Using the Performance Logging Utility

The performance logging utility tracks the length of time that One takes to perform processes. This information can help the Service Desk to diagnose performance-related issues.

This tool is available in both the One v4 Client and One v4 Online.

Running the Performance Logging Utility

1. Log in to One v4 Client or v4 Online and open the screen that contains the process that you wish to monitor.

   For example, if the A&T student search was taking a long time to return results, you would select **A&T Online | Students | All Students**.

2. Press the **F9** key. The following message is displayed at the bottom right of the screen.
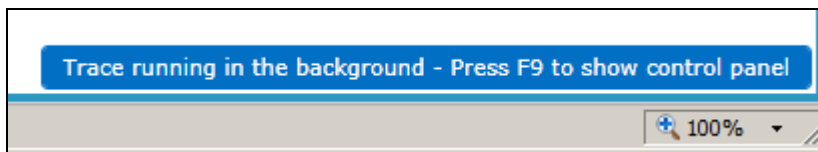
3. Run the process you wish to monitor.

   In the A&T student search example, you would enter search criteria and then click the **Search** button.

4. Once the process is complete, press **F9** to display the **Control Panel**.

5. Click the **Export** link to save the recorded performance log to your computer in CSV format. The Windows **Save As** dialog is displayed.
6. Select a save location and then click the **Save** button.
7. Upload the file to your incident via My Account.

> **NOTE:** If multiple processes are running slowly, send a log file for each one, indicating in the email / filename which process each file is for.