

SPEED ISSUES INFORMATION SHEET



General Information

Company Name Point of contact:

Infusion V: Elite Service Manager Pro POS
 Professional Service Manager Lite Fixed Assets
 Fundamentals Financials

Size of current backup file: Logo size (images folder): Network: 10/100 or Gigabit

Antivirus Software ISP & Broadband Plan:

Connection type: Single Work Station / Network / Citrix / TS / Other:

Details of Issue (send audit files)

Check Lists (complete below and log results)

- Run all Integrity checks and Re-index the files.
- Check what anti-virus is being used, and that the Infusion folder on each computer (Server and Workstations) is in the Exclusion folder
- Establish if the speed issues exist on ALL workstations, some or just 1.
- Confirm whether the speed issues exist when logged directly onto the server.
- Determine which parts of the software the speed issues are apparent in – job card printing, invoice printing, a specific report, opening a specific screen(s)
- Check the size of the data tables. Purge data if excessive. Several purge utilities are available from the Infusion website. If the install came from an Aurora One conversion the Tables.dbf file may be large. Use the “rmprogrps” utility to rectify this.
- Make sure all network installs of Infusion use a mapped drive eg X:\Infusion as opposed to a UNC path \\AcctsServer\Infusion
- Do they have a large number of scheduled barcodes to print?
- If they have a large stock file (40,000) and do not use kitsets make sure their invoice layout is updated
- Test onsite on various combinations of PC's eg. Have no one else in the system, log on to the PC in question and time the open a pending invoice, then log on to another PC and perform the same task, is this one also slow. Is the original one now slow, are any of them slow. This will help us ascertain if we need to further investigate network connections and hardware specs etc;
- Test other things such as Customer ATB, Pending Purchase Orders etc.;
- Run demo data with multiple users (onsite), do you get similar problems?;
- Get a backup and test it locally (with multiple users etc) and see if you can replicate it. If it is also slow on your network then we could start looking closer at the data;
- Is the server trying to do a backup or AV update during the day?
- Look at the server performance measure – RAM, CPU usage
- If there is a Server, what Operating System does it have? If it is Windows 2008, have SMB2 and Oplocks been disabled? (the End Users IT/Network Support company would need to look at this)
- Is the network connection running 1000 Mb/s (Gigabit) or 10/100? Gigabit is recommended. Are workstation network cards and switch(s) Gigabit?

Please complete and return via email/fax.