Performance Skype Chat Summary

4/9/13

* Special Guests: Len Wyatt (Enterprise Performance Team), David Hendershot (Enterprise Performance Team), Chris Gilpatrick (CRM Support)
* Jeff Garmon (UGA) – they have sporadic performance problems – the same process takes 10 seconds one day, several hours the next.
  + They do daily index maintenance (daily) and stats (2x/day), but that doesn’t help
  + Receipting, marketing efforts, custom GL feed, OOB smart fields
  + Carly Dy-Buncio has similar issues with marketing acknowledgements
    - Case 12006149 is one they’ve had open for a while
    - ACTION: Caroline will follow up
    - Carly is also going to try the suggestions in the blog link (below)
  + Number of records included doesn’t seem to cause the performance variation
  + David Hendershot asked if users have been able to ues SQL snap to identify the bottleneck query and then see if there’s a problem with Parameter Sniffing
    - Jeff has seen this
* Devin Welsh (JFNA Colorado)– sporadic problems updating smart fields and KPIs (15 seconds to 150 minutes)
* Barbara Laane (Feeding America) – problems when running queries with many OR statements
  + We need to use static selections and keep them updated by creating queues to keep them refreshed and current
  + Sam Lufi (ABS) has had success using nested queries instead of OR statements following the blog: <http://www.blackbaudknowhow.com/blackbaud-crm/use-merge-selections-to-improve-query-selection-performance.htm>
    - Mike Cicerone (Boston University) – followed recommendations and found queries go frm 2+ hours to under 2 minutes)
* Barbara also has problems with non-admin users reporting slowness running queries
  + Clearing the cache in IE has helped with this
  + The 3.0 upgrade they just completed may improve this as well.
* Robert Haberman (JFNA) – would like a best practice document for ad-hoc query writing (to ensure good performance)
  + ACTION: Caroline to follow up on this.
* Jeff also has trouble with:
  + Building ad-hoc queries (drilling down/expanding nodes)
  + Security (drilling in to “Assign feature permissions”)
    - ACTION: Caroline to see if there is any way we can improve that perf.
* Len wants to know who has seen the performance documents that his team has written (are we disseminating that info successfully?)
  + Most people have not, problem of info in too many locations
  + ACTION: Caroline to create a new landing page/board for performance problems specifically and share with the group.
  + ACTION: Caroline to share Len’s documents with the group in follow up email.
  + ACTION: Len will share new index maintenance article within the next week or so (for self-hosted orgs)…good for orgs not yet doing index maintenance or using Hallengren’s tools.
  + ACTION: David H. is working on a document about troubleshooting performance issues, including intermittent ones and will share that when it’s ready (sometime in the fall, most likely)
* Robert Haberman (JFNA) wants to know if audit table growth can cause slowness
  + Most orgs use the global change to clean up audit tables
  + Auditing record changes has a small performance impact, but it’s mostly a space impact.
  + Mike (BU) purges most audit tables regularly (4-6 they keep for a year – constituent and revenue data)
* Len wants to know who has problems with database growth/size
  + Mike at BU
  + Jeff at UGA (to some extent…300% growth since go-live, somewhat anticipated) – audit data, exports/selections, attachments
  + Jeff and Mike want to know what “Business Process Output” is – it’s not really clear what they’re purging
    - ACTION: Caroline to follow up
  + Jeff, Mike, and SAM all want more in-depth documentation – what’s going on in the background when we click a button, the reasoning behind WHY we designed things a certain way.
    - Caroline and Chris are both working with the Documentation team right now to improve our documentation and go to a deeper level. We should see improvements there as new user guides are released.