Slow performance in Web-based Area Access Manager

Last Modified on 10/06/2022 4:19 am EDT

Symptom

You may experience slow performance when querying cardholder records associated with access levels in the Web-based Area Access Manager.

This slow performance may require from one to five minutes, or longer, to return records after an access level is selected in the Web-based Area Access Manager.

By comparison, a similar query performed in the client-based Area Access Manager returns records in far less time.

Resolution

To resolve this issue, complete the following steps.

NOTE: Before running the following queries, ensure you have a backup of your AccessControl database and verify the integrity of the backup.

1) Launch the appropriate front-end database application for your database engine. For SQL Server, use Microsoft SQL Server Management Studio. For Oracle, use SQL*Plus, Oracle Enterprise Console or TOAD for Oracle.

2) In a new query window, run the following query to find and update the object in the database corresponding to Badge Type:
UPDATE PERSIST_TYPE SET CACHE_INSTANCES = 1
WHERE CACHE_INSTANCES = 0
AND PERSIST_TYPEID IN (SELECT PERSIST_TYPE.PERSIST_TYPEID FROM PERSIST_TYPE, DB_TYPE_MAP, DB_TABLE_MAP
WHERE PERSIST_TYPE.PERSIST_TYPEID = DB_TYPE_MAP.PERSIST_TYPEID
AND DB_TYPE_MAP.DB_TABLE_MAPID = DB_TABLE_MAP.DB_TABLE_MAPID
AND DB_TABLE_MAP.NAME = 'BADGETYP')

3) For Oracle only, run the following query to commit the changes to the database.
COMMIT;

4) Click the Start button, then right-click on **My Computer** and select **Manage**.

5) In the Computer Management window: Expand **Services and Applications**, then right-click on **Internet Information Services**,
and select **All Tasks > Restart IIS...**

6) Under **Services and Applications**, select **Services**, then restart the **LS Application Server** service.

7) Restart the Web-based Area Access Manager. Performance should increase significantly at this point.

Applies To

OnGuard 2008 to 7.3
Web-based Area Access Manager

Additional Information

The resolution steps effectively cache badge types at the Web application server, thus increasing performance within the application.

Note: This type of caching must be weighed against the resources required on the Web application server to cache the data. If the system contains a large number of List Builder items or badge types, the resource consumption might not be worth the performance gain. Thus, ensure that memory usage on the Web application server is within normal, stable limits.