

Slowness

Troubleshooting Steps For Technician:

Answer the following questions:

1. Which product?
2. Are you able to replicate?
 - a. If not, is it limited to one user on their account or everyone?
 - b. If one user, have they tried on another device?
 - c. Have they tried a different browser?
 - d. Have you verified their internet connection is sufficient?
 - e. Have you had them try on a different internet connection?
3. Is it overall slow or is it limited to a specific area in the program?
If limited, which area does it occur in (or after performing which action does the slowness occur)?
4. Are there any error messages?
 - a. If so, please provide the error message in question.
5. Is the same slowness occurring on beta.efilecabinet.net ?
6. Is it transient (if you try a few minutes later, does the issue persist?)
7. Does using an incognito window make a difference?
8. Open up the dev console, network tab, and see time from request vs response (gives a good idea of timing).

If all troubleshooting has commenced and the issue is still present (and determined to be on our end in some capacity), grab the following information for the escalated ticket:

1. Provide answers to all of the above questions.

Revision #1

Created 19 July 2022 13:47:44 by Bryce Holloway

Updated 19 July 2022 13:47:50 by Bryce Holloway