

INTERACTIVE MEMBERSHIP SERVICES (IMS)

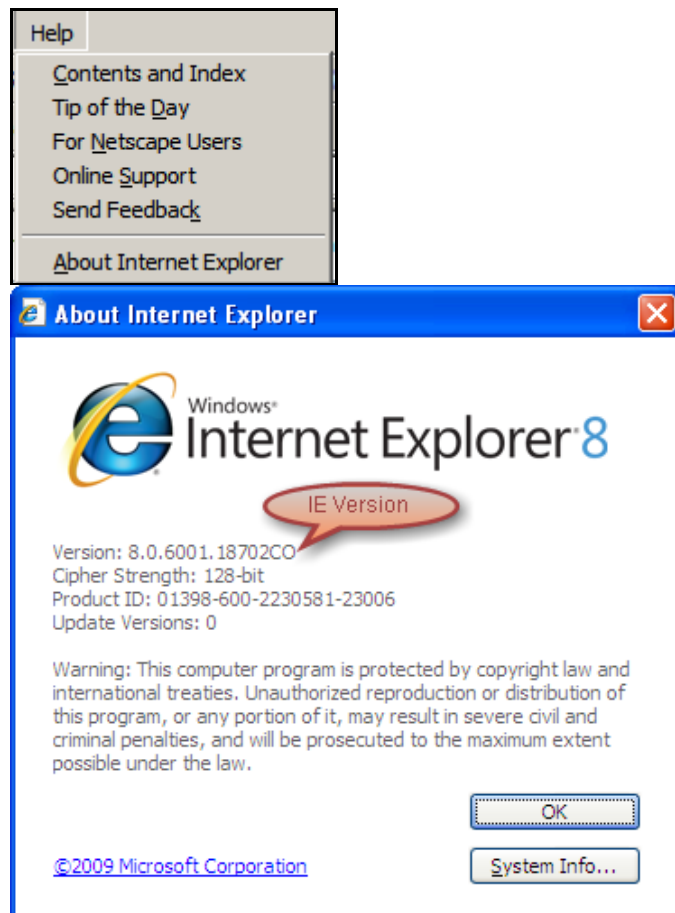
IMS Performance Checklist

Please distribute this checklist to users who are experiencing slow response time in IMS. Ask them to complete the checklist and return it to your NEA MMS contact.

Type your responses in the space provided. For some of the tasks in the checklist, we ask that you capture (copy and paste) the screens into section # 8 at the end of this document. To capture a screen, click the 'Alt' key and the 'Print Screen' key on the keyboard and paste (select 'Paste' on the 'Edit' menu) the screen into this document.

1. What internet browser are you running?
E.G. Internet Explorer, Mozilla Firefox.
2. What browser version are you running?
 - This information can be obtained by clicking the browser 'About' button in the Help Menu.

This is the way to get to the Internet Explorer version:



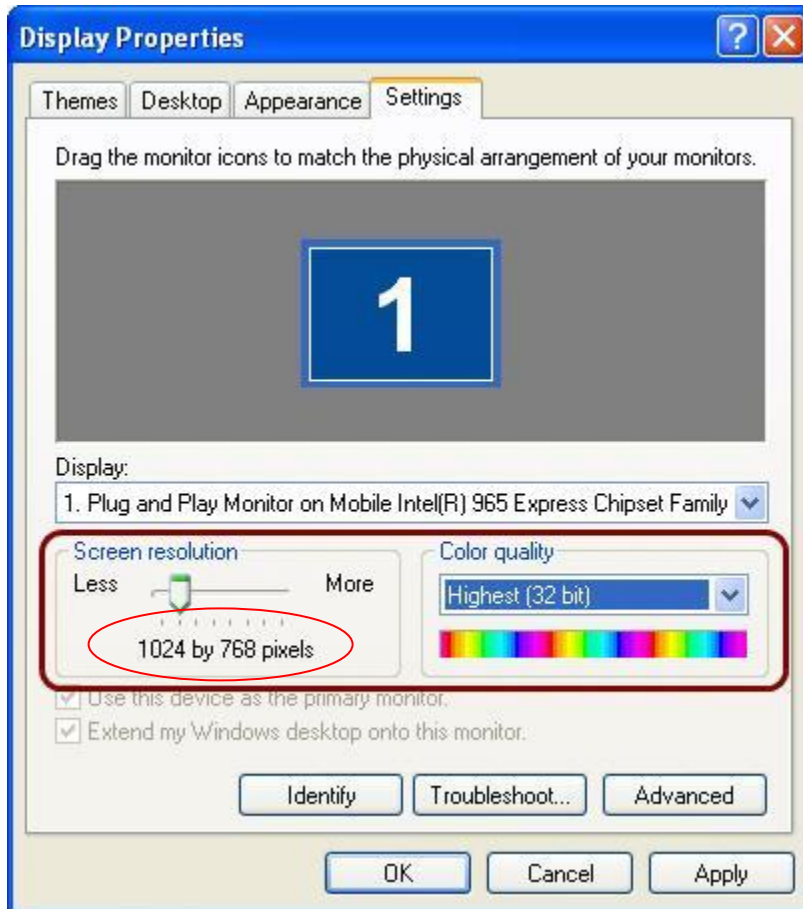
This is the way to get to the Mozilla Firefox version :



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3. What is the screen resolution?

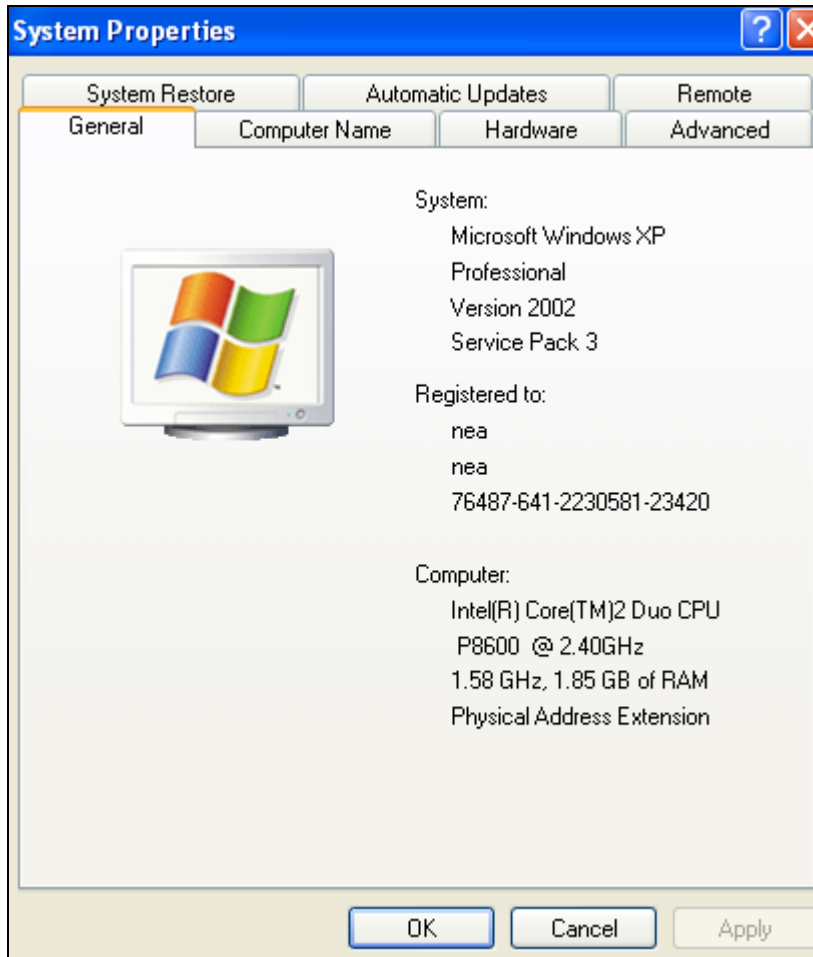
- This can be found by right-clicking on the open area of the Desktop and selecting 'Properties' in the pop-up menu. Then select the 'Settings' Tab and note the resolution.



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4. What version of Windows are you running?

- This can be found by right clicking 'My Computer' and selecting the 'Properties' item. Click the 'General' tab. 'My Computer' may be accessed from the desktop or the 'Start' menu.
- Capture this screen and paste in the Word document. The additional information on this screen about the user's computer is valuable to ITS.



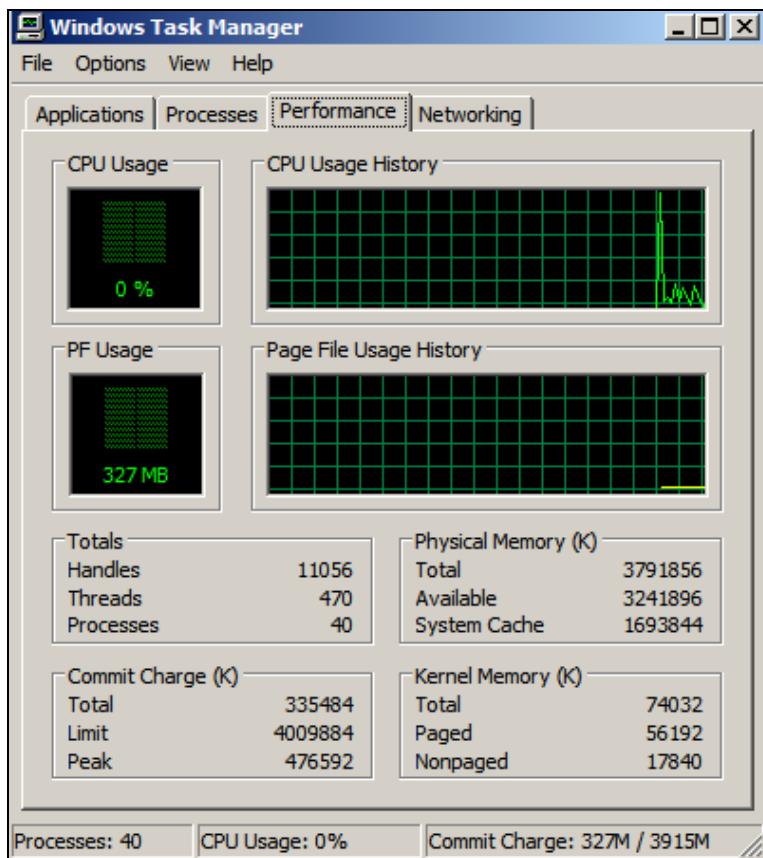
5. What screen is displayed when the performance is not good? What 'Button' or 'Tab' or 'Link' was clicked? If on the search screen, include the search criterion that was used.

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6. Capture screens from the Task Manager.

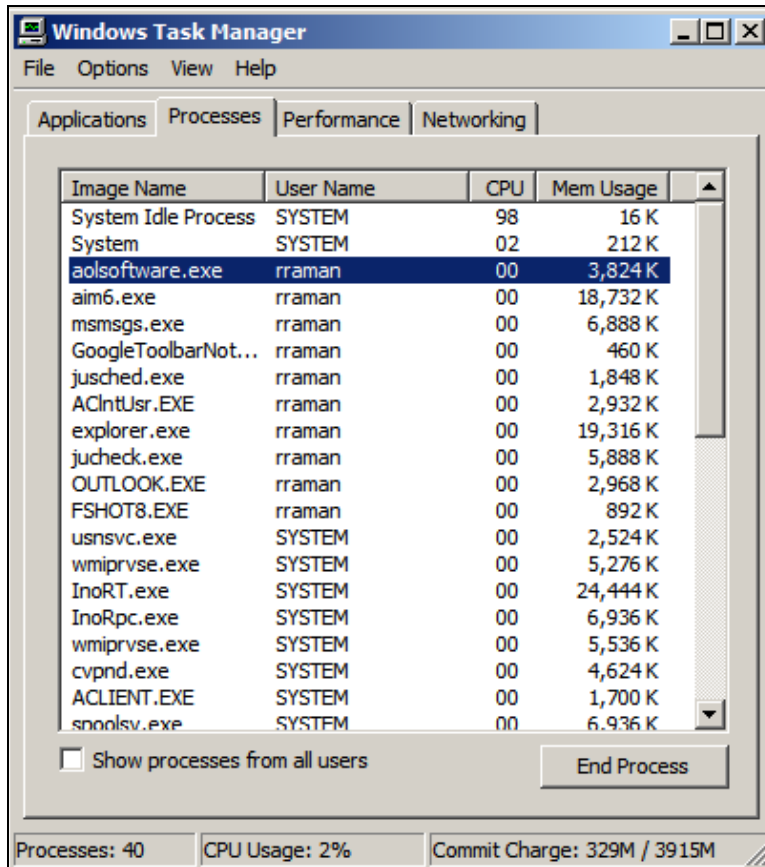
- To bring up the “Task Manager”, right click an empty area on the Task Bar at bottom of the screen and select Task Manager. Another way to bring it up is to click the ‘Ctrl’, ‘Alt’ and ‘Del’ keys and click on the “Task Manager” button.
- Click the ‘Performance’ Tab and capture the screen and paste in the Word document.
- Return to the “Task Manager” and click on the “Processes” Tab on the “Task Manager” and click the ‘CPU’ column heading twice to sort the number in descending order. Capture the screen and paste in the Word document.
- If there is a ‘Networking’ tab on the Task Manager, capture the screen and paste in the Word document too.

Performance Tab:



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Processes Tab:



The screenshot shows the Windows Task Manager window with the 'Processes' tab selected. The window title is 'Windows Task Manager' and it has a menu bar with 'File', 'Options', 'View', and 'Help'. Below the menu bar are tabs for 'Applications', 'Processes', 'Performance', and 'Networking'. The 'Processes' tab is active, displaying a table of running processes. The table has four columns: 'Image Name', 'User Name', 'CPU', and 'Mem Usage'. The process 'aolsoftware.exe' is highlighted in blue. At the bottom of the window, there is a status bar showing 'Processes: 40', 'CPU Usage: 2%', and 'Commit Charge: 329M / 3915M'. There is also a checkbox for 'Show processes from all users' and an 'End Process' button.

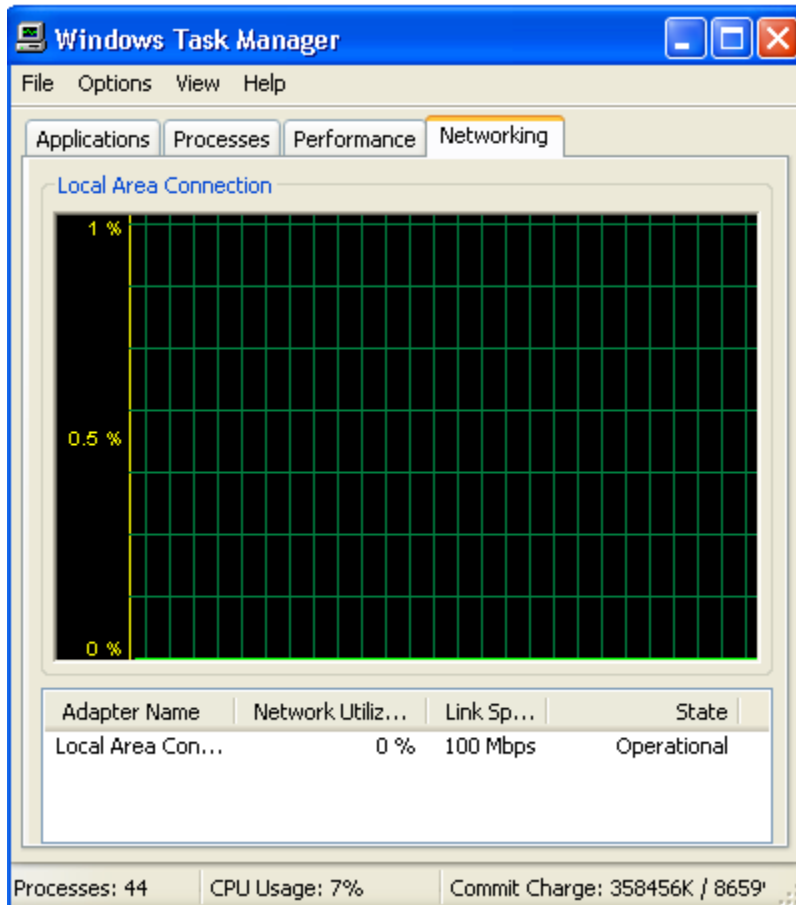
Image Name	User Name	CPU	Mem Usage
System Idle Process	SYSTEM	98	16 K
System	SYSTEM	02	212 K
aolsoftware.exe	rraman	00	3,824 K
aim6.exe	rraman	00	18,732 K
msmsgs.exe	rraman	00	6,888 K
GoogleToolbarNot...	rraman	00	460 K
jusched.exe	rraman	00	1,848 K
ACIntUsr.EXE	rraman	00	2,932 K
explorer.exe	rraman	00	19,316 K
jucheck.exe	rraman	00	5,888 K
OUTLOOK.EXE	rraman	00	2,968 K
FSHOT8.EXE	rraman	00	892 K
usnsvc.exe	SYSTEM	00	2,524 K
wmiprvse.exe	SYSTEM	00	5,276 K
InoRT.exe	SYSTEM	00	24,444 K
InoRpc.exe	SYSTEM	00	6,936 K
wmiprvse.exe	SYSTEM	00	5,536 K
cvpnd.exe	SYSTEM	00	4,624 K
ACLIENT.EXE	SYSTEM	00	1,700 K
snoolsv.exe	SYSTEM	00	6,936 K

Show processes from all users End Process

Processes: 40 CPU Usage: 2% Commit Charge: 329M / 3915M

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Networking Tab:



7. NEA ETS staff will develop a 'Performance Test' page that will be available via a link on IMS. Users will be asked to download sample test files and the application will capture information from the browser. Instructions for this will be provided later.
8. Place your screen captures in this section.

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Recommended Configuration

Browser

Internet Explorer (IE 8)
Firefox 3.0 or higher

Note: The IMS application is certified on IE 7, however it performs faster on IE 8. We are working on several enhancements to improve IE 7 performance. We hope to have them in place by the end of May 2010. The application also performs well on Firefox.

Processor

Intel Pentium dual core (or equivalent)

Operating System

Windows XP or better
OSX or better

Memory

2 GB RAM or higher

Monitor Resolution

1024x768 or higher