

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.

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:					

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)	vour ord	anization	uses:
	LISC all tile	Diackbauu	production	your ord	ai ii Zati Oi i	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	nerformance	issues occur	(check all	that ann	11/12
J,	WHERE GO LITE	periorinance	issues occur	(Clieck all	tilat app) (V IC

☐ 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	(comp	olete for al	l applicable	products)):
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File Name	File Size	File Lo	ocation	
RE7.mdf				
RE7_Bio.mdf				
RE7_Gift.mdf				
RE7_Index.mdf				
RE7_Temp.mdf				
RE7_Log.ldf				
SQL recovery mode	el for The Raiser	's Edge database: Simple	☐ Full	☐ Bulk-Logge
SQL compatibility m	node for The Rai	ser's Edge database: 🔲 80	□ 90	□ 100
oq_ oopatio.iity		56. 5 Eags datasass. 🗀 55		□ .00
The Financial Edg	e / Education E	dge / Student Information Syste	m Database	Information
File Name	File Size	File Lo	ocation	
CC7Detabase modf				
FE7Database.mdf				
[dbname]_log.ldf*				
[dbname]_log.ldf*	ries depending on	n the name assigned to the primary da	tabase itself	
[dbname]_log.ldf* * The log file name va		<u></u>		□ Bulk-Loage
[dbname]_log.ldf* * The log file name va SQL recovery mode	el for The Financ	sial Edge database: Simple	☐ Full	_
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[dbname]_log.ldf* * The log file name va SQL recovery mode SQL compatibility m	el for The Financ node for The Fina Database Inform	ial Edge database: Simple ancial Edge database: 80	☐ Full ☐ 90	_
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[dbname]_log.ldf* * The log file name va SQL recovery mode SQL compatibility m The Patron Edge I File Name PE.mdf [dbname]_log.ldf* * The log file name va	Patabase Inform File Size	ial Edge database: Simple ancial Edge database: 80 nation File Lo	Full 90 cation	100
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3) Memory "swap" page file information:

File Name	File Size	File Location
Pagefile.sys		

4)	General SQL instance information	tion (for the	instance s	erving y	our Bla	ackbaud 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	b	☐ Enterprise
	Authentication Mode:	☐ Windows	only 🗌	Windows	s and S	SQL Server (Mixed Mode)
	Is SQL Server replication or clus	stering enabl	ed?	Yes		No Unsure
	How many other SQL databases	s are attache	d to this SA	AME insta	ince of	SQL Server?
	How many other SQL instances	, not includin	g this one,	are runni	ng on t	his SAME server?
5)	Is this SQL server used for any	/ other appli	ications or	function	ıs?	
•	_					Secret Consultance
	No, this server is dedicated t					
	Yes, it has the following addi			•		,
	☐ Blackbaud Mana	_	` '			
	☐ File Server	☐ Print		Web		
	☐ Domain Controll					·
	Other:					
6)	General SQL server system inf	ormation:				
	Server name:					
	Member of Windows domain?	☐ Yes	Domain Na	ame:		
		☐ No	☐ Workgr	oup	☐ Nov	vell
	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 / C	ЗНz	
	Number of physical processors:			_		
	Number of cores per processor:			_		
	Total installed memory (RAM):			_ MB / GI	3	
	Memory extensions enabled*:	☐ AWE	☐ PAE	☐ Non	е	*for 32-bit systems only
	System platform:	☐ It is a vir	tual machir	ie	☐ It is	a physical machine
	If virtual machine, list the ve	ndor/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 w	here the opera	ating system re	esides):	
Logical drive letter:	(e	xample: C, D, e	tc.)	
Drive Interface type:	□ IDE □	SATA SC	CSI SAS	☐ Other:
Drive rotational speed:	RP	М		
Average latency:	ms			
Drive average seek time:	ms			
If RAID technology is used:				
RAID array level:	(ex	ample: RAID 0,	RAID 1, RAID 5,	, etc.)
Number of spindles:				
RAID implementation:	☐ Hardware	\square Software		
RAID controller type:			(example	e: Dell PERC Series 7)
Data Drive (i.e.: the drive whe	re the SQL pri	mary database	files reside):	
Logical drive letter:	(e	xample: C, D, e	tc.)	
Drive location:	☐ Local Disk	☐ SAN	□NAS	☐ Other:
Drive Interface type:	☐ IDE	☐ SATA	☐ SCSI	□SAS
	☐ Fibre Char	nel (FC)	Other:	
Drive rotational speed:	RP	И		
Average latency:	ms			
Drive average seek time:	ms			
If Storage Area Network (SA	AN) technology	is used:		
Network type:	FCP	☐ Fibre Char	nnel over Ethern	et (FCoE)
	□iSCI	☐ Fibre Char	nnel over IP (FC	IP)
	Other			
If RAID technology is used:				
RAID array level:	(ex	ample: RAID 0,	RAID 1, RAID 5,	, etc.)
Number of spindles:				
RAID implementation:	Hardware	\square Software		
RAID controller type:			(example	e: Dell PERC Series 7)
Log Drive (i.e.: the drive wher	e the SQL log	files reside):		
Logical drive letter:	(e	xample: C, D, e	tc.)	
Drive location:	☐ Local Disk	☐ SAN	□NAS	☐ Other:
Drive Interface type:	☐ IDE	☐ SATA	☐ SCSI	SAS
	☐ Fibre Char	nel (FC)	Other:	

Drive rotational speed:	RPM	
Average latency:	ms	
Drive average seek time:	ms	
If Storage Area Network (S.	AN) technology is ι	used:
Network type:	☐ FCP	Fibre Channel over Ethernet (FCoE)
	□isci	Fibre Channel over IP (FCIP)
	☐ Other	
If RAID technology is used:		
RAID array level:	(examp	ole: RAID 0, RAID 1, RAID 5, etc.)
Number of spindles:		
RAID implementation:	☐ Hardware ☐	Software
RAID controller type:		(example: Dell PERC Series 7)
	-	ected to your product's database(s):
10) Workstations connect to the S	SQL server via (ch	neck all that apply):
☐Hardwired Ethernet Conr	nection	
Cable Type:	CAT5 CAT5	e
Speed (Mbps):	10 🗌 100	☐ 1000 (a.k.a.: Gigabit)
Duplex:	Half 🔲 Full	☐ Auto
☐ Wireless Connection		
Mode:	802.11b 🗌 802.1	1g
☐ Virtual Private Network (VPN)	

III – Application Server Information (if applicable)

1) General application server system information:

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.

Mambar of Mindays domain	□ Vaa	Dama:	Domain Name		
Member of Windows domain?	Yes				
	∐ No	☐ Nov			group
Application deployment framew	ork:	☐ Citr	ix	☐ Term	inal / Remote Desktop Service
Operating system version:					(example: Server 2008 R2)
Operating system service pack:					
Operating system type:	☐ 32-bi	it 🗌 64-	bit		
Processor (CPU) type:					(example: Intel Xeon X565
Processor (CPU) speed:				MHz / GHz	
Number of physical processors:					
Number of cores per processor	:				
Total installed memory (RAM):				MB / GB	
Memory extensions enabled*:	☐ AWE	⊟ PAI	Ε	None	*for 32-bit systems only
Custom platform:	☐ It ic a	virtual ma	chine	□ I I	is a physical machine
System platform:	IL IS 6	i viituai iiia	CHILL		is a priyologi macrimo
, ,					(example: VMWar
, ,	endor/type	e:			(example: VMWar
If virtual machine, list the ve	endor/type	e:			(example: VMWar
If virtual machine, list the vertical workstations connect to the ap	endor/type oplication nection	e:	a (che	eck all that a	(example: VMWar
If virtual machine, list the vertical workstations connect to the ap	endor/type pplication nection CAT5	e: n server vi	a (che	eck all that a	(example: VMWarapply): Other:
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If virtual machine, list the vertical workstations connect to the approximation of the connect to the approximation of the connection of t	endor/type oplication nection CAT5 10 Half	e: n server vi	a (che	eck all that a AT6	(example: VMWarapply): Other:

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.

Member of Windows domain?	Yes Domain Name:			
	☐ No	☐ Workgı	oup \square	Novell
Server is located in a DMZ:	☐ Yes	□No	•	
Operating system version:				(example: Server 2008 F
Operating system service pack:				
Operating system type:	☐ 32-bit			
Processor (CPU) type:				(example: Intel Xeon X5
Processor (CPU) speed:			_ MHz / GHz	<u>'</u>
lumber of physical processors:				
lumber of cores per processor:			_	
otal installed memory (RAM):			_ MB / GB	
Memory extensions enabled*:	\square AWE	☐ PAE	☐ None	*for 32-bit systems only
				In the control of the Land of the control of the co
If virtual machine, list the ve	endor/type:	n are hosted	l on this wel	
If virtual machine, list the ve	endor/type:	n are hosted	l on this wel	example: VMW
If virtual machine, list the vest all the websites / web service Name, and	rices which	n are hosted	I on this wel	(example: VMW
If virtual machine, list the vents all the websites / web service Name, and	endor/type:	n are hosted	I on this wel	(example: VMW
orkstations connect to the wo	endor/type:	n are hosted	I on this wel	(example: VMW
If virtual machine, list the versits all the websites / web service Name, and some service Name, and orkstations connect to the websites and the service Name or service Name or service Name, and service Name, a	eb server valued to the control of t	n are hosted ption via (check a	I on this wel	(example: VMW
If virtual machine, list the versita all the websites / web service Name, and some connect to the websites connect to the webs	eb server valuetion	ria (check a	I on this well	(example: VMW

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 in	formation:					
Computer Name:						
Member of Windows domain?	☐ Yes	Domain Na	ıme:			
	☐ No	☐ No ☐ Workgroup ☐		Novell		
Operating system version:				(exan	mple: Windows 7)	
Operating system service pack:						
Operating system type:	☐ 32-bit	☐ 64-bit				
Processor (CPU) type:				(exan	mple: Intel Core 2 Duo)	
Processor (CPU) speed:			_ MHz / C	ЗНz		
Number of physical processors:			_			
Number of cores per processor	·		_			
Total installed memory (RAM):			_MB/GI	3		
Memory extensions enabled*:	\square AWE	☐ PAE	☐ Non	e *for 32	2-bit systems only	
System platform:	☐ It is a v	irtual machin	е	☐ It is a phy	ysical machine	
If virtual machine, list the ve	endor/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.