

# PinICL Export PC0013812

Logged By	Summary	Opened	Last update	Customer	Product Group
		Closed	Status		Product At Fault
Coxon	Training Systems - Performance is very slow.	30/07/1998 14:55:26 14/09/1998 12:29:40	14/09/1998 12:29:41 C		EPOSS & DeskTop Training Counter

## References

## Products

Product Group	Product Name	Product Version
EPOSS & DeskTop	Training Counter	2

## Activities

Date	User	Comment
30/07/1998 13:55:26	Geoff Coxon	The performance is consistently slow, ie it does not deteriorate during use,
30/07/1998 13:55:26	Geoff Coxon	CALL PC0013812 opened
30/07/1998 13:55:26	Geoff Coxon	and is not improved by rebooting or by resetting the message store.
30/07/1998 13:55:26	Geoff Coxon	releases. He gave the example of a simple report taking 3 minutes to print.
30/07/1998 13:55:26	Geoff Coxon	the performance is unacceptably slow, and is getting worse with successive
30/07/1998 13:55:26	Geoff Coxon	Discussion with Kevin Fletcher (Peritas, ST004: <b>GRO</b> ) suggests that
30/07/1998 13:55:26	Geoff Coxon	systems has been raised.
30/07/1998 13:55:26	Geoff Coxon	At the Hardware Interception Forum, the issue of performance of training
30/07/1998 13:55:26	Geoff Coxon	Training Systems - Performance is very slow.
30/07/1998 13:55:26	Geoff Coxon	Target Release entered: Release 2.0
30/07/1998 13:55:26	Geoff Coxon	Product Training Counter Training Counter added
30/07/1998 13:55:26	Geoff Coxon	References entered are:-
30/07/1998 13:55:26	Geoff Coxon	
30/07/1998 13:55:27	Geoff Coxon	CALL PC0013812:Priority C:CallType P - Target 06/08/98 14:55:26
30/07/1998 13:55:28	Geoff Coxon	The Call record has been transferred to the Team: Training-Dev
30/07/1998 13:55:28	Geoff Coxon	Hours spent since call received: 0 hours
14/08/1998 13:23:09	Dave Roberts	

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14/08/1998 13:23:09 Dave Roberts The performance of counters, whether "live" or "training" can be considered inadequate on current systems, and much work has been undertaken to improve performance. Users familiar with 1c systems will have noticed a degradation of performance on moving to Release 2, and even more degradation on moving through successive R2 increments. A good indicator of the likely performance is to note the size of the Message Store (C:\Riposte\MessageStore.dat); performance seems to be in inverse proportion to the size. Initial R2 systems

F) Response :

Experimentation with more RAM and more powerful P2 processors is being

[END OF REFERENCE 5551689]

14/08/1998 13:23:09 Dave Roberts boxes sent to FEL01 to receive R2 builds had only 24Mb of RAM.

14/08/1998 13:23:09 Dave Roberts 32Mb. R2 systems are almost unrunnable on P166 with 24Mb of RAM; some Peritas had Message Stores of under 20Mb, but latter increments were typically about

14/08/1998 13:23:09 Dave Roberts undertaken. Performance on a P2 400 with 64Mb of RAM is impressive, but a

14/08/1998 13:23:09 Dave Roberts 59Mb, and often double that, depending on the amount of reference data.

14/08/1998 13:23:09 Dave Roberts acceptable performance.

14/08/1998 13:23:09 Dave Roberts nearly 60Mb, whilst B0031 is enhanced and under 12Mb. B0031 should provide

14/08/1998 13:23:09 Dave Roberts c:\installation.log. Build B0026 has quite a large Message Store, B0030 is

14/08/1998 13:23:09 Dave Roberts B0026, B0030, or B0031. This can be checked from the second line of

14/08/1998 13:23:09 Dave Roberts 12Mb. Geoff cannot confirm on which build working at present; it could be

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14/08/1998 13:23:09	Dave Roberts		Recently, the Message Store has been restructured so that a typical size is <
14/08/1998 13:23:09	Dave Roberts		
14/08/1998 13:23:09	Dave Roberts		disc.
14/08/1998 13:23:09	Dave Roberts		A machine with a removable hard disc is much slower than one with a permanent
14/08/1998 13:23:09	Dave Roberts		P166 with 64Mb of RAM is significantly better than a P166 with the standard
14/08/1998 13:23:10	Dave Roberts		Responded to call type P as Category 7 -No fault in product
14/08/1998 13:23:11	Dave Roberts		The response was delivered on the system
14/09/1998 11:29:40	[Jim Booth]		CALL PC0013812 closed: Category 7, Type P
14/09/1998 11:29:41	[Jim Booth]		Hours spent since call received: 1 hours