AIMS+ Performance Issues

# Problem Identification

## During the TCS MYE AIMS+ result generation, system performance was highly affecteddue to which users at schools faced slow response in generating result report cards output, data entry & logging into system.

# Root Cause Analysis

### Internet Information Server (IIS)\* worker process was utilizing 100% processing **(**CPU**)** of the server and block user requests.

# Corrective Actions

### Apply stress load testing on AIMS+ server and diagnose the actual problem using advance application testing tools and techniques, and it is observed during the test Seagate Crystal Report Software tool creates problem e.g. memory leak and choking the IIS.

### Build two sample projects as AIMS+ application, including database one with crystal report and one with static HTML report for performance testing on internal and external servers.

# Current Status

### Working on developing dynamic HTML result card report.

### Optimizing Crystal report memory leak problem and test its performance.

### A dry run for load testing through concurrent user access, planned in the next week.

# Future Actions plan & Recommendations

### Prepare complete documentation e.g. User Manual & technical documentation.

### Window and SQL server license is required to get live /online support from Microsoft

### Quality Assurance and Stress testing of software and server - Outsource

### A dry run for load testing through concurrent user access (End March 2015) – In-house

### AIMS+ activity calendar will be integrated with Studies department calendar

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|  | **MS Licensing with Software Assurance** | Type | Qty | Unit Price $ | Total Price $ |
| 1 | WinSvrDataCtr 2012R2 SNGL OLP NL Acdmc 2Proc Qlfd | Academic | 2 | 1867.94 | 3735.88 |
| 2 | SQLSvrEntCore 2014 SNGL OLP 2Lic NL Acdmc CoreLic Qlfd | Academic | 2 | 4171.59 | 8343.18 |

\* Internet Information Services (IIS, formerly Internet Information Server) is an extensible web server created by Microsoft for use with Windows NT family. IIS supports HTTP, HTTPS, FTP, FTPS, SMTP and NNTP.