MYOB Advanced Business Performance Troubleshooting

Cloud Solutions for Bigger Business

myob

Contents

myob.com

myob

Performance Troubleshooting

This whitepaper is primary intended for MYOB Advanced partners who face complaints about system performance from customers. The document provides the detailed description of the steps the partner needs to perform to resolve the issue on the client side and, if necessary, gather the information to provide it to the MYOB support team.

MYOB Advanced may suffer from the following performance issues:

- **Overall performance slowdown**
  The entire site performs slowly. You cannot identify a particular scenario where slowdown occurs

- **Specific scenarios are slow**
  The site works slowly when working with particular forms or executing specific actions

The following table shows the steps you need to perform to find out the reason of performance slowdown and resolve the issue. You can find detailed description of the steps below the table.

	Overall performance slowdown	Specific scenarios are slow
Step 1: First Check List		
1. Check the speed from other browsers	•	•
2. Check the speed from other locations	•	•
3. Check automation schedules	•	•
4. Explore running processes	•	•
5. Check whether antivirus blocks some functionality of the site	•	Skip this task
Step 2: Collect more information for MYOB		
1. Investigate requests in Request Profiler	•	•
Step 3: Submit Case to MYOB Support		

myob.com

myob

Step 1: First Check List

Use recommendations from this list to exclude the reasons that lead to performance slowdown most frequently:

1. Check the speed from other browsers

2. Check the speed from other locations

3. Check automation schedules

4. Explore running processes

5. Check whether antivirus blocks some functionality of the site

1. Check the Speed from Other Browsers

Possible reason of slowdown

Some properties of the browser prevents the site from running faster.

Perform the following task to check the reason of the slowdown.

To check the speed from other browsers

1. Try to access the site from another browser.

2. Do the following depending on the results of the check:

   - If the issue is reproduced only in one browser, check the version of the browser and try to reproduce the issue in the latest version of the browser. Collect more information on the slowdown and send it to the MYOB support team as described in **Step 2: Collect More Information** and **Step 3: Submit Case to MYOB Support.**

   - If the issue is reproduced in all browsers, continue with the next recommendation in this list.

2. Check the Speed from Other Locations

Possible reason of slowdown

Some network or internet service provider issues at the user's end can cause performance slowdown.

Perform the following task to check the reason of the slowdown.

To check speed from other locations

1. Try to reproduce the slowdown issue on some other computers.

2. Do the following depending on the results of the check:

   - If the issue is not reproduced on other computers, the reason is probably in the customer's network. Ask the customer to check network settings.

   - If the issue is reproduced on multiple computers, continue with the next step in this list.

3. Check Automation Schedules

Possible reason of slowdown

Errors on the active schedules, unprocessed emails, or insufficient time for a schedule processing result in a long delay for a process to execute.

Perform the following tasks to check the reason of the slowdown.

To look for errors on the active schedules

1. On the Automation Schedules form (SM205030; System > Automation > Explore), look for errors on the active schedules. (See the **Status** and the **Last Execution Result** columns of each schedule.)

2. Do the following depending on the results of the check:

   - If you found an error, either correct the error in the scheduled process, or deactivate the schedule.

   - If there is no errors in automation schedules, continue with the next task in this list.

To check frequency of schedules

1. On the Automation Schedules form (SM205030; System > Automation > Explore), make sure there are no schedules starting at the same time or in short intervals.

2. Do the following depending on the results of the check:

   - If you have found some intersections in the schedules, correct the time of the schedule execution. For example, we recommend that you leave at least 5 minutes between Send and Receive Email schedules, as shown in the following screenshot:
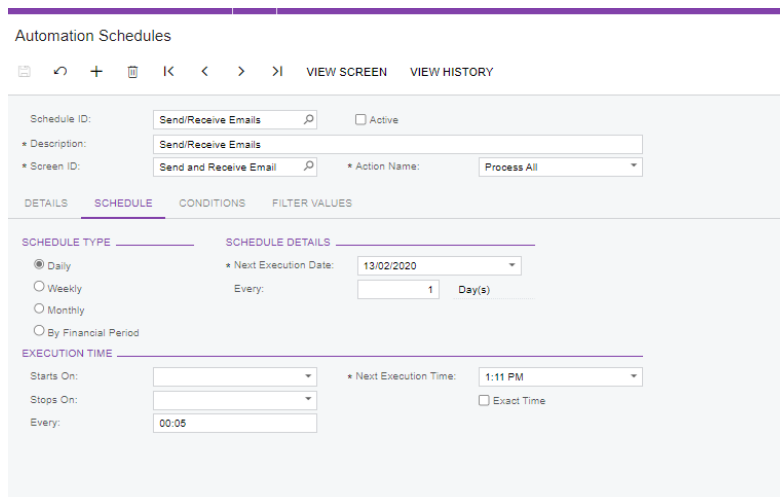
   - If there is enough time for each process to finish before the start of the next scheduled process, continue with the next task in this list.

To look for failed and old unprocessed emails

1. On the All Emails form (CO409070; Configuration > Email > Explore), look for failed and old unprocessed emails.

2. Do the following depending on the results of the check:

    *   If you have found failed or old unprocessed emails, delete them.

    *   If there is no failed or unprocessed emails, continue with the next recommendation in this list.

4. Explore running processes

Possible reason of slowdown

Some process has hung and is running in an endless loop.

Perform the following tasks to check the reason of the slowdown.

To check running processes in MYOB Advanced

On the Running Processes form (SM201530; System > Automation > Explore), check the list of all ongoing processes for all users as follows:

1. Look for ongoing processes for several minutes (typically you need more than 30 minutes) to see if the process is hung and running in an endless loop.

2. Do the following depending on the results of the check:

    *   If a process has hung, select the process and click **Abort** on the form toolbar to end the process, as shown in the following screenshot. If the situation repeats collect more information on the process that hangs and send it to MYOB support team as described in **Step 2: Collect More Information** and **Step 3: Submit Case to MYOB Support.**
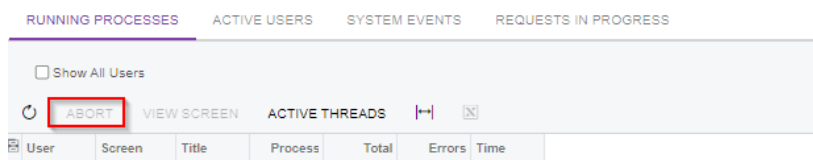
5. Check whether antivirus is blocking some functionality of the site

Possible reasons of slowdown

Some antivirus settings prevent the site from working normally.

Perform the following task to check the reason of the slowdown.

To check whether antivirus blocks the site

1. Check the antivirus logs and try to turn off the antivirus if any.

2. Do the following depending on the results of the check:

    • If the antivirus blocks the site, change antivirus settings.

    • If the antivirus does not block the site, continue with **Step 2: Collect More Information.**

myob.com

myob

Step 2: Collect more information for MYOB

If you have not found the reason in the previous steps or you need to collect more details about it, do the following:

1. On the Request Profiler form (SM205070; System > Management > Process), specify the following settings, which are shown in the screenshot below:

    -   Log SQL Requests: Selected

    -   SQL Time Threshold: 2000

    -   SQL Count Threshold: 1000

    > **Note:** You have specified two thresholds for the requests, therefore the profiler will record the URL requests that meet either of these conditions (the logical OR is applied).

2. Start request profiler by clicking **Start** on the form toolbar, if the profiler is not started yet. Note: The SQL request profiler can impact performance. MYOB recommend you do not leave this enabled for long periods of time.

    > **Note:** The SQL request profiler can impact performance. MYOB recommend you do not leave this enabled for long periods of time.

3. Reproduce the slowdown in the system.

4. On the Request Profiler form (SM205070), click **Refresh Results** on the form toolbar to upload to the profiler form all the new activities since the last refresh.

5. On the Request Profiler form (SM205070; System > Management > Process), stop the request profiler by clicking **Stop** on the form toolbar.

6. Review the list of frequent as follows:

    -   **SQL Time** is the time taken by SQL Server in milliseconds.

    -   **Server Time** is the time taken by the request. To get the time taken by the application server, use the formula *Time taken by application server = Server Time - SQL Time*

        -   Find requests that have the value other that LongRun in the **Command Target** column with server time more than 2000 ms.

        -   Find request that have SQL count more than 1000.

7. For each such request, select the corresponding row in the table and click **SQL** on the table toolbar to see the queries being executed, as shown in the following screenshot.

8. In the **SQL Profiler** dialog box, which opens, review the time in the **TimeMs column**, which shows the time taken by each step, and sort the column to find the row with the biggest value in this column as shown in the following screenshot.

9. Double click on this row to see the actual SQL statement, an example of which is shown in the following screenshot.

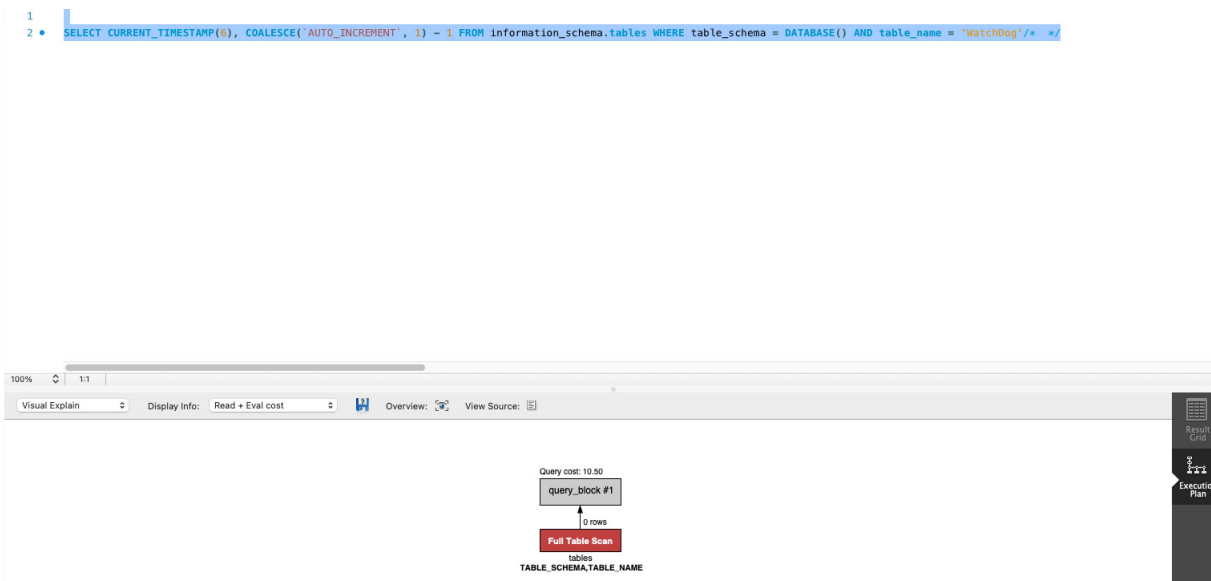10. Optionally, copy and paste the statement into SQL Server Management Studio, run the query with the Execution Plan enabled, and check if any suggestions are provided by the SQL Server.

   The following screenshot demonstrates SQL Server suggesting a Missing Index to solve the issue:

11. Report the issue to MYOB support team as described in **Step 3: Submit Case to MYOB Support.** You can save the request profiler log to an Excel file by clicking **Export to Excel** on the table toolbar on the Request Profiler form (SM205070).

   > **Note:** The optional solution suggested in step 9 by SQL Server can be done as an interim solution after consultation with the MYOB Support team. However, we recommend that such issues are always reported via a support case for a permanent fix.

myob.com

myob

Step 3: Submit Case to MYOB Support

If you have not found a solution for your issue, create a case for the MYOB support team and provide as much information in it as you can, including the following information:

- Basic points to reproduce the issue

- Version and build of MYOB Advanced

- What has been done so far (Provide screenshots where applicable):

    - Have you checked the speed from other browsers?

        - If the issue is reproduced only in one browser, specify the browser and its version.

    - Have you checked the speed from other locations?

    - Have you checked automation schedules?

    - Have you checked the list of running processes in MYOB Advanced?

    - Have you checked whether antivirus blocks the site?

    - Have you used the MYOB Advanced Request Profiler?

        - Provide the log of request profiler exported to Excel.

        - Specify whether you have found any long-running requests.

    - Additional information that you have obtained:

        - Whether the issue appeared after an update

- Site name and Company ID

- Permission from the customer for MYOB operations to access the site

- Convenient times to test and / or reset the site without contacting customer (if any)

myob.com

myob