Diagnosing & Troubleshooting the Startup Performance of Sage 200 Evolution using the Process Monitor

Sage

Outline:

Sage 200 Evolution is a complex and multi-faceted product, with extensive configuration and customizability options such as the ability to integrate with many system Add-in modules. Over the years and through the various releases of Sage 200 Evolution, the product stack has received many additional features and improvements, which have dependencies on other aspects of the host operating system i.e. Microsoft Windows 10 and 11.

To better understand the unique speed situation that some Sage 200 Evolution customers experience when starting up the product, we require more detailed type information than the standard type of information requested in the past i.e. Operating System, RAM size, etc.

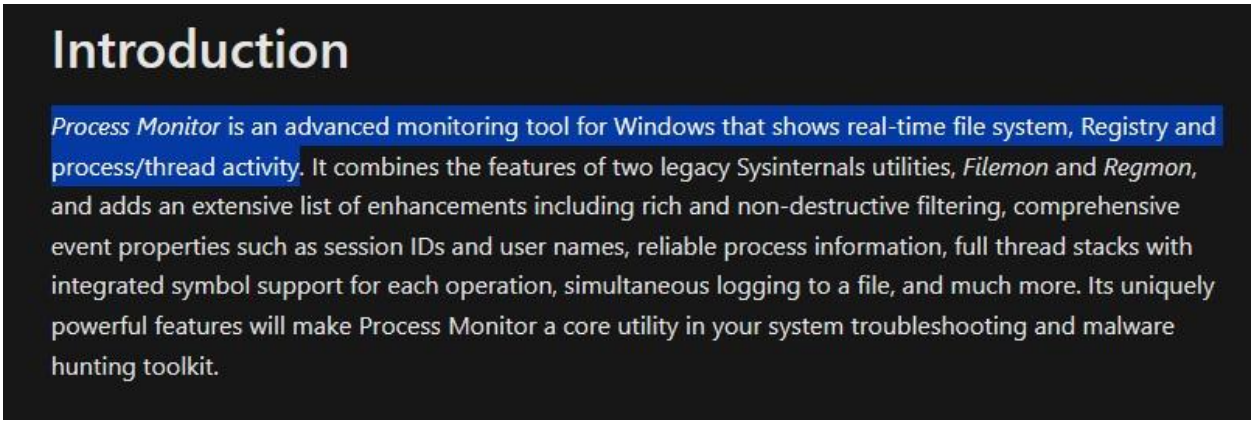
This standard information is by no means not important to us and will be required to be submitted when logging Startup Performance issues, however, it lacks the detailed ability to fully understand and drill down into the client's unique installation of Sage 200 Evolution on the client's computer or server environment.

Please note: A bare metal server with high resources available versus a bare metal server with high resources available, which is running a virtualized environment is not the same thing. It is well known that some virtual environments are under spec and the actual server itself unutilized, which may have a direct impact on the startup performance of applications.

Part of the tools that will be used to try to assist the support and development teams of Sage 200 Evolution, is called Process Monitor. This tool is created and provided by the SysInternals team which is a department within Microsoft.

More details about SysInternals Process Monitor from Microsoft, as well as the download link can be found below.

https://learn.microso+.com/en-us/sysinternals/downloads/procmon

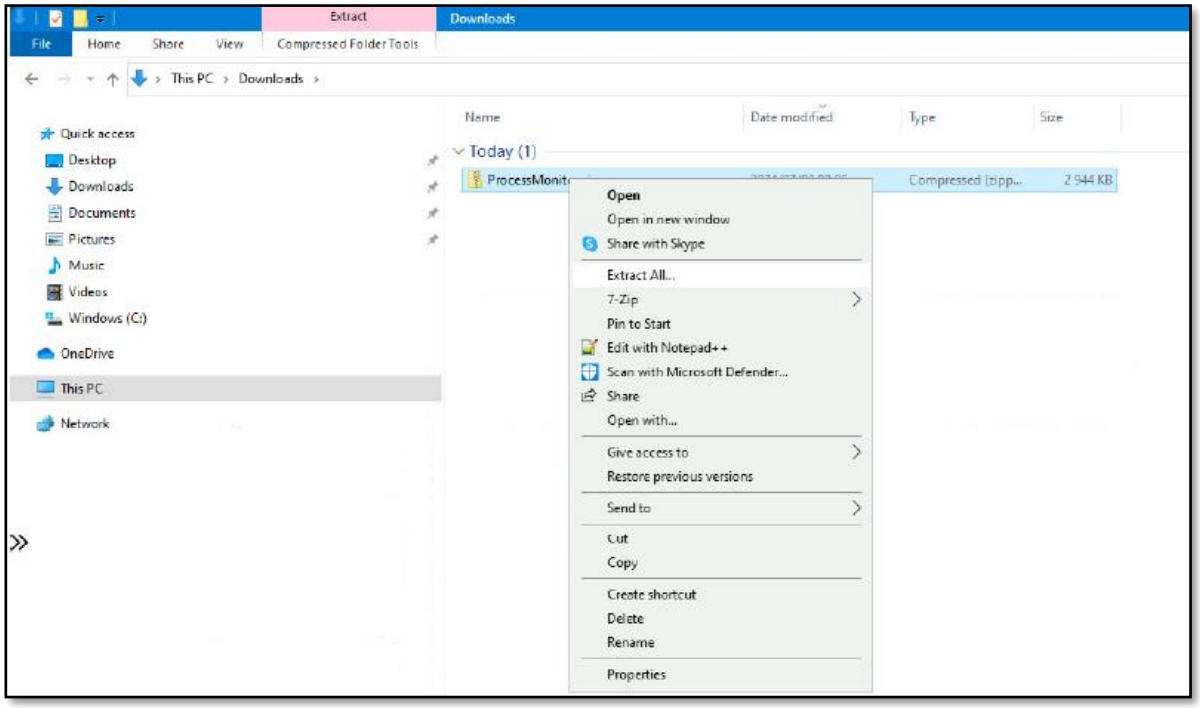


Assuming you have familiarized yourself with the Process Monitor application from the supplied link and information, we can proceed with capturing a detailed trace log of the Evolution.exe startup process using the Process Monitor application.

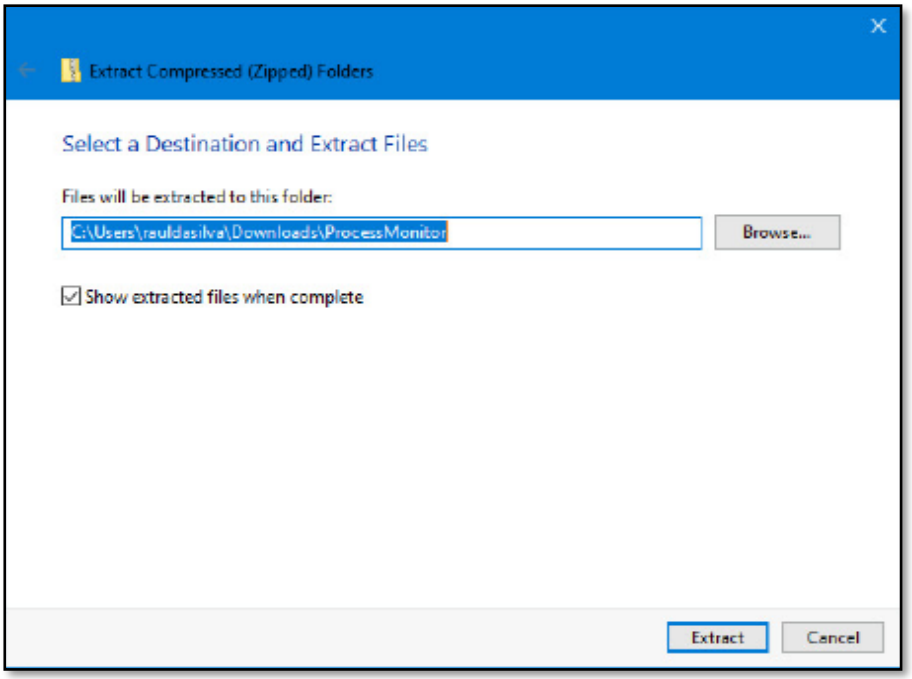
How to capture detailed logs for Sage 200 Evolution

The following screenshots will assume you are running Windows 10 (applicable to Windows 11 as well) and have used the default “Downloads” folder under the logged-in Microsoft user’s account.

1. Save the downloaded file, i.e., ProcessMonitor.zip into the desired location. Right-click on the zip file and select Extract All..



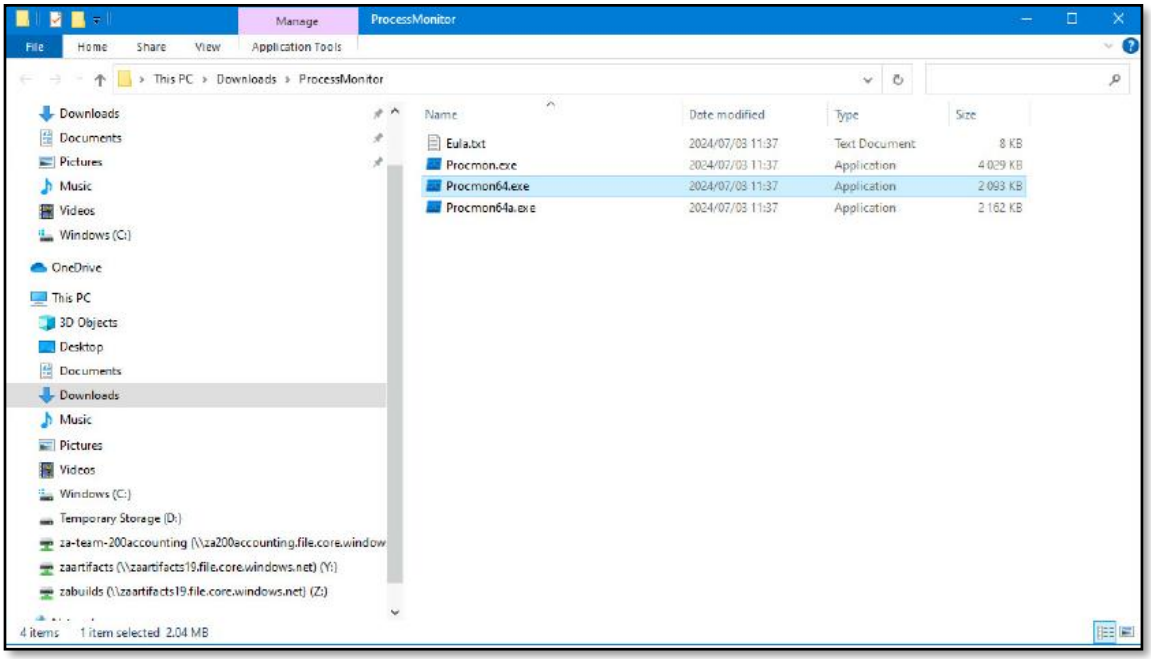
2. Unzip the ProcessMonitor.zip into the same location (or another folder of your choice).



3. Open the folder location used in Step 2. You should see 4 files (1 text file and 3 application files).

    a. If you are running a Windows 32bit Operating System, then run the Procmon.exe file
    b. If you are running a Windows 64bit Operating System, then run the ProcMon64.exe file

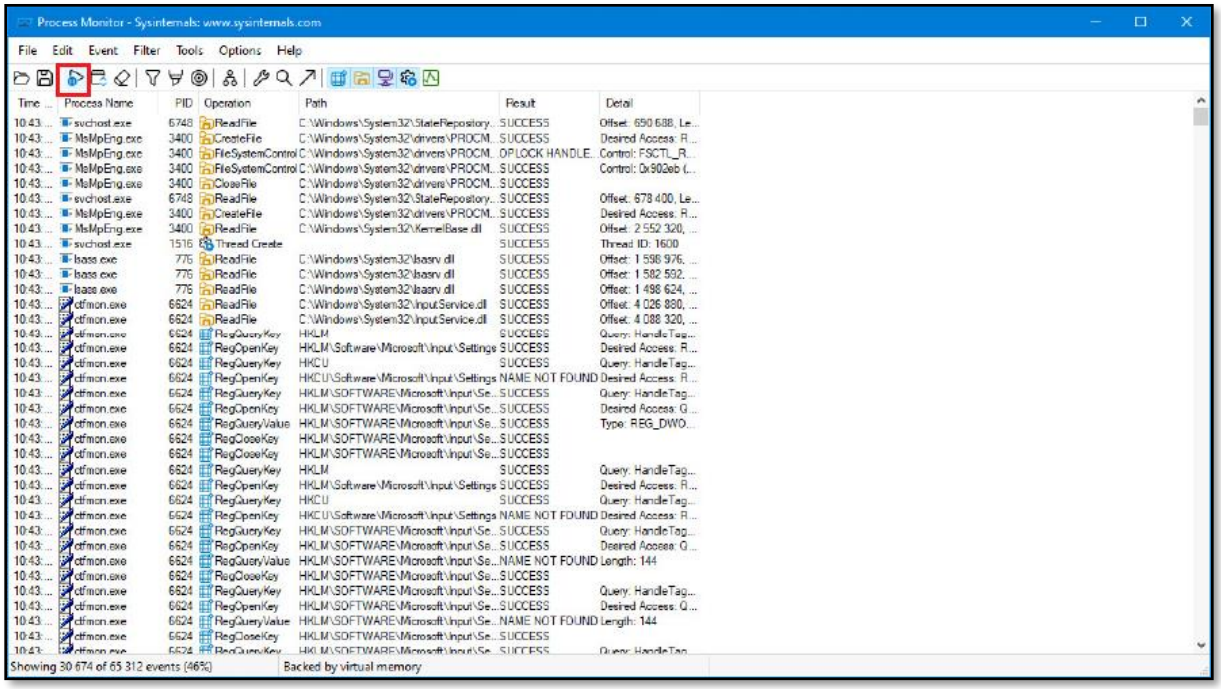
You can ignore the Procmon64a.exe file.



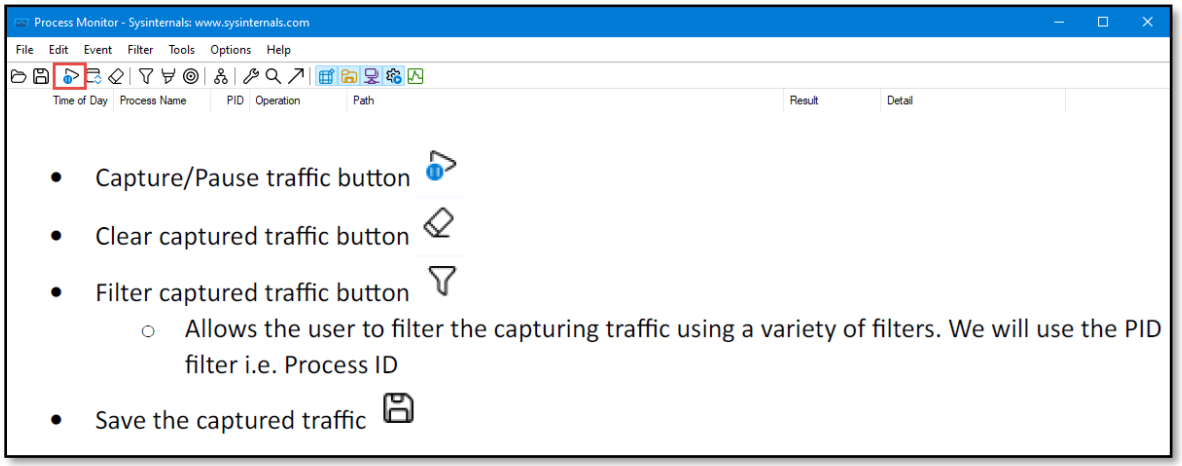
4. After running either the Procmon.exe (Windows 32bit) or Procmon64.exe (Windows 64bit) file, click the Agree button below**.**

5. After Agreeing to the SysInternal Software License Terms, the Process Monitor application should start and immediately begin capturing all process traffic on the current Operating System.

   To pause/stop capturing the process traffic, you need to click the capture button  on the toolbar or via the main menu or keyboard shortcut Ctrl + E.

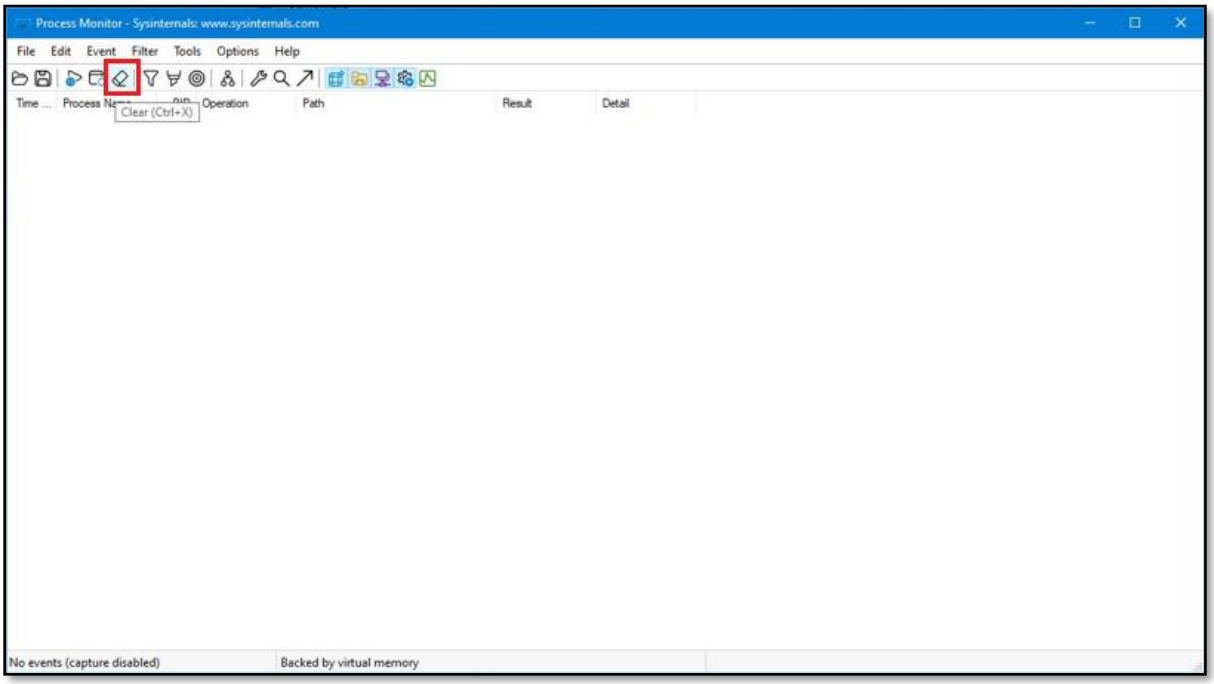


Process Monitor Toolbar



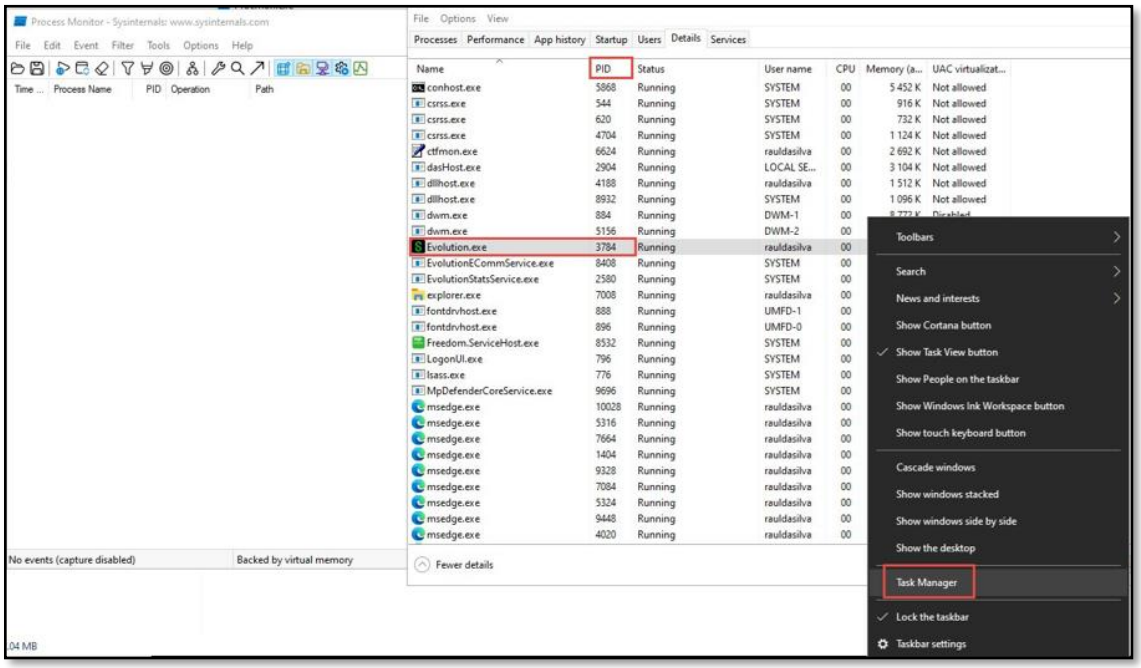
Process Monitor Menu

6. After you have paused/stopped the capturing of process traffic, you can clear the current contents by using the Clear button on the toolbar.

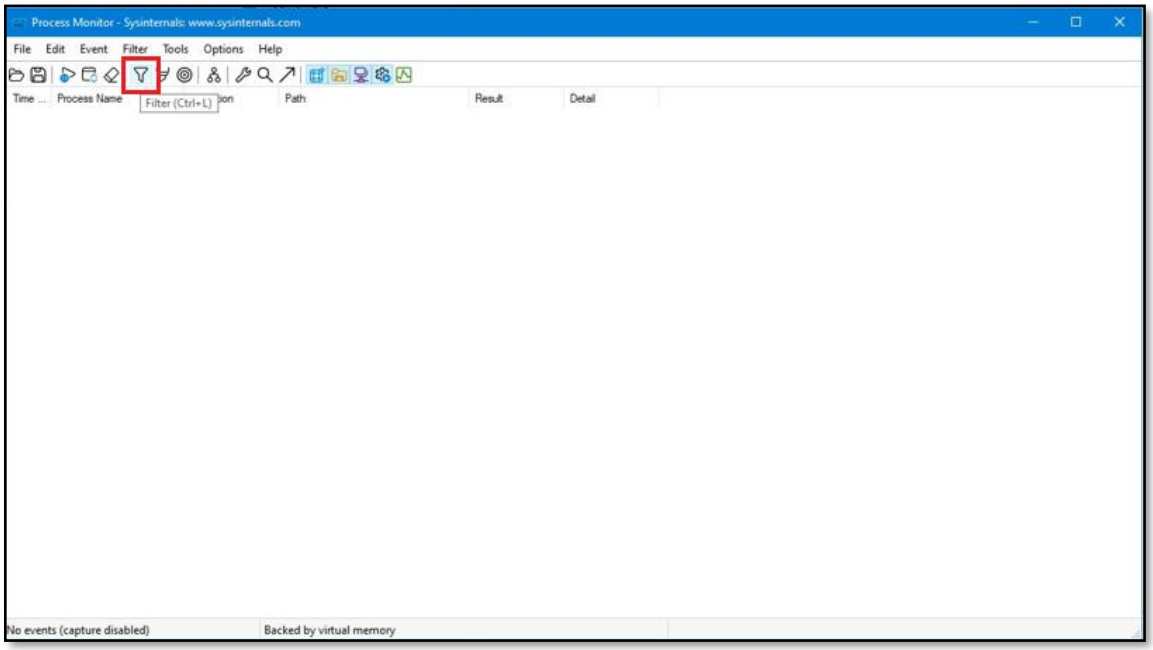


7. Now that we have the Process Monitor running, we need to acquire the PID (Process ID) for Evolution.exe., so we can start capturing. To do this, we need to have a running instance of Evolution.exe.

An easy way to acquire the PID of Evolution.exe is to make use of Windows Task Manager.
Please ensure that you have a running instance of Evolution.exe running and waiting for the user to log in to Sage 200 Evolution.

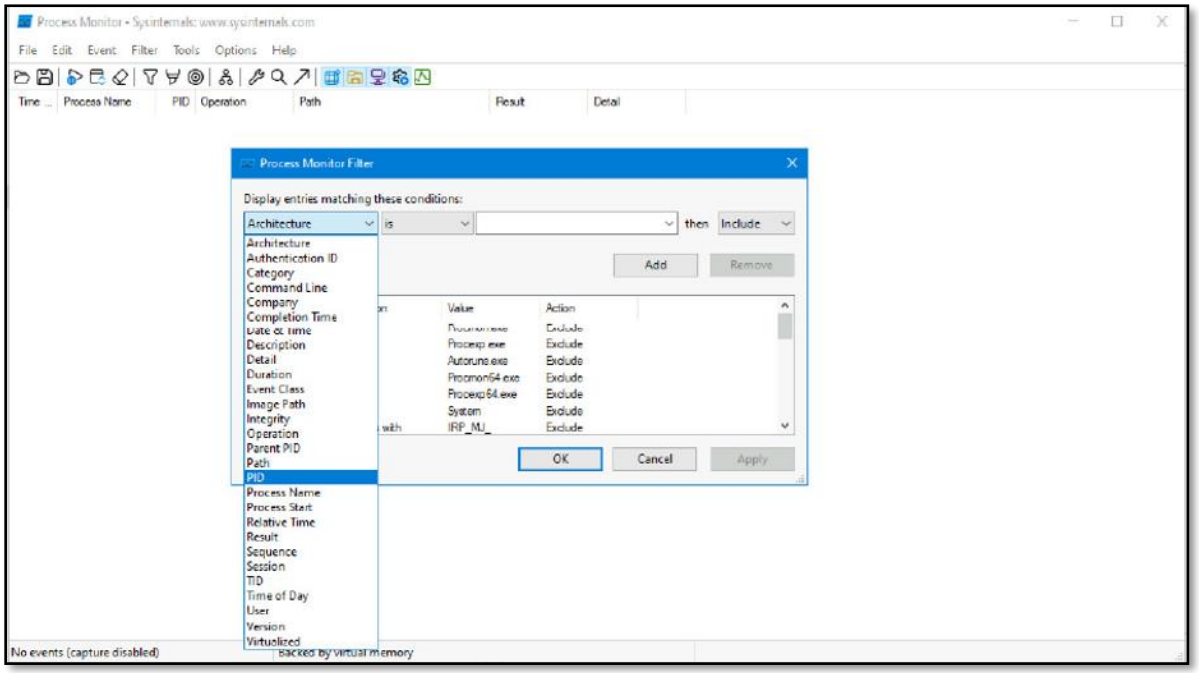


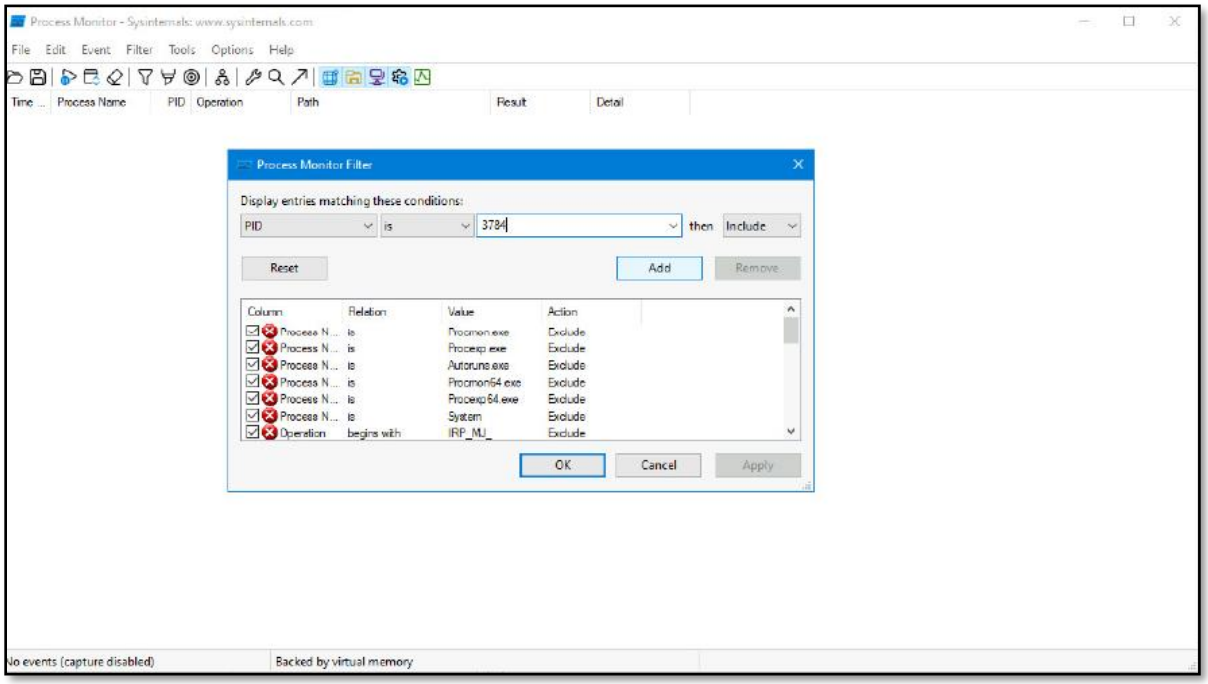
8. Now that we have the PID for the running instance of Evolution.exe, we can go back to the Process Monitor and click on the Filter button.



9. After clicking the Filter button, a Process Monitor Filter window will open allowing the user to filter on many options, one of them being the PID.

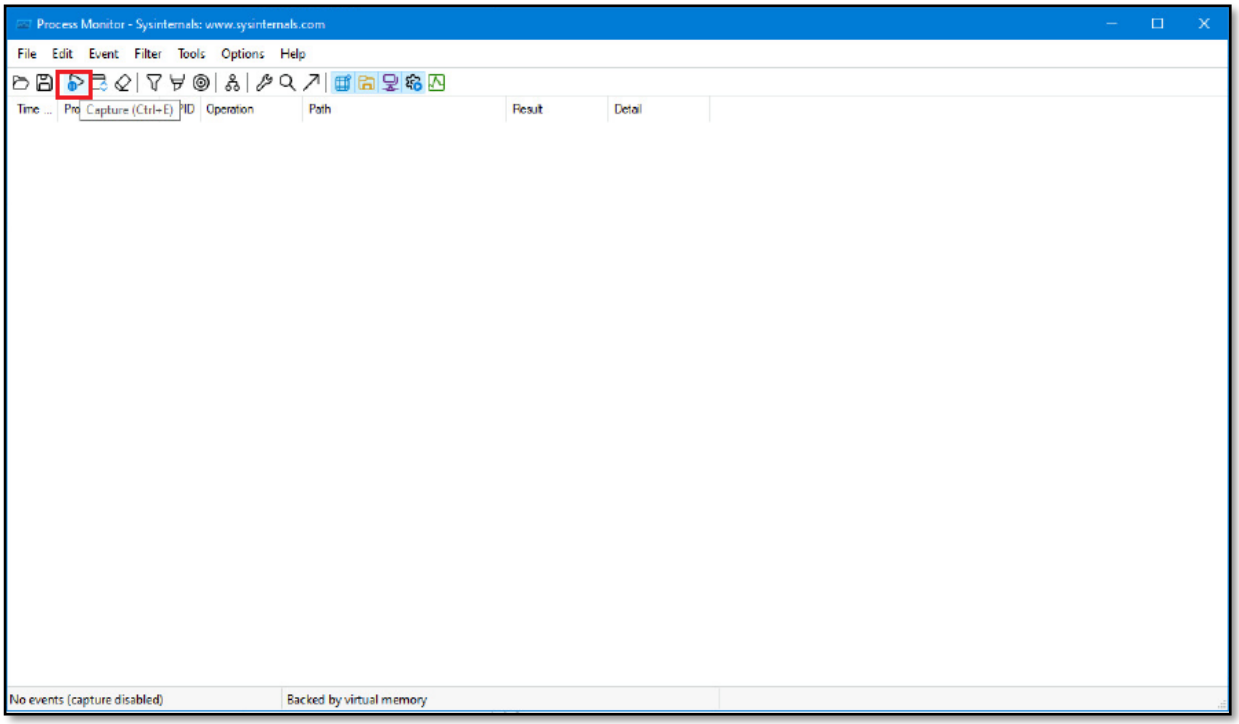
   Please select the PID option from the dropdown box and enter the PID you acquired in Step 7 as the filter conditions to apply.



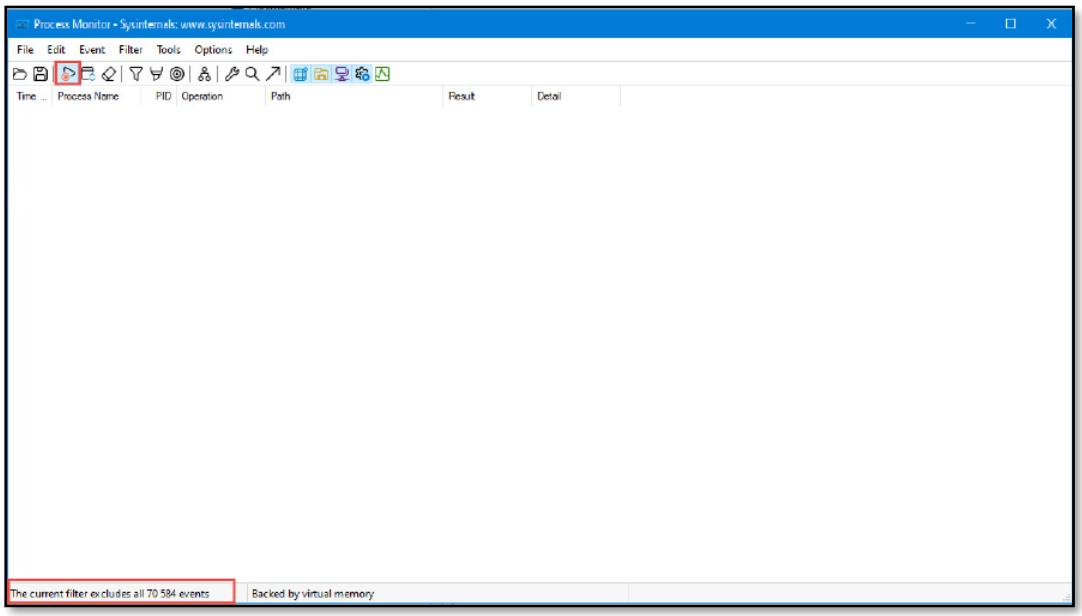


10. We now need to click Apply and OK to add the PID filter conditions to the capture.

11. We are almost ready to begin capturing of traffic for Evolution.exe.
To start the capture, we need to either click on the Capture button or Main Menu op on (Ctrl + E).



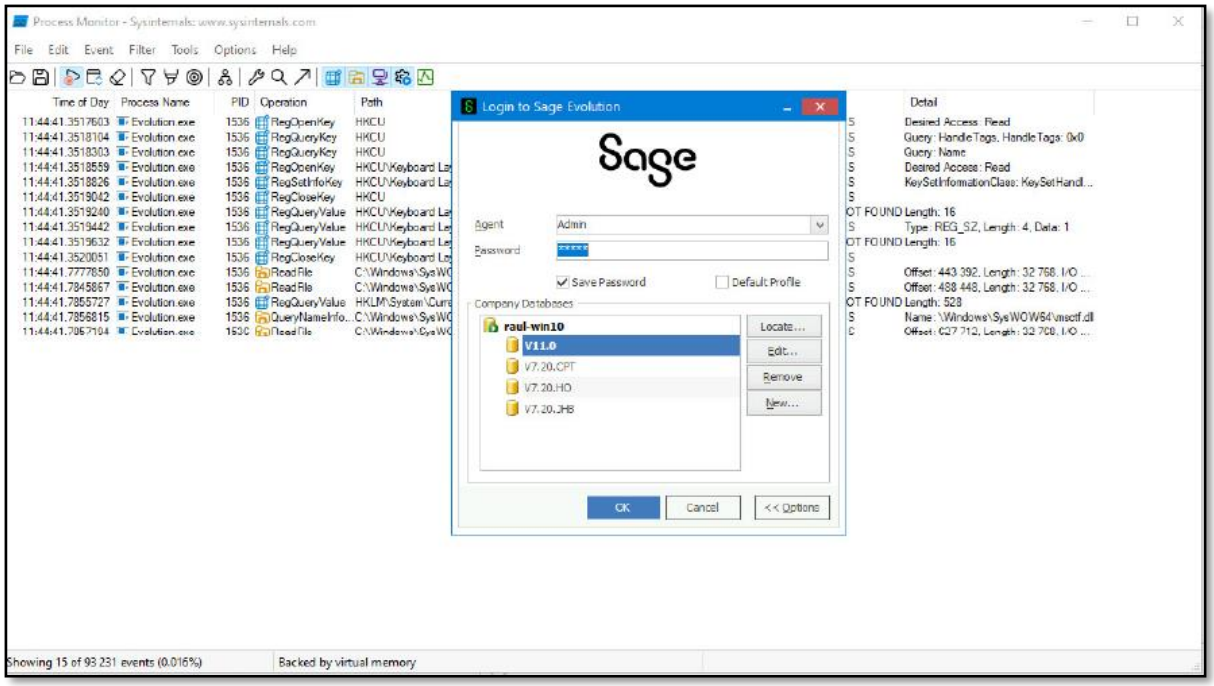
12. After the Capture has started, we will start receiving many events, however, none or a few filter events will be visible within the main window as we have not begun the startup process of Sage 200 Evolution.

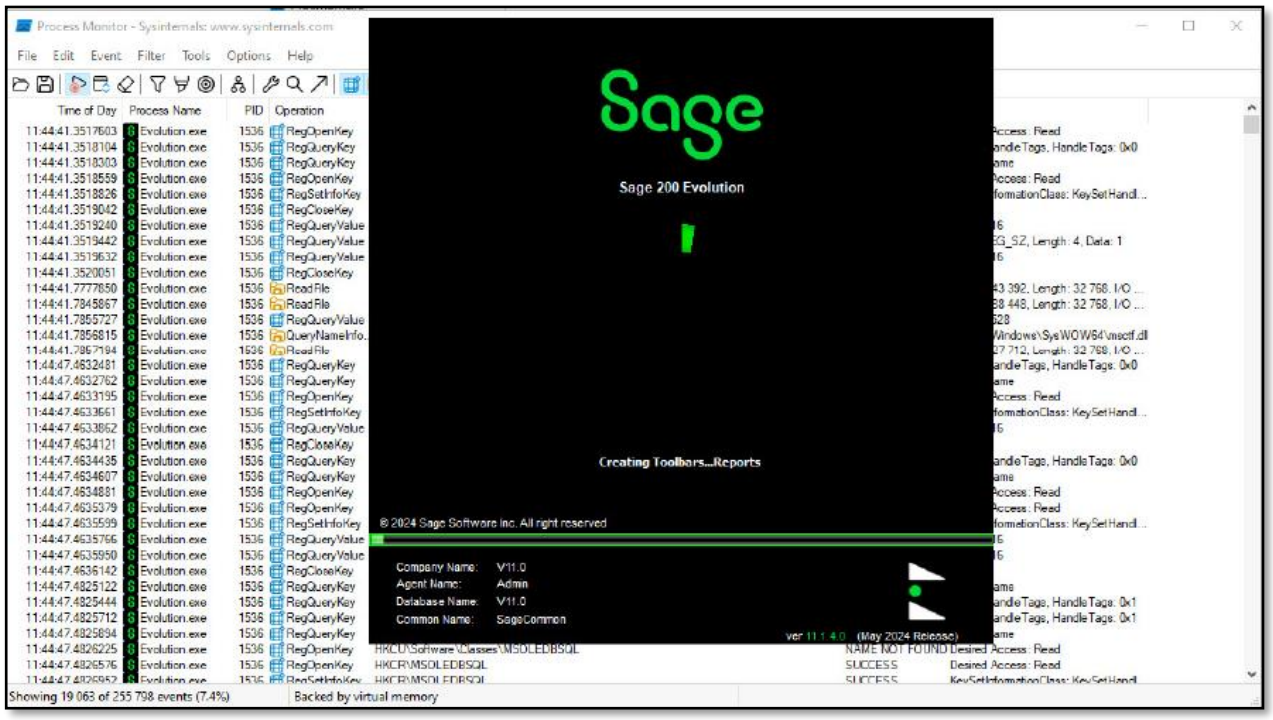


13. We are now ready to return to the Login screen of Sage 200 Evolution and click on the OK button to begin the startup process. You will see the Sage 200 Evolution on the splash screen appear with the various progress bar indicators, for the various aspects of the startup sequence of the application.

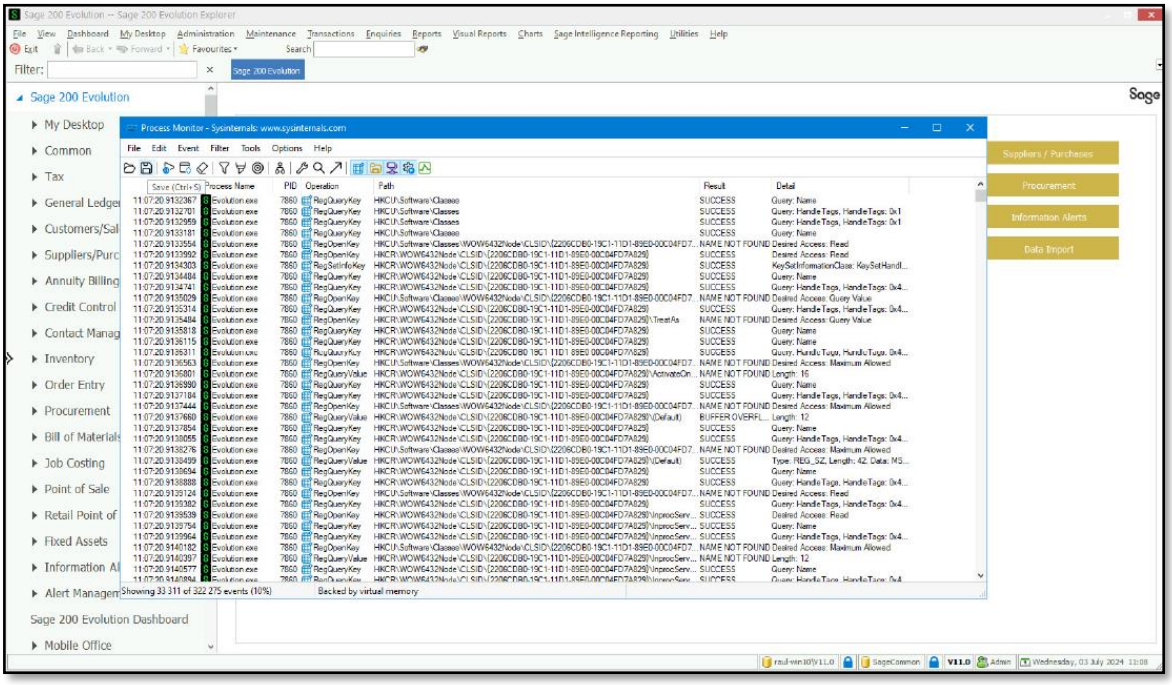
    a. The system will load any Add-ins found first, before.
    b. Creating and loading the logged-in Agents System Tree/Toolbar/Main Menu.

    After these processes have been completed, the main Sage 200 Evolution screen will appear.

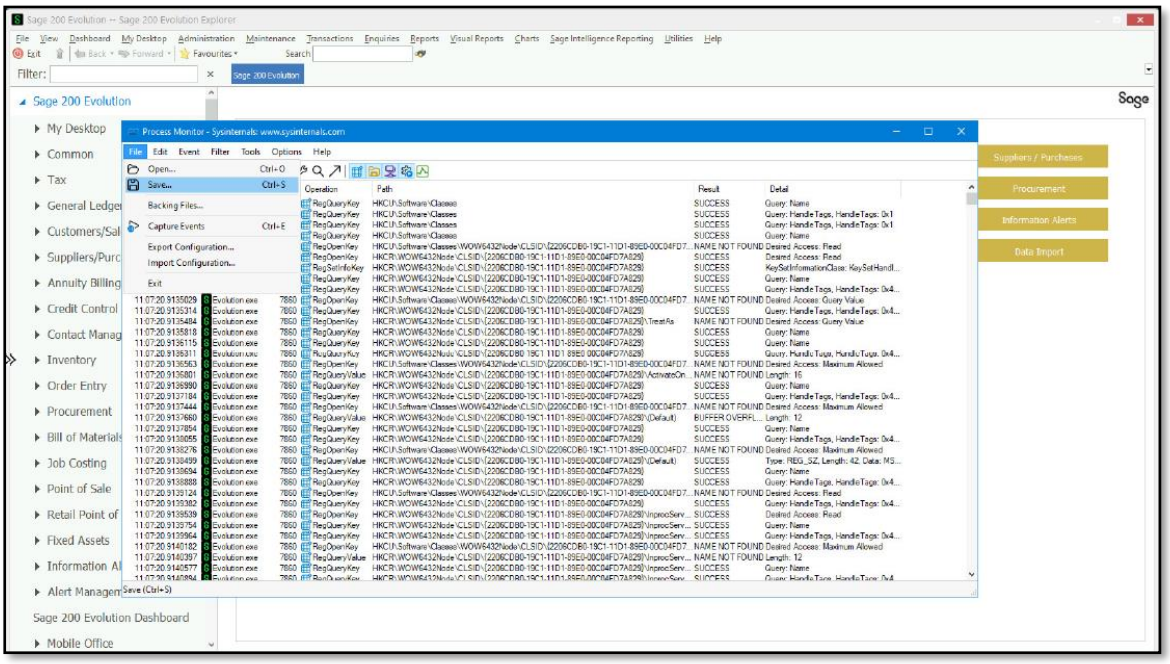




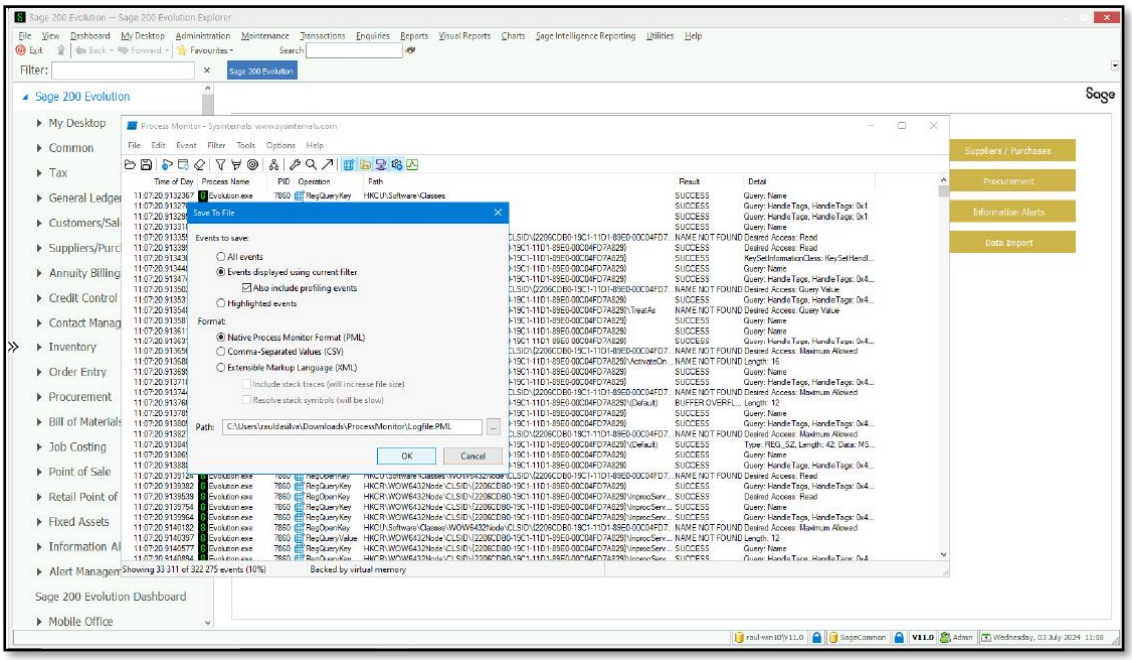
14. Once Evolution has completed the startup process, you can go back to Process Monitor and stop/pause the Capture of Evolutin.exe but clicking on the Capture button or Main Menu.



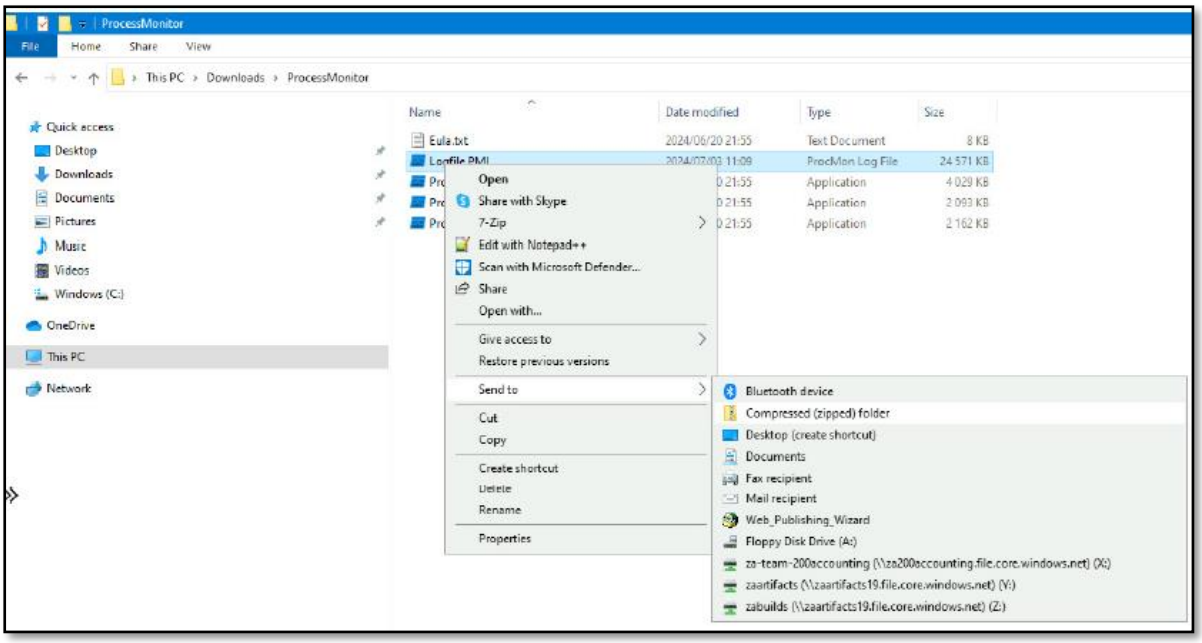
15. After you have stopped the capture, we need to save the detailed log. This can be done by clicking on the Save button.

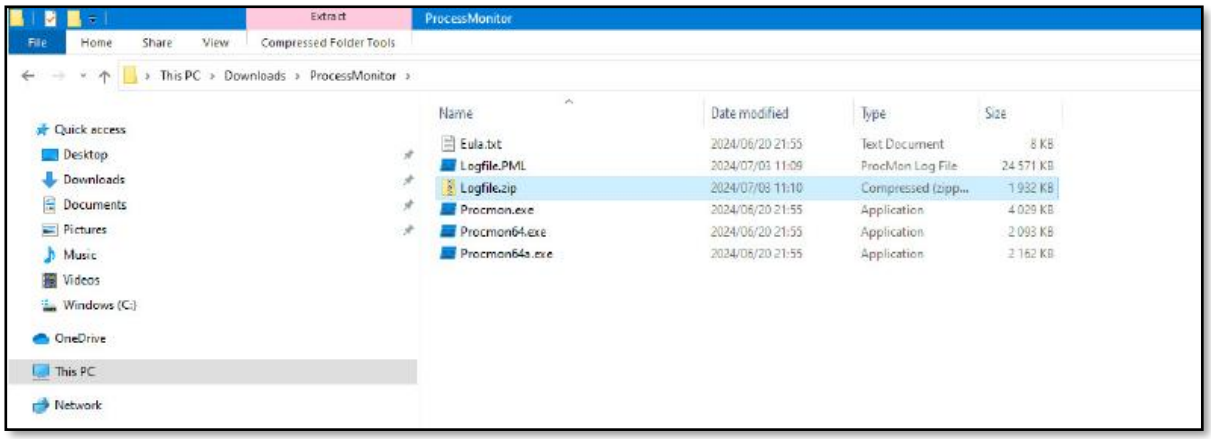


16. The default options selected, as well as the filename and path (the user can change location as long as the user has write access) are sufficient. Click on the OK button to Save the detailed log for Sage 200 Evolution.



17. After the detailed log has been successfully saved, please find and compress the file before submitting it to Sage Evolution Support.





18. Please include the following information along with the saved detailed log (compress file only)

- Is your environment virtualized (Is your Evolution running on a Virtual Machine)
  - If so, then please include the following.
    - Virtualization technology used (VirtualBox, VMware, KVM etc)
    - Virtual Machine specs
  - If Virtual Machine is run on a on premise server, then please provide the following.
    - On premise server specs

- Is your environment hosted in the cloud.
  - If so, then please include the following.
    - Cloud provider
    - Location of your hosted environment

- Computer Spec
  - CPU specs
  - Memory specs
  - Disk specs
    - SSD or HHD (old mechanical drives)

- Operating System Details
  - Version of Windows
  - Build No

Finally, also consider another article called

General: Ensuring Optimal Speed Performance- & Efficiency, Preventing Slowness and Latency-Hanging in the Company across Network

Click this link to open it:

https://za-kb.sage.com/portal/app/portlets/results/viewsolution.jsp?solutionid=210519145335320&page=1&position=1&q=General%3A%20Ensuring%20Optimal%20Speed%20Performance-%20%26%20Efficiency%2C%20Preventing%20Slowness%20and%20Latency-Hanging%20in%20Company%20across%20Network