## Slow Login

If the customer is complaining of slow login, please follow these steps to investigate the root cause and collect the required information for the performance team.

### Case Assessment:

1. Is the issue for superuser logins and/or regular user login?
2. Do all users have this issue, or only certain users?
   1. If specific users, how do they differ from other users (more group memberships, more objects displayed etc)?
3. Can this be reproduced in test?
4. Is the dmLogPurge job run regularly?
5. What is the page or tab that they log in to (inbox, cabinet list, etc)?
6. Is it slow to log in from DA as well, or only their main application?
7. Are there are any custom authentication methods used by the customer?
8. If LDAP authentication is used, get configuration info for LDAP server(s) and LDAP config object on the server (identify the bind\_type used)
9. Get topology info – (single sign on, load balancers, cluster of application servers, JVM used, proxy etc.). Get single sign on scheme used if applicable.
10. Are statistics collected regularly? How often and how are they collected?
11. Are dynamic groups used by the customer?

### Additional info needed from the customer:

1. Collect platform info (from browser to database).
2. Collect a DFC trace of the login operation.

dfc.tracing.enable=true

dfc.tracing.verbose=true

dfc.tracing.max\_stack\_depth=0

dfc.tracing.include\_rpcs=true

dfc.tracing.mode=compact

dfc.tracing.include\_session\_id=true

1. Collect SSO traces, if SSO is used.
2. Enable authentication trace and collect server log.
3. Collect LDAP configuration object if LDAP is used.
4. Get Platform specific environment settings – such as DEVRANDOM, DM\_LEFT\_OUTER\_JOIN\_FOR\_ACL etc.
5. Check network latency info – ping and tracert info.
6. Collect database information:
   1. Generate an index list
      * for Oracle run: 
      * for SQLServer run 
   2. AWR report or similar
7. Get Charles or Fiddler trace for the login process

### Analyses checklist (for Performance Engineering):

1. Analyze network info and look for high latency
2. Analyze the Content Server log and look if there are errors. Check if authentications are slow.
3. Analyze the database (alert) log for errors
4. Parse DFC trace to get histogram of RPC timings
   1. Look for authentication RPCs, newSessionByAddr timings and the queries
   2. Get costly DQL queries and analyze the queries
5. Analyze the AWR report
   1. Look for instance efficiency, top events, segment stats, tablespace stats, Oracle initialization parameters, DB load information and the advisories for buffer pool, shared pool, SGA and PGA
6. If the DFC traces do not show delay, analyze Charles/Fiddler traces to see if there are additional delays. Verify that static objects are cached and not downloaded with each login.