

INTERNAL: Information to gather for DrChrono Support if your system is slow or freezing

07/24/2024 5:55 pm EDT

Site Slowness Checklist

Please gather the below information to submit to the DrChrono Support team in your open support ticket. **Please note: These items must be gathered using the web version of DrChrono.**

- Is the customer in the office or remote?
 - a. If in office:
 - i. Wifi or wired connection?
 - ii. Is the internet connection shared by patients?
 - a. If remote:
 - i. Wifi or cellular network?
 - a. Is the site slower during peak times?
- Which internet browser?
- Are any extensions installed on the browser?
- How many tabs are open?
- Does the site feel like it performs better in incognito mode?

What is the speed in incognito mode, both Download and Upload?

(Google.com > search for 'Speed Test' > Run Speed Test)

- Anti-Virus software installed?
- OS/Memory/CPU(Processor)

Mac: Apple symbol > **About This Mac**

Windows: Press **Windows key + Pause key** at the same time to bring up system properties OR right-click **My Computer > Properties**

- If using Windows, open the Task Manager > click "more details" and make sure that "Windows Update" hasn't pegged the disk or RAM at 100% usage.

Four ways to open Task Manager:

- Press Ctrl + Alt + Delete and click the Task Manager option.
- Press Ctrl + Shift + Esc.
- Click the Start menu, select Run, and type in taskmgr.
- Right-click the taskbar and select the Task Manager option.
- If using Windows 10, is the "**Sticky Notes app**" running? If it is, turn off "insights" as we've seen this use a ton of bandwidth. (<https://www.tenforums.com/tutorials/54876-enable-disable-sticky-notes-insights-windows-10-a.html>)

1. Perform one of the following actions to open Sticky Notes settings.

1. A) Open the **Start menu**, right-click or press and hold on **Sticky Notes**, and click/tap on **Settings** OR B) Right-click or press and hold on the Sticky Notes (if open) icon on the taskbar, and click/tap on **Settings**.

2. In Sticky Notes settings, turn off **Enable Insights** (it is on by default) and close Settings.

- Run tracert command for drchrono.com. **Send file to Support in your open ticket.**

A traceroute is a function that traces the path from one network to another. It allows us to diagnose the source of many problems. <https://kb.intermedia.net/article/682>

Note: To be effective, the traceroute **MUST** be run during a time when you are experiencing the problem, from a computer that is experiencing the problem. A trace when you can connect, or one from another computer, is not helpful. Therefore, you should try to connect to your site again just before you run it. If the problem is no longer occurring, you will have to wait until the next time the problem occurs (if there is a next time) before running your traceroute.

Running Traceroute:

Mac: <https://www.godaddy.com/help/performing-a-traceroute-in-mac-os-x-3366>

1. **Cmd + Spacebar** to launch Spotlight Search > type **Network Utility** > Enter domain name **drchrono.com** > click **Trace**
2. Select the results, and then right-click and select Copy or press Cmd + C to copy the text.
3. Paste the text into a text editor (TextEdit, etc.) and save the file.

Windows: <https://www.godaddy.com/help/traceroutes-on-windows-3142>

1. Run the cmd.exe application. How you do this depends on your version of Windows:

Version How to run cmd.exe

7 & Vista From the Start menu, search for cmd.

8 Right-click the Start menu, and then click Run. Then enter the cmd and click OK.

10 Click the Start menu. Then type cmd and press the Enter key.

1. Here you will find either MS-DOS Prompt or Command Prompt. A window will display with something similar to the following:
Microsoft Windows XP [Version 5.1.2600]

(C) Copyright 1985-2001 Microsoft Corp.

C:\windows>

1. In this screen, type “**tracert drchrono.com**” and press Enter.
 2. After the trace route has been completed, cntrl a to select all then cntrl c to copy.
 3. Paste this into a text document (Notepad, WordPad, etc.).
- Generate a HAR file. **Send file to Support in your open ticket.**

<https://support.zendesk.com/hc/en-us/articles/204410413-Generating-a-HAR-file-for-troubleshooting>

To generate a HAR file for Chrome:

1. Open Google Chrome and go to the page where the issue is occurring.
2. From the Chrome menu bar select View > Developer > **Developer Tools**.
3. From the panel opened, select the **Network** tab.
4. Look for a round Record button () in the upper left corner of the tab, and make sure it is red. If it is grey, click it once to start recording.
5. Check the box **Preserve log**.
6. Click the Clear button () to clear out any existing logs from the Network tab.
7. Reproduce the issue that you were experiencing before, while the network requests are being recorded.

Once you have reproduced the issue, right-click anywhere on the grid of network requests, select **Save as HAR with Content**, and save the file to your computer. **Please note that the HAR file should be left as is and not converted into any other file format before emailing it to Support. The .HAR extension is what is needed.**
