**Why is Yellowfin so slow?**

When people are questioning Yellowfin performance, or simply stating it's too slow, the below list of points are essential in identifying why things are performing the way they are.

**What exactly is slow?**

* Logging in for the first time?
* Running particular dashboards
* Running particular reports based, maybe based on a specific view or a specific chart type
* Caching report filters
* Creating a report
* Particular user log in.
* Is it slow during certain parts of the day , or days

**Is this a new issue?**

**Has Yellowfin always been slow?**

If not, what changes were made? Maybe view change, DB change, YF upgrade, migration etc..

**Now we understand the issue, what next..**

Once we have a good idea of what the actual issue is, time to get down to the nitty gritty questions.

It may help to 'number' these points when emailing this to a client. However, please keep in mind, not all of these points may not be relevant to the clients issue.

**Yellowfin environment:**

* What version are they currently using

*Note: 7.0 had some performance issues, so ensuring the client is using the latest 7.0 patch, or later version is a must.*

* What is the server hardware like? Ram ?
* How much memory has been allocated to Yellowfin?

*You can get most of this info from Administration > System Information. Or even better, by going ot the info.jsp page and getting the results sent in.*

* Do users access Yellowfin directly, or do they go through a proxy?
* Is Yellowfin integrated with their application in any way?
* Is Yellowfin within an iFrame?
* Please also request all log files \yellowfin\appserver\logs so we can look for any underlying issues

**Server processing:**

You can request a copy of the [Info\_threads.jsp](https://zohodiscussions.com/yellofinkbchatter#Topic/239402000000023003) output (saved as .txt files).

This page will show what YF is processing at that very time of running the page.

*You may need to run this page multiple times over the span of a few minutues, as it will give a list of things that are loading/no longer loading.*

**Slow reports:**

The first place to look is to check that the SQL query is not taking a long time to run on the database.

To confirm this, get the SQL query from the [Report Details](http://www.yellowfinbi.com/YFForum-How-to-see-the-SQL-used-for-your-report-?thread=100333) tab and run that same SQL query from another DB Tool. Preferably a Java DB tool, like DBVisualizer or Squirrel, from the same box where Yellowfin is running.

Then get the client to send through the results of the timings; Yellowfin vs DB tool.

Make sure that you wait until the entire resultset has been returned.

**Is it the charts themselves that are slow?**

If you are generating a chart, Yellowfin will generate a HTML Image Map that describes the co-ordinates on the chart where roll-over data and drill links are positioned. With 500,000 points this could cause this to take a while to generate. Capturing the info\_threads.jsp output from Point 1 will help give visibility into if this generation is taking along time.

**Do you see a difference in report generation time if you only use a chart or a table?**

Please run the report formatted each way and time the generation in both cases. Get the client to send through the results of the timings

**Is the report a cross-tab report:**

Cross-tab reports take the report SQL, then aggregate the data by column vs row. This can slow down the report proccess, and the aggregations are not captured within the report SQL itself.

Ensure that this issue is not isolated to cross-tab reports.

**Are any advanced functions used?**

Advanced functions ([http://wiki.yellowfin.com.au/display/USER71/Advanced+Functions),](http://wiki.yellowfin.com.au/display/USER71/Advanced%2BFunctions%29%2C) such as Statistical > Mode functions, are all java-based algorithms, and are run AFTER the report SQL.

This means, the function is not included in the SQL. Ensure that this issue is not isolated to advanced functions.

**Browser performance:**

**Is the browser handling a lot of data?**

As mentioned above, charts with many points will contain a huge amount of Image Map data, even if the chart image is only small.

This could cause the HTML for the generated report to be massive, in the order of 20-30 MB.

Depending on your network infrastructure this could take some time to download.

**Can you please save the HTML of the generated page once it has finished loading?**

Please send this through so that we can get an idea of its size.

**Local browser vs remote browser:**

Do you see any difference between running this report in a browser on the Yellowfin server compared to a remotely connected browser?

**Is the browser killing the CPU?**

You can check to see whether this is occurring by monitoring the CPU usage on the client machine (where you are running the browser, not Yellowfin).

Check to see that the browser process is not hogging CPU for an extended period of time.

**Do different browser give different results?**

If the client is using Chrome, there is not usually a need to test other browsers, but it's worthwhile.

If the client is using IE, they NEED test in another browser.

**Yellowfin Database Access:**

As the Yellowfin database increases in size, tables will become slower to insert into, and select queries will become slower to run. Queries that use correct filtering on indexed columns should be efficient and execute quickly. If you have found a slow process, you can profile the database, with for instance SQL Server Profiler, to determine if queries against the Yellowfin database are running slowly. You could use this information to apply indexes that improve the speed of the queries, or send the slow running SQL through to us to determine what can be improved.

**How big is the Yellowfin DB?**

Please see the following KB for DB size info:

[Yellowfin DB - Why is it so big?](http://community.yellowfin.bi/knowledge-base/article/why-is-our-yellowfin-db-size-so-larger)

**One you have all of the above info, you should be able to point the client in the right direction or at least explain why things are slow. If you need further help, speak to a senior member of the support team.**

Also checkout the attached Yellowfin Performance PDF.