Measure performance

Applies to userXpress 2.0.0.0

Measure startup and account operations, read timing and memory results, and export a diagnostic report for support.

Use **Information → Diagnostics** when loading a SAP client or performing an operation is slow. **Measure next session** restarts userXpress and records startup and subsequent operations until you close the application.

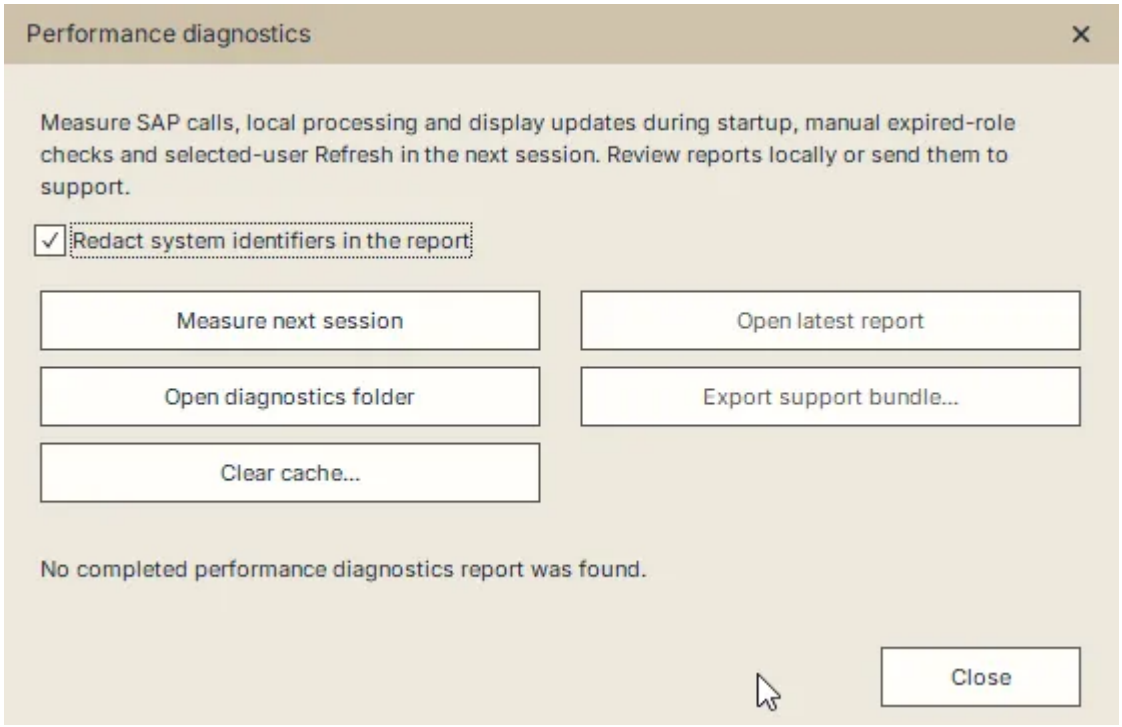
The report separates time spent reading SAP data, processing it and displaying the results. It also records memory use during startup. Use it to identify which part of the work took time and give support the measurements for that session.

Measure the next startup

Save any open workbook edits before starting this procedure. The measurement restarts userXpress.

1. Open **Information → Diagnostics** on the main toolbar.
2. Choose whether to keep **Redact system identifiers in the report** selected. It replaces system descriptions with aliases and omits SID/client values. Clear it when support needs to identify the systems by name in the report.
3. Choose **Measure next session**, then **OK** to close and restart userXpress.
4. Enter your passphrase after restart and let AutoStart finish loading the configured clients.
5. Open **Information → Diagnostics → Open latest report** to view the results in your browser.

The main-window title includes **Performance diagnostics active** during the measured session. The request applies to one session. After you close userXpress, your next ordinary launch uses normal operation without diagnostics.



Measure an operation after startup

Keep the measured session open to capture the operation that is slow. For example:

- To measure a selected-account refresh, select the accounts in the Global User Table and choose **Users** → **Refresh**.
- To measure an expired-role search, open **Roles** → **Expired Roles**, set its search criteria and run the search.
- To measure a role-content search, set the criteria in Content Filter → Edit Role Content Filter and apply them.

Wait for the operation's result, then choose **Information** → **Diagnostics** → **Open latest report**. The report's **Contents** lists recorded operations with their start times and results. Choose the matching entry to inspect its measurements. Each invocation has its own entry.

Opening or closing the diagnostics window leaves measurement active. Close userXpress when you have finished capturing the session. The report remains available through **Open latest report** after you start the application again.

Find and read the report

Open latest report opens the newest available HTML report. It works offline. **Open diagnostics folder** opens the saved reports in File Explorer, where each session has its own folder.

Start with **Session summary**. **Session active / partial** means the application is still recording that session. The separate startup and operation results show whether those parts have finished.

Startup measurements

- **Startup phases** shows elapsed time from application start.
- **Time allocation by component** separates SAP work, userXpress processing and display work.
- **Measured time by operation** identifies operations that account for the most measured work across clients.
- **System loading timeline** shows when each client loaded and which loads overlapped.
- **Operation duration by system** helps identify a step that took longer in one client than in others.

Parallel work overlaps. The sum of several clients' measured work can exceed the time you waited for them to load.

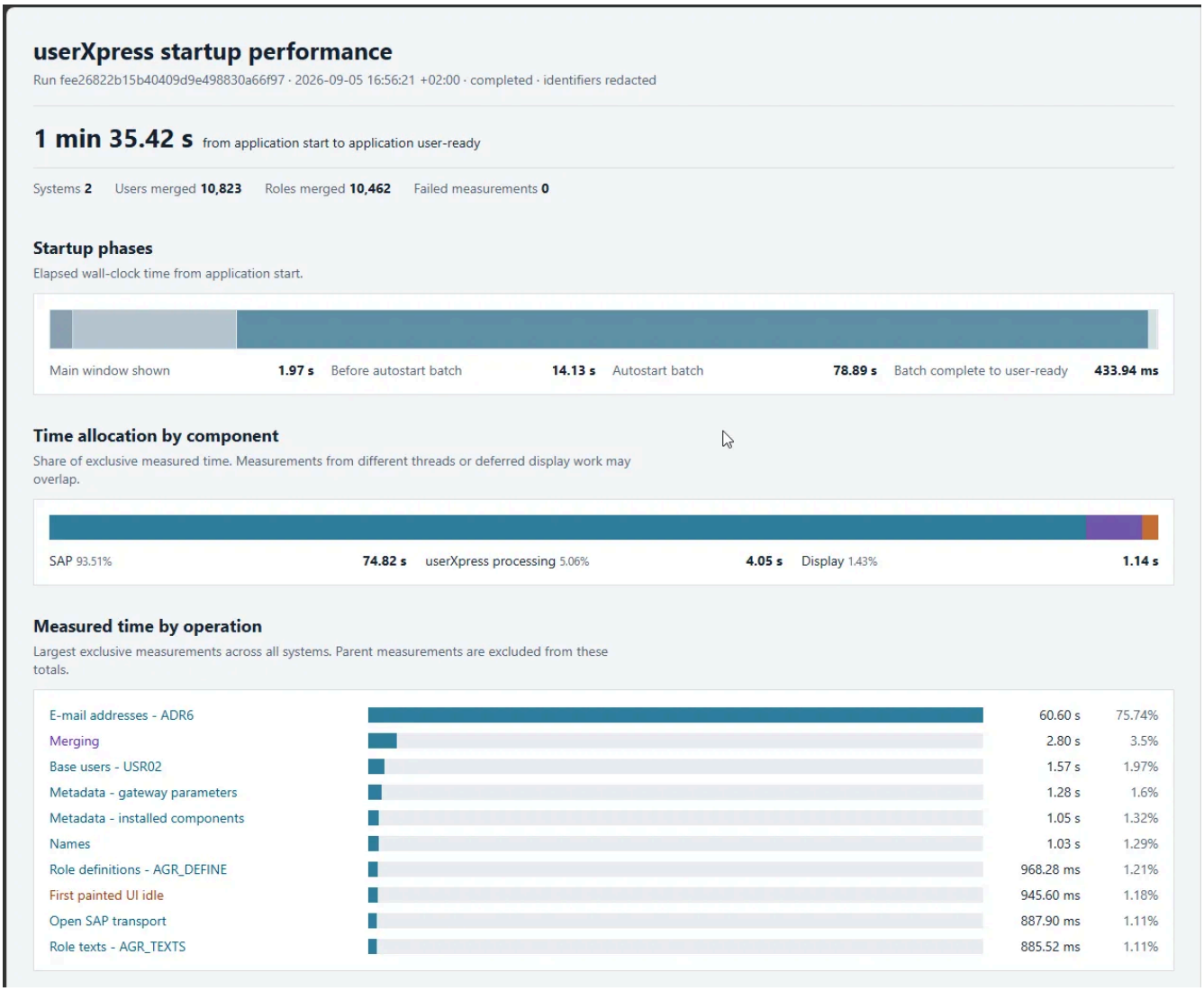
Detailed measurements

Expand a system under **Detailed measurements** to see its steps. Open an operation from **Contents** to see the phases of that operation.

- **Elapsed**: Time for the step, including its child steps.
- **Self**: Time for the step after excluding child-step time.
- **Input** and **Output**: Record counts measured for that step. A blank count means it was not recorded.
- **ms/input** and **ms/output**: Time per input or output record. Use these when comparing similar operations with different record counts.
- **Status**: Whether the measurement completed, failed, was cancelled or was skipped. A skipped step was disabled or did not apply to that run.

Use either a parent's elapsed time or its child measurements when comparing durations. Adding both counts the child time twice. Time between manually started operations is excluded from their durations.

A failed or cancelled operation has measurements for the work performed before it stopped. Read its result and criteria before comparing it with a completed operation.



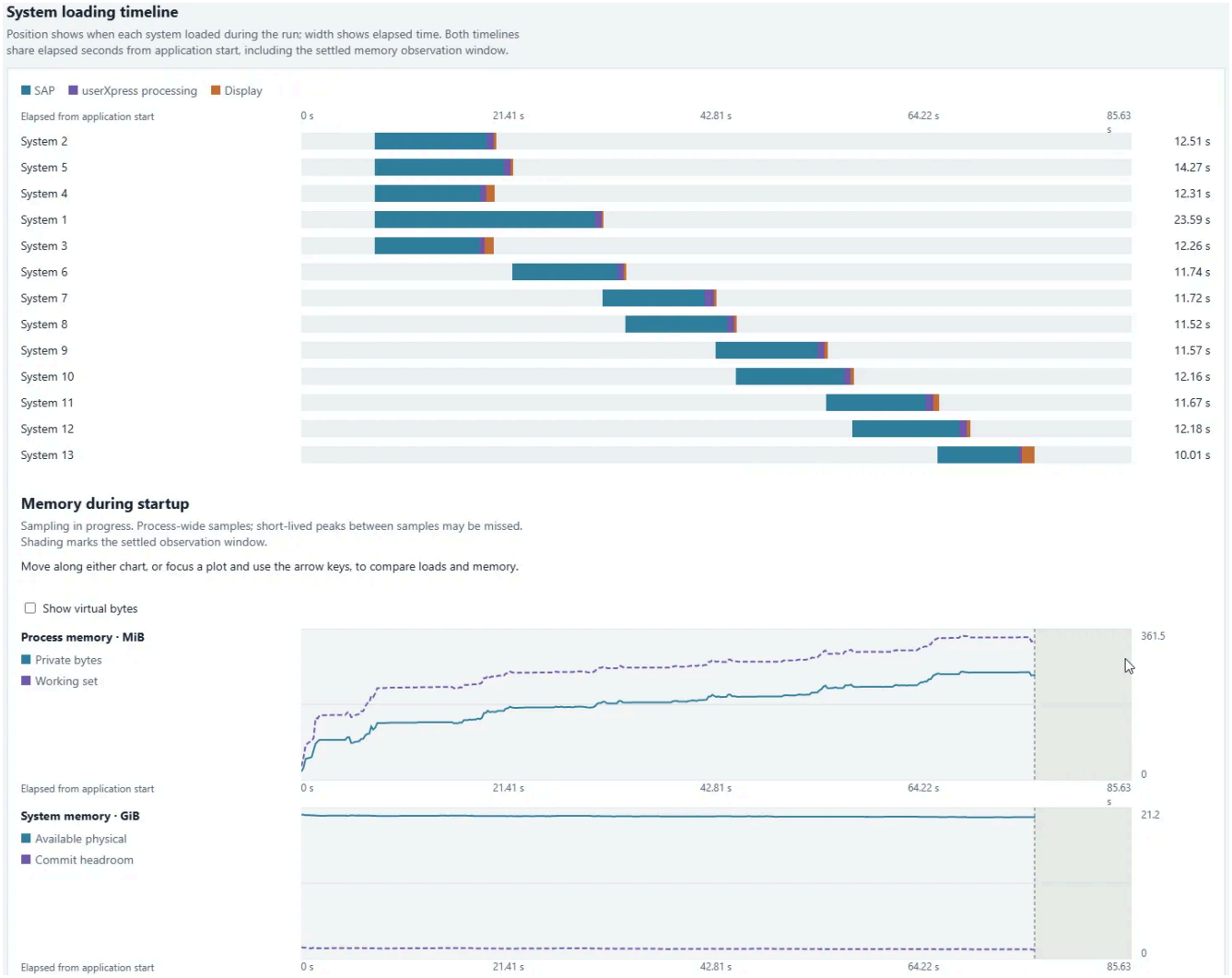
Memory during startup

Use **Memory during startup** alongside **System loading timeline** to see memory use while clients loaded.

Move the pointer along either chart. The readout shows the elapsed time, active loads and nearest memory sample. For keyboard navigation, focus the chart and use the left/right arrow keys. **Home** and **End** move to the beginning and end.

- **Private bytes** measures memory committed exclusively to the userXpress process.
- **Working set** measures process memory resident in physical RAM.
- **Available physical memory** shows RAM available on the workstation.
- **System commit headroom** shows how much more memory Windows can commit within its limit.
- Select **Show virtual bytes** to include the virtual address space used by the process.

The summary shows the baseline, sampled peak and settled values after loading. **Unavailable** means the report has insufficient samples for that value. The measurements are samples, so a short peak between samples can be missed.



The loading timeline and memory charts share an elapsed-time scale, so you can compare memory use with the clients loading at that point.

Make two runs comparable

When support asks for another report, keep the same accounts, clients and operation choices unless the request calls for a change. Describe differences in the workstation, network, record counts or settings with the report.

For a selected-user refresh, for example, use the same selected accounts in both runs. This makes the timing difference easier to interpret.

Review and share a report

1. Open the report and identify the session and operation you want to send.
2. Choose **Information → Diagnostics → Export support bundle...**.
3. Select a destination and save the ZIP. userXpress confirms that the bundle was created.
4. In a support request, use **Add file...** to attach that ZIP.

The ZIP contains the latest report folder, including the HTML report and accompanying data. Export creates a local file. The support wizard handles selecting and approving files for upload.

For a smaller attachment set, select **This is a startup or loading issue — include the performance report** in the support wizard. It includes the latest report's summary and measurement files. Use the ZIP when support needs the complete report, including its memory data.

System-identifier redaction applies to the generated diagnostics. Review other attachments separately because application logs and screenshots can contain their own system or user details.

Clear cached loading data

Use **Clear cache…** when support asks you to repeat loading without saved metadata, table counts or loading history. Clearing the cache makes subsequent operations retrieve that information again, so their next run can take longer.

1. Open **Information** → **Diagnostics**.
2. Choose **Clear cache…**.
3. Choose **OK** in the confirmation.

userXpress reports the number of cache files removed. If it reports that the cache could not be fully cleared, include that message in the support request before treating the next measurement as a run without cached data.

If a report is missing

- **Open latest report** and **Export support bundle…** are disabled: an HTML report is not yet available. Use **Open diagnostics folder** to locate a previous session, or start a capture with **Measure next session**.
- **Measure next session** is disabled: diagnostics are already active. Perform the operation you want to measure in that session.
- The application closed before the operation finished: retain that session's report folder and describe the failure time and message in the support request.
- Export failed: read the displayed error. If the destination is unavailable, choose a writable location and export again.