## COMMON JVM RECOMMENDATIONS:

### Case Assessment:

If Customer if facing slow import/export operations,

1. Find out the kind of document and size of document that they are trying to import/export.
2. Are they performing import/export of same type of document or different?
3. How many concurrent users are doing those operations?
4. Are any client machine located far from content server (e.g. in some other country)
5. Are they experiencing slow import/export operation on all desktop or some of them?
6. Is User doing any multiple import/export operation from same machine?
7. Are they using BOCS?
8. Network latency from client machine to application server and content server.

### Additional info required:

1. Get Platform and environment info (including the OS, CPU, Physical memory)
2. Get Java version used and specific update. Ask if all the machines have same java version installed.
3. DFC traces  
   Appserver and WDK log  
   UCF client log with FINE enabled  
   UCF server log with DEBUG enabled  
   Docbase log  
   Java Method Server log  
   Debug level ACS logs

* Ask them for Fresh set of UCF, ACS and BOCS (if using) logs specifically when performing import/export operation.
* UCF Client Settings. Check value for Optimal.chunk.size

1. Check if they are not running out of space on any of the machine.
2. ACS config object dump.
3. Server config object dump.
4. Network location dump on global registry.
5. Ask them for network trace (eg. Wireshark logs) to check about any network issue. Check if window scaling is turn on/off using those trace. Check if any packets are droped.
6. Ask them about client, content server and application server IP address.
7. Are they storing files on centera (filestore).

### Analyses Checklist:

1. Check out the following registry entries on client desktops.

[HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters]   
"SackOpts"=dword:00000001   
"TcpWindowSize"=dword:0007D780   
"Tcp1323Opts"=dword:00000003   
"GlobalMaxTcpWindowSize"=dword:0007D780   
[HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Internet Settings]   
"MaxConnectionsPerServer"=dword:0000000a   
"MaxConnectionsPer1\_0Server"=dword:0000000a   
[HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\AFD\Parameters]   
"DefaultReceiveWindow"=dword:0003ebc0   
"DefaultSendWindow"=dword:0003ebc0

1. Ask for TCPWindowSize. It is a registry entry.
2. Are all the import/export operations going through same router while using ACS or they happened to be on different router or network.