time to complete this lab

40 minutes to complete tasks, 15 minutes discussion

#### Tasks

By leveraging demonstrated troubleshooting tools, you should complete the following steps as part of this troubleshooting scenario:

1. Continue the investigation using tools on the server
2. Determine root cause
3. Present a possible solution

#### Steps to get started

Follow the steps below to get started with the scenario:

1. Log into the machine **SP01**
2. Start the investigation