



# WorkshopPLUS: SharePoint Server Administration

Troubleshooting: Tactics



# Agenda - Chapter 1

1

Tactics

# Important information



**HTTP headers**



**Software boundaries and limits**

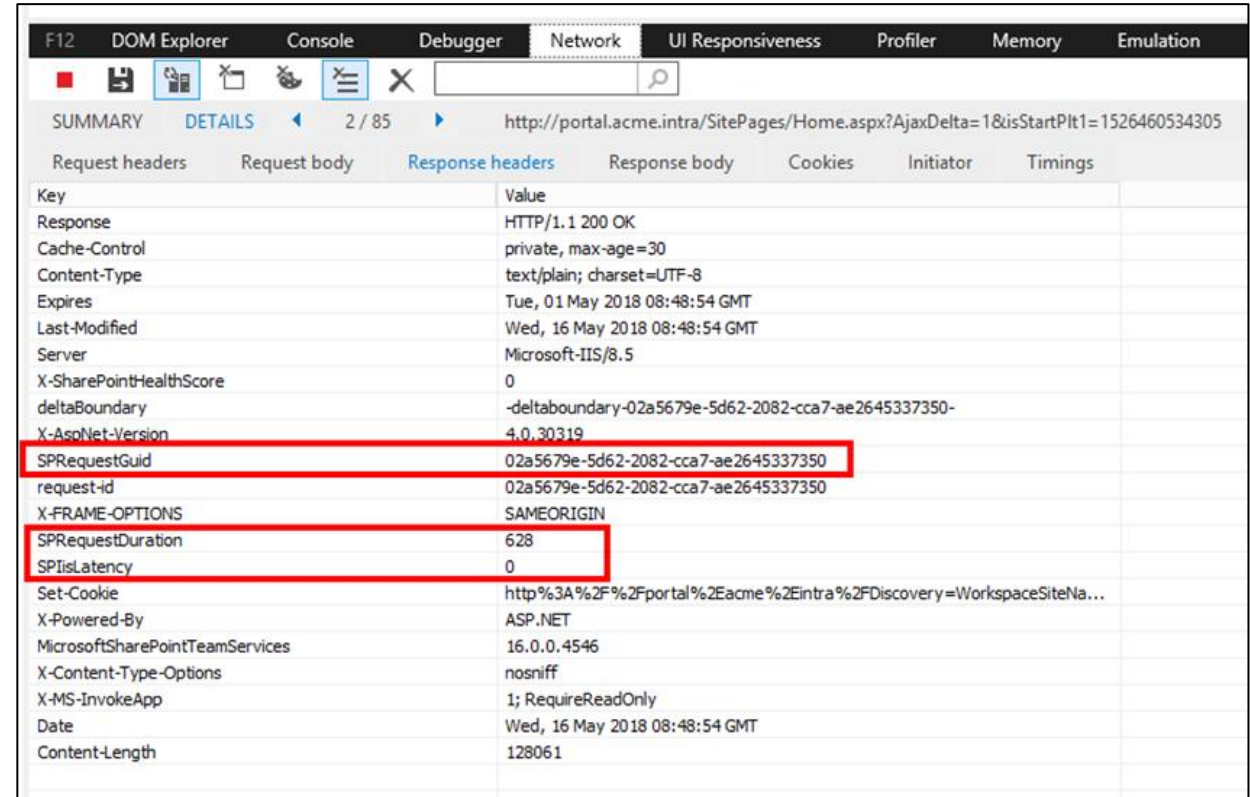
# HTTP headers

## Using HTTP header information

- SPRequestGUID: Correlation ID
- SPRequestDuration: Time required by the server to process request
- SPIISLatency: Time IIS had to wait before processing the request

**Important:** Last two values are placed in page content in Office 365 and newer builds of SharePoint

- SPRequestDuration = g\_duration
- SPIISLatency = g\_iislatency



Key	Value
Response	HTTP/1.1 200 OK
Cache-Control	private, max-age=30
Content-Type	text/plain; charset=UTF-8
Expires	Tue, 01 May 2018 08:48:54 GMT
Last-Modified	Wed, 16 May 2018 08:48:54 GMT
Server	Microsoft-IIS/8.5
X-SharePointHealthScore	0
deltaBoundary	-deltaboundary-02a5679e-5d62-2082-cca7-ae2645337350-
X-AspNet-Version	4.0.30319
SPRequestGuid	02a5679e-5d62-2082-cca7-ae2645337350
request-id	02a5679e-5d62-2082-cca7-ae2645337350
X-FRAME-OPTIONS	SAMEORIGIN
SPRequestDuration	628
SPIISLatency	0
Set-Cookie	http%3A%2F%2Fportal%2Eacme%2Eintra%2FDiscovery=WorkspaceSiteNa...
X-Powered-By	ASP.NET
MicrosoftSharePointTeamServices	16.0.0.4546
X-Content-Type-Options	nosniff
X-MS-InvokeApp	1; RequireReadOnly
Date	Wed, 16 May 2018 08:48:54 GMT
Content-Length	128061

```
<script type="text/javascript" nonce="2f6c9407-fba3-4613-b374-22689e75586b">
  var g_duration = 1419;
  var g_iislatency = 2;
  var g_requireJSDone = new Date().getTime();
</script><script type="text/javascript" id="spOnePageContext">
```

# Software boundaries and limits



**Document specifies supportability limits for SharePoint**



**When not complying with these limits:**

SharePoint might act unexpectedly  
Support by Microsoft will be limited

Link: <https://docs.microsoft.com/en-us/sharepoint/install/software-boundaries-limits-2019>

# Troubleshooting slow pages

## Check for any network issues

1. Open pages on a SharePoint server directly. Is it slow there as well?
2. Open pages from multiple locations with multiple users. Is it slow for all?

## Check for any server issues

1. Use HOSTS file to open page on all WFE servers. Is it slow on all servers or just one?
2. Review HTTP headers. Does that show high SPRequestDuration or SPIISLatency?
3. Review IIS logs. Does that also show slow times?

## Check for any page issues

1. Compare results with Out-Of-The-Box (OOTB) page. Are OOTB pages also showing slow performance?
2. Use Fiddler/DevTools to check which request is slow. For example: Does it show a download of a large image?

# Troubleshooting slow pages (Cont.)

## Get more information

1. Use the CorrelationId/SPRequestGuid to search the ULS logs using Merge-SPLogFile. Does this show any errors?
2. Use Developer Dashboard to check details for the request.

# Knowledge Check

Which three HTTP headers are useful?

- SPIISLatency, SPRequestGUID, SPRequestDuration

Where can you find the IIS Latency and Duration in SharePoint 2019?

- These values can be found in the page content.

Which four high-level steps can you use to troubleshoot slow pages?

- Check for network issues, server issues, page issues and get additional information.



Questions?



