

**Performance Troubleshooting Checklist (Long Form)**

Poor performance can often be a result of several contributing factors. Providing specific details about your environment and setup can be useful in diagnosing the issue. The following checklist can be used to help you identify possible areas of focus, allowing you to isolate and correct the performance problem. This checklist is also required should you contact Blackbaud Customer Support for assistance in identifying the cause of the performance issues.

*Note: If you are unable to answer the questions contained in the following checklist, please engage the services of a qualified IT professional. Alternately, our trained technical consultants can help your resolve your performance issues, gather details in this form, and/or ensure optimal system setup – to arrange for Blackbaud Technical Consulting services, please email* [*solutions@blackbaud.com*](mailto:solutions@blackbaud.com)*.*

Before completing this form, please verify that your hardware meets or exceeds the minimum system requirements for your Blackbaud software. The latest system requirements can be found at <http://systemrecommendations.blackbaud.com>.

**Please briefly describe the performance issue(s) you are encountering:**

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**Please complete the remainder of the form, which consists of the following sections:**

I – General Information *(page 2)*

II – SQL Server Information *(pages 3 – 6)*

III – Application Server Information *(page 7)*

IV – Web Server Information *(page 8)*

V – Workstation / Client Information *(page 9)*

VI – Network / Environment Diagram or Schematic *(page 10)*

Once complete, please provide the completed form to the Customer Support Analyst who is assisting you with your case or attach it to the case you create on Case Central (<http://casecentral.blackbaud.com>).

**If you already have a case number for this issue, please list it here:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I - General Information

**1) List all the Blackbaud product(s) your organization uses:**

|  |  |  |
| --- | --- | --- |
| **Blackbaud Product Name** | **Product Version Number** | **Product Patch Number** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

*Example: The Financial Edge | version 7.82.104 | patch 24*

**2) If your Blackbaud products are integrated with other programs, list them below:**

|  |  |  |
| --- | --- | --- |
| **Blackbaud Product Name** |  | **Product Name** |
|  | is integrated with |  |
|  | is integrated with |  |
|  | is integrated with |  |

*Examples: The Raiser’s Edge is integrated with NetCommunity*

*The Raiser’s Edge is integrated with The Financial Edge (General Ledger)*

*The Financial Edge is integrated with PaperSave*

**3) WHERE do the performance issues occur (check all that apply)?**

On ONE workstation only

On SOME workstations, but not all

On ALL workstations

On the server only

Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**4) WHEN do the performance issues occur (check all that apply)?**

Every time I perform the specific action of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Randomly and intermittently

At certain times of the day between \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
 Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**5) For WHOM do the performance issues occur (check all that apply)?**

For EVERY **Windows domain** user account

For EVERY **Blackbaud product** user account  
 For ONE specific **Windows domain** user account. Account name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

For ONE specific **Blackbaud product** user account. Account name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

II – SQL Server Information

**1) Blackbaud product SQL database information (complete for all applicable products):**

|  |  |  |
| --- | --- | --- |
| **The Raiser’s Edge Database Information** | | |
| **File Name** | **File Size** | **File Location** |
| RE7.mdf |  |  |
| RE7\_Bio.mdf |  |  |
| RE7\_Gift.mdf |  |  |
| RE7\_Index.mdf |  |  |
| RE7\_Temp.mdf |  |  |
| RE7\_Log.ldf |  |  |

SQL recovery model for The Raiser’s Edge database:  Simple  Full  Bulk-Logged

SQL compatibility mode for The Raiser’s Edge database:  80  90  100

|  |  |  |
| --- | --- | --- |
| **The Financial Edge / Education Edge / Student Information System Database Information** | | |
| **File Name** | **File Size** | **File Location** |
| FE7Database.mdf |  |  |
| [dbname]\_log.ldf\* |  |  |

*\* The log file name varies depending on the name assigned to the primary database itself*

SQL recovery model for The Financial Edge database:  Simple  Full  Bulk-Logged

SQL compatibility mode for The Financial Edge database:  80  90  100

|  |  |  |
| --- | --- | --- |
| **The Patron Edge Database Information** | | |
| **File Name** | **File Size** | **File Location** |
| PE.mdf |  |  |
| [dbname]\_log.ldf\* |  |  |

*\* The log file name varies depending on the name assigned to the primary database itself*

SQL recovery model for The Patron Edge database:  Simple  Full  Bulk-Logged

SQL compatibility mode for The Patron Edge database:  80  90  100

**2) SQL Server “Tempdb” Database Information:**

|  |  |  |
| --- | --- | --- |
| **File Name** | **File Size** | **File Location** |
| TempDB.mdf |  |  |
| TempLog.ldf | \* |  |

*\* TempLog.ldf will shrink after each SQL Server instance restart*

**3) Memory “swap” page file information:**

|  |  |  |
| --- | --- | --- |
| **File Name** | **File Size** | **File Location** |
| Pagefile.sys |  |  |
|  |  |  |

**4) General SQL instance information (for the instance serving your Blackbaud database(s)):**

SQL Server version description: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(example: SQL Server 2005)*

SQL Server service pack: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

SQL Server version number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(example: 9.00.4035)*

SQL Server edition:  Express  Standard  Enterprise

Authentication Mode:  Windows Only  Windows and SQL Server (Mixed Mode)

Is SQL Server replication or clustering enabled?  Yes  No  Unsure

How many other SQL databases are attached to this SAME instance of SQL Server? \_\_\_\_\_\_\_\_

How many other SQL instances, not including this one, are running on this SAME server? \_\_\_\_\_\_\_\_

**5) Is this SQL server used for any other applications or functions?**

No, this server is dedicated to SQL server and serves no other additional functions

Yes, it has the following additional functions / services (check all that apply):

Blackbaud Management Console (BMC) is installed on this server

File Server  Print Server  Web Server  Email Server

Domain Controller  Terminal Server  Citrix Server  Proxy Server

Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**6) General SQL server system information:**

Server name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Member of Windows domain?  Yes Domain Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

No  Workgroup  Novell

Operating system version: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(example: Server 2008 R2)*

Operating system service pack: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Operating system type:  32-bit  64-bit

Processor (CPU) type: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(example: Intel Xeon X5650)*

Processor (CPU) speed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ MHz / GHz

Number of physical processors: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Number of cores per processor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Total installed memory (RAM): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ MB / GB

Memory extensions enabled\*:  AWE  PAE  None *\*for 32-bit systems only*

System platform:  It is a virtual machine  It is a physical machine

If virtual machine, list the vendor/type: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(example: VMWare)*

**7) Storage / hard disk configuration information for the SQL server:**

Please complete the following for all applicable drives. If your SQL database and/or log files are not located on separate drives, only complete this for drives which you have and are using. This information will be correlated with the file locations indicated in questions 1 – 3 previously answered in this section above (II – SQL Server Information).

**System Drive (i.e.: the drive where the operating system resides):**

Logical drive letter: \_\_\_\_\_\_\_\_*(example: C, D, etc.)*

Drive Interface type:  IDE  SATA  SCSI  SAS  Other: \_\_\_\_\_\_\_\_

Drive rotational speed: \_\_\_\_\_\_\_\_ RPM

Average latency: \_\_\_\_\_\_\_\_ ms

Drive average seek time: \_\_\_\_\_\_\_\_ ms

If RAID technology is used:

RAID array level: \_\_\_\_\_\_\_\_ *(example: RAID 0, RAID 1, RAID 5, etc.)*

Number of spindles: \_\_\_\_\_\_\_\_

RAID implementation:  Hardware  Software

RAID controller type: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(example: Dell PERC Series 7)*

**Data Drive (i.e.: the drive where the SQL primary database files reside):**

Logical drive letter: \_\_\_\_\_\_\_\_ *(example: C, D, etc.)*

Drive location:  Local Disk  SAN  NAS  Other: \_\_\_\_\_\_\_\_

Drive Interface type:  IDE  SATA  SCSI  SAS

Fibre Channel (FC)  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Drive rotational speed: \_\_\_\_\_\_\_\_ RPM

Average latency: \_\_\_\_\_\_\_\_ ms

Drive average seek time: \_\_\_\_\_\_\_\_ ms

If Storage Area Network (SAN) technology is used:

Network type:  FCP  Fibre Channel over Ethernet (FCoE)

iSCI  Fibre Channel over IP (FCIP)

Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If RAID technology is used:

RAID array level: \_\_\_\_\_\_\_\_ *(example: RAID 0, RAID 1, RAID 5, etc.)*

Number of spindles: \_\_\_\_\_\_\_\_

RAID implementation:  Hardware  Software

RAID controller type: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(example: Dell PERC Series 7)*

**Log Drive (i.e.: the drive where the SQL log files reside):**

Logical drive letter: \_\_\_\_\_\_\_\_ *(example: C, D, etc.)*

Drive location:  Local Disk  SAN  NAS  Other: \_\_\_\_\_\_\_\_

Drive Interface type:  IDE  SATA  SCSI  SAS

Fibre Channel (FC)  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Drive rotational speed: \_\_\_\_\_\_\_\_ RPM

Average latency: \_\_\_\_\_\_\_\_ ms

Drive average seek time: \_\_\_\_\_\_\_\_ ms

If Storage Area Network (SAN) technology is used:

Network type:  FCP  Fibre Channel over Ethernet (FCoE)

iSCI  Fibre Channel over IP (FCIP)

Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If RAID technology is used:

RAID array level: \_\_\_\_\_\_\_\_ *(example: RAID 0, RAID 1, RAID 5, etc.)*

Number of spindles: \_\_\_\_\_\_\_\_

RAID implementation:  Hardware  Software

RAID controller type: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(example: Dell PERC Series 7)*

**8) Average number of users simultaneously connected to your product’s database(s): \_**\_\_\_\_\_\_\_

**9) Maximum number of users simultaneously connected to your product’s database(s): \_**\_\_\_\_\_\_\_

**10) Workstations connect to the SQL server via (check all that apply):**

Hardwired Ethernet Connection

Cable Type:  CAT5  CAT5e  CAT6  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Speed (Mbps):  10  100  1000 (a.k.a.: Gigabit)

Duplex:  Half  Full  Auto

Wireless Connection

Mode:  802.11b  802.11g 802.11n  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Virtual Private Network (VPN)

III – Application Server Information (if applicable)

If users in your organization use Citrix, Terminal Services, or Remote Desktop Services to connect to the Blackbaud product(s) in question, please complete the following information specific to the application server(s) used.

**1) General application server system information:**

Server name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Member of Windows domain?  Yes Domain Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

No  Novell  Workgroup

Application deployment framework:  Citrix  Terminal / Remote Desktop Services

Operating system version: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(example: Server 2008 R2)*

Operating system service pack: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Operating system type:  32-bit  64-bit

Processor (CPU) type: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(example: Intel Xeon X5650)*

Processor (CPU) speed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ MHz / GHz

Number of physical processors: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Number of cores per processor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Total installed memory (RAM): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ MB / GB

Memory extensions enabled\*:  AWE  PAE  None *\*for 32-bit systems only*

System platform:  It is a virtual machine  It is a physical machine

If virtual machine, list the vendor/type: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(example: VMWare)*

**2) Workstations connect to the application server via (check all that apply):**

Hardwired Ethernet Connection

Cable Type:  CAT5  CAT5e  CAT6  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Speed (Mbps):  10  100  1000 (a.k.a.: Gigabit)

Duplex:  Half  Full  Auto

Wireless Connection

Mode:  802.11b  802.11g 802.11n  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Virtual Private Network (VPN)

IV – Web Server Information (if applicable)

If performance issues are encountered when using Blackbaud web products, or if issues occur on the web server itself, please complete the following information specific to the web server. If performance issues do not affect your web server or web applications, then completion of this section is not necessary.

**1) General web server system information:**

Server name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Member of Windows domain?  Yes Domain Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

No  Workgroup  Novell

Server is located in a DMZ:  Yes  No

Operating system version: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(example: Server 2008 R2)*

Operating system service pack: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Operating system type:  32-bit  64-bit

Processor (CPU) type: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(example: Intel Xeon X5650)*

Processor (CPU) speed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ MHz / GHz

Number of physical processors: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Number of cores per processor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Total installed memory (RAM): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ MB / GB

Memory extensions enabled\*:  AWE  PAE  None *\*for 32-bit systems only*

System platform:  It is a virtual machine  It is a physical machine

If virtual machine, list the vendor/type: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(example: VMWare)*

**2) List all the websites / web services which are hosted on this web server?**

|  |
| --- |
| **Site Name, Service Name, and/or Description** |
|  |
|  |
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**3)Workstations connect to the web server via (check all that apply):**

Hardwired Ethernet Connection

Cable Type:  CAT5  CAT5e  CAT6  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Speed (Mbps):  10  100  1000 (a.k.a.: Gigabit)

Duplex:  Half  Full  Auto

Wireless Connection

Mode:  802.11b  802.11g 802.11n  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Virtual Private Network (VPN)

V – Workstation / Client Information (if applicable)

If performance issues are encountered when accessing Blackbaud products from a workstation where the software is installed, please complete the following information specific to the workstation(s) being used. If performance issues do not affect your workstations, then completion of this section is not necessary.

**1) General workstation system information:**

Computer Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Member of Windows domain?  Yes Domain Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

No  Workgroup  Novell

Operating system version: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(example: Windows 7)*

Operating system service pack: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Operating system type:  32-bit  64-bit

Processor (CPU) type: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(example: Intel Core 2 Duo)*

Processor (CPU) speed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ MHz / GHz

Number of physical processors: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Number of cores per processor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Total installed memory (RAM): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ MB / GB

Memory extensions enabled\*:  AWE  PAE  None *\*for 32-bit systems only*

System platform:  It is a virtual machine  It is a physical machine

If virtual machine, list the vendor/type: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(example: VMWare)*

VI – Network / Environment Diagram or Schematic

If possible, please attach a clearly labeled schematic of your network, including the locations of all relevant machines and devices (servers, workstations, switches, etc.). Alternately, use the space below to draw one.