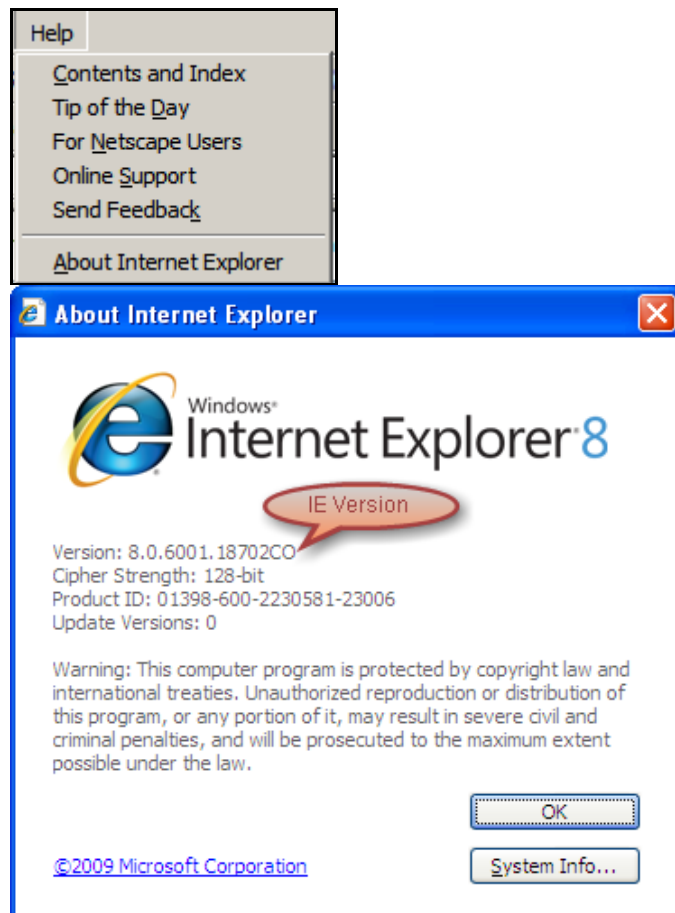# INTERACTIVE MEMBERSHIP SERVICES (IMS)

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.
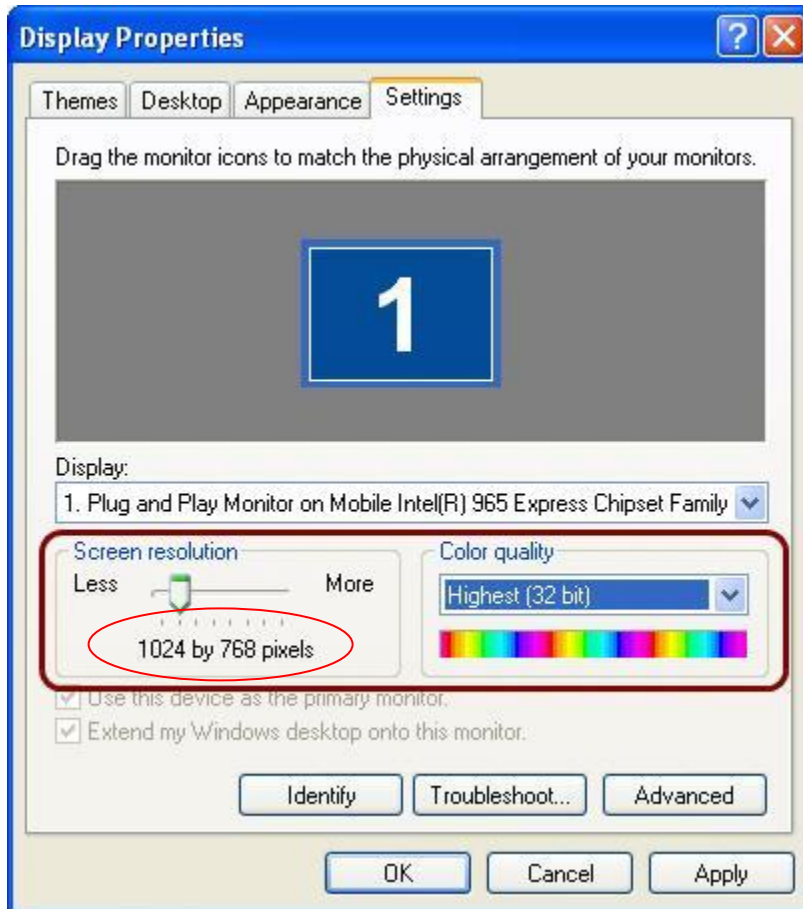
This is the way to get to the Internet Explorer version:	This is the way to get to the Mozilla Firefox version :

INTERACTIVE MEMBERSHIP SERVICES (IMS)

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.

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.
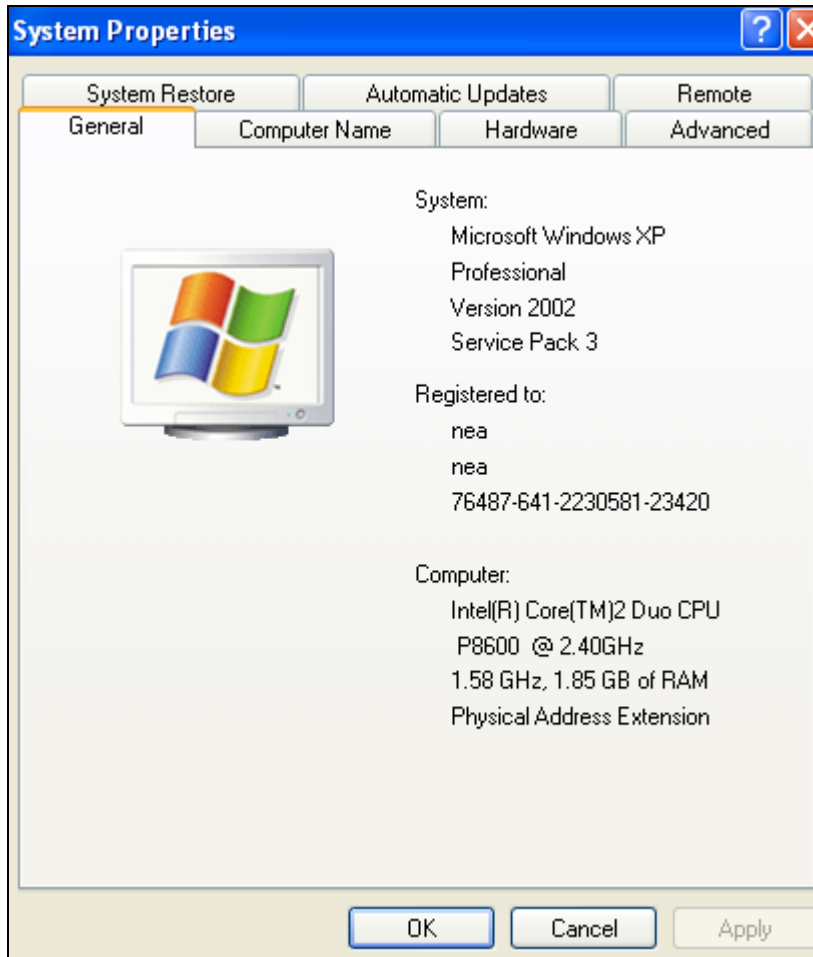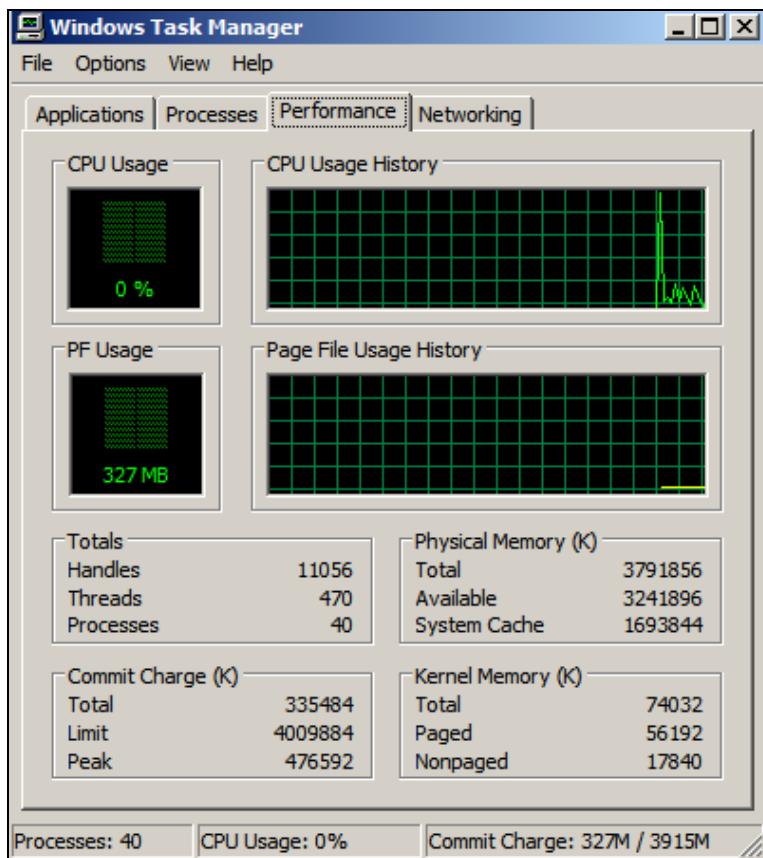

5. What screen is displayed when the performance is not good? What 'Button' or 'Tab' or 'Link' was clicked? If on the search screen, include the search criterion that was used.

_____

_____
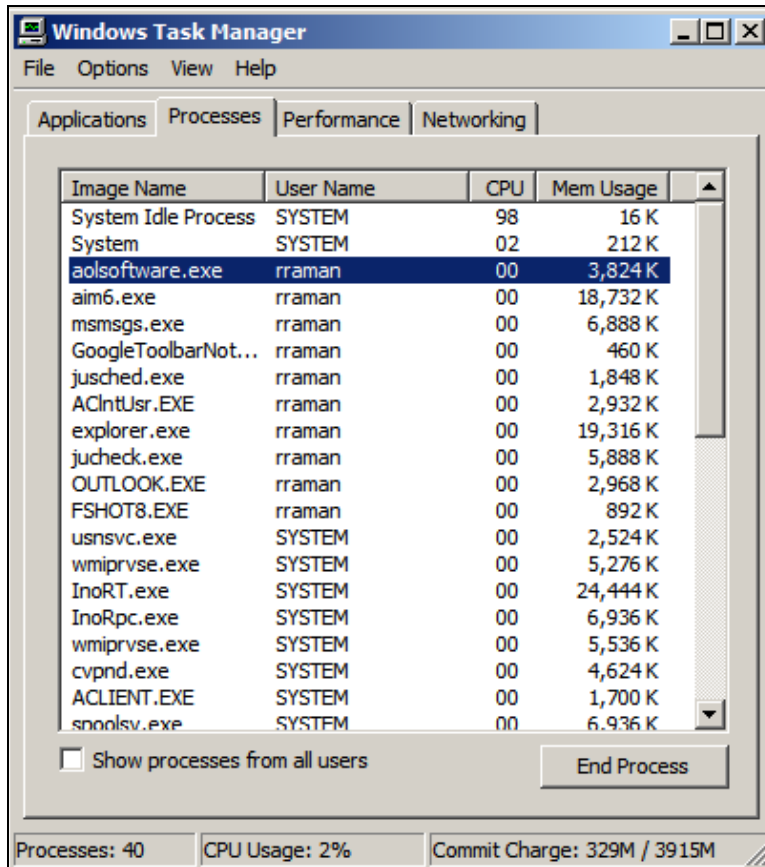
6. Capture screens from the Task Manager.

- 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:

INTERACTIVE MEMBERSHIP SERVICES (IMS)

Processes Tab:

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Networking Tab:
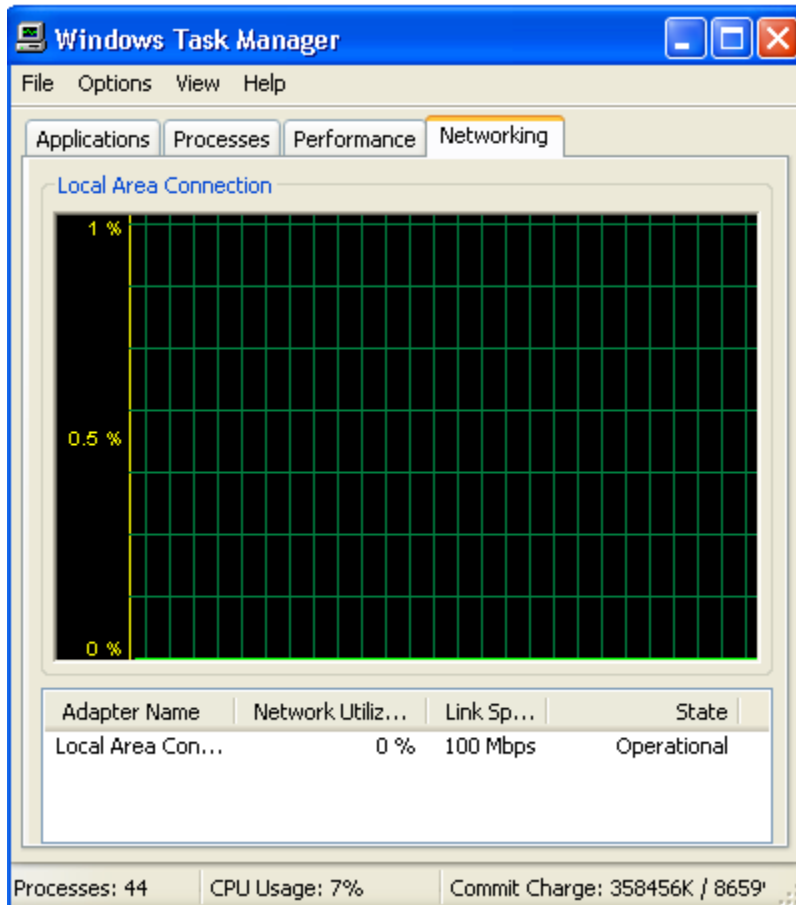
7. NEA ETS staff will develop a 'Performance Test' page that will be available via a link on IMS. Users will be asked to download sample test files and the application will capture information from the browser. Instructions for this will be provided later.

8. Place your screen captures in this section.

INTERACTIVE MEMBERSHIP SERVICES (IMS)

<u>**Recommended Configuration**</u>

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