

Instructions for Gathering Performance Diagnostics Details



Modified: June 2015

Step 1: **Collect timestamp from server when encountering latency**

Click on “Show version information” at the bottom of SuccessFactors webpage.



*Paste server information / screenshot here*

Step 2: **General Information:**

1. Is the latency experienced across all browsers like Chrome, Internet Explorer, Firefox?

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*\_

1. Is the latency faced by ALL users?

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*\_

1. Is the latency faced across ALL locations/offices (if any)?

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*\_

1. Is the latency only faced during a specific time? Are there any jobs scheduled at this time?

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

Step 3: **Browser and System settings:**

1. Tools 🡪 Internet Options 🡪 General 🡪 Temporary Internet Files (Browsing History) 🡪 Click Settings Button 🡪 Make sure "Check for newer version of stored pages" is set to "Automatically”.

*Paste screenshot here*

1. Tools 🡪 Internet Options 🡪 General 🡪 Temporary Internet Files (Browsing History) 🡪 Click Settings Button 🡪 Check Disk Space to use: >1024 MB (recommended).

*Paste screenshot here*

1. Tools 🡪 Internet Options 🡪 Advanced 🡪 make sure "Use HTTP 1.1" and "Use HTTP 1.1 through proxy connections" are checked.

*Paste screenshot here*

1. Tools 🡪 Internet Options 🡪 Advanced 🡪 “Do not save encrypted pages to disk” should be disabled.

*Paste screenshot here*

1. Tools 🡪 Internet Options 🡪 Advanced 🡪 “Empty Temporary Internet Files folder when browser is closed” should be disabled.

*Paste screenshot here*

1. Do you have anti-virus software installed? Live script scanning in anti-virus software slows down the javascript. Please provide screenshot of anti –virus software related to live-script/java script scanning.

*Paste screenshot here*

Step 4: **Network Troubleshooting:**

Ping results from user machine experiencing latency to perfomanager**X**.successfactors.com

*Paste screenshot here*

Trace route (command : tracert) results from user machine experiencing latency to perfomanager**X**.successfactors.com

*Paste screenshot here*

Does your company use proxy server to connect to internet? If yes, is there any change in latency issue when proxy is bypassed.

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*\_

If proxy server is used, please provide details of proxy level content-filtering and egress filtering.

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*\_

Step 5: **Network Speed test:**

Run the internet speed test by visiting website <http://www.speedtest.net/> & click on Begin test.

*Paste screenshot here*

**PS**: Please run the bandwidth test multiple times when user is experiencing latency issue.

Step 6: **Collect Httpwatch or Fiddler logs:**

**Run HttpWatch tool to collect performance data:**

* + HttpWatch logs provide the ability to view the interaction between the browser and web site.
  + This information is crucial to the areas of we development as all web development applications make extensive use of the HTTP (or HTTPS for secure sites)
  + Download the HttpWatch app from here: <http://download.httpwatch.com/httpwatch.exe>

**Run Fiddler tool:**

* + Similar to HttpWatch, captures HTTP and HTTPS traffic and logs it for the user to review
  + Fiddler can be downloaded from here: <http://www.telerik.com/download/fiddler>

*Please attach HTTPWatch / Fiddler logs here*

Step 7: Collect data by running below command line tool in Windows. Please unzip attached file and follow instructions specified in “ReadMe.txt”.

**

*Please attach generated file - perf\_data\_YY\_MM\_DD\_TIME.html*

Step 8: Please provide exact steps below to replicate the issue.

*Steps to replicate the issue.*