

**Performance Troubleshooting Checklist (Short 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:**

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

I – SQL Server Information *(pages 2 – 3)*

II – Application Server Information *(page 4)*

III – Web Server Information *(page 4)*

IV – Workstation / Client Information *(page 4)*

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 – 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 |  |  |

|  |
| --- |
| **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*

|  |
| --- |
| **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*

**2) SQL recovery model for the Blackbaud database(s):** [ ]  Simple [ ]  Full [ ]  Bulk-Logged

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

SQL Server version & service pack: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(ex: SQL Server 2005 SP2)*

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

SQL Server edition: [ ]  Express [ ]  Standard [ ]  Enterprise

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

**4) 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 [ ]  Blackbaud Management Console (BMC) is installed on this server

 [ ]  File Server [ ]  Web Server [ ]  Domain Controller [ ]  Terminal Server [ ]  Citrix Server [ ]  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

Operating system version & service pack: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(ex: Server 2008 R2 SP1)*

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

**6) 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.

 **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

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

If RAID is used: RAID array level: \_\_\_\_\_\_\_\_ *(ex: RAID 0, 1, 5, 10)*

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

 **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

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

If RAID is used: RAID array level: \_\_\_\_\_\_\_\_ *(ex: RAID 0, 1, 5, 10)*

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

**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

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

If RAID is used: RAID array level: \_\_\_\_\_\_\_\_ *(ex: RAID 0, 1, 5, 10)*

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

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

II – 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.

**General application server system information:**

Application deployment framework: [ ]  Citrix [ ]  Terminal / Remote Desktop Services

Operating system version & service pack: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(ex: Server 2008 R2 SP1)*

Operating system type: [ ]  32-bit [ ]  64-bit

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

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

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

III – 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.

**General web server system information:**

 Server is located in a DMZ: [ ]  Yes [ ]  No

Operating system version & service pack: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(ex: Server 2008 R2 SP1)*

Operating system type: [ ]  32-bit [ ]  64-bit

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

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

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

IV – 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.

**General workstation system information:**

Operating system version & service pack: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(ex: Windows 7 SP1)*

Operating system type: [ ]  32-bit [ ]  64-bit

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

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

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