

SPEED ENHANCEMENTS TIPS & TRICKS

There are many reasons why RMS may not function up to its best and most optimum speed. Use this guide to help enhance system performance on your RMS system.

1. Identify the area that is underperforming
 - a. Entering a lengthy account seems slow, but other things, like making a reservation are ok
 - b. Specifically the Cash Account is Slow
 - c. When using RMS on the Server it is OK but slow on the workstations
 - d. One workstation in particular is noticeably slower than others
 - e. One workstation is faster than others
 - f. RMS seems to Slow down as more workstations start using it
 - g. RMS is Fast after the Server is rebooted but starts to slow down as you use it
 - h. A specific Report seems to take a long time to build/load
 - i. The Booking Chart take a long time to load or refresh when you move it around

If you answered Yes to any of the above, use the guide below to possibly rectify the problem. If this does not help please contact support so that we can look more closely at your specific problem. Solutions to the above problems

a. Lengthy accounts definitely take longer to load because of the number of transactions on the account. Every time to load an account RMS check that each of the receipts that have been entered have been correctly allocated to any charges. This is done to maintain the accuracy of the reports and financial records. Obviously, the longer the account the longer this process may take. The most effective way to speed up this process is to ensure that you keep your system purged up to date so that you are not keeping a lot of data on your Long Term accounts. Please refer to our Purge instructions [RMS V8 Purge Procedures](#) to purge your system.

b. Because of the same reasons as discussed in point a the Cash Account can become slow over time. Changes were specifically made in version 8.9 of RMS to overcome this problem without the need to Purge the Cash Account. Please install version 8.9 to apply this modification. If you need assistance, or if there has been no change please contact support for other alternatives.

c. If RMS is noticeably faster on the Server than the workstations you may have a capacity problem with your workstations. While you do need a faster computer as your server you also need reasonably adequate pc as workstations. The main components that determine the speed of processing on a workstation is its Memory Capacity (RAM) and its Central Processing Unit Speed (CPU).

Naturally those businesses that are larger and have more information within RMS would need marginally faster systems than a smaller property, although it generally can be measured by the number of reservations that you are processing.

For example, a Hotel with 300 rooms with a 30% occupancy rate may require the same capacity pc's as a Hotel with 50 rooms running at 70-80% occupancy - its all about the amount of data that is being entered.

Therefore, RMS (v8.9) should have 512Mb RAM and should be running on a CPU of at least 1.6Ghz.

If your property is quite busy and large we would suggest 1Gb RAM on a CPU of 2.6 Ghz

Tip. If your PC has only got 128 or 256 MB RAM you would expect to possibly gain an extra 30% speed just by increasing the RAM to 512Mb

Tip. You can check your RAM by Right Clicking on My Computer and selecting Properties. The RAM is usually located on the bottom Right of this screen.

d. Workstations can typically be slower than others simply because they are a slower or of less capacity. Check the suggestions in point c above.

However, if the workstation was faster and has all of a sudden started slowing down you could have been infected with a virus or some kind of spy/malware that is using up your systems resources.

Tip. A good way to tell if there is something consuming your systems CPU or RAM would be to check the Performance Monitors.

Press CTRL, Alt and Del together to display the Task Manager. Select the Performance Tab. You will see a gauge indicating the CPU Usage. The gauge should be sitting around 0 - 10% while you are on this screen. If it is hovering anywhere above 20% you may have a "runaway" process that is consuming all of your CPU usage.

Select the Processes TAB and see which entry has the high CPU usage. If there is one that is specifically causing the problem write down the Name and do a search on Google (www.google.com) for possible explanations and solutions.

Note. The process calls System Idle Processes is usually a High number - this is normal and does not affect performance, it is simply the remainder of free cycles.

e. One Workstation may be faster than the others on your system simply because it is newer and has a faster CPU and more RAM. Refer to solution c above.

f. RMS may slow down as other workstations start processing more data simply because more data is being written and read to and from your server. There are a number of things that could cause this problem.

1. The SQL server needs to have its RAM limited so that SQL doesn't consume all of the server's memory - please see this document for more information. [Limiting MSDE \(SQL\) RAM Usage](#)

2. Your network is not fast enough to deal with the increased traffic flow. It is possible that your network is not running fast enough to get the required data to and from the server. Networks are speed rated generally at either 10Mbit or 100Mbit, most modern networks now run at 100Mbit, however it is possible that yours is running at the slower speed. Please check with your network technician.

3. It is possible that your server does not have enough power/capacity to handle the increased load. As the number of workstations increases the server must work to satisfy each workstations requirements.

Use the table below as a general rule of thumb to determine the requirements of your server as the number of workstations increases.

Number of Workstations	CPU Required	RAM required
up to 4	1.6Ghz	1Gb
5-6	2Ghz	1.5Gb
7-8	2.6Ghz	2Gb
9+	3Ghz	2Gb

Note. *This is only a guide. There may be other determining factors depending on the role of your server to perform other tasks not related to RMS. Please consult with your computer technician for a specifically tailored solution.*

g. It is possible that SQL is using up all of your servers resources as time goes by. Please refer to solution f. 1. above to limit the RAM that SQL may consume on your server.

h. It is defiantly true that certain reports take longer to build than others. A good example of this would be the ABS report or the Debtors Ledger. As a general rule the more data in the system the longer it will take to build some reports. Your best solution therefore is to reduce the amount of data. Please refer to Purging your system in solution a. above.

i. The booking chart will slow down as there are more reservations in the system that will show up on the view that you are looking at.

For example, if you have only 5 areas booked this month then the chart will be faster that if you were fully booked. Likewise, the shear numbers of reservations in your system (both past, present and future) will affect the performance of the chart because every time you display or move the chart the system must look through all bookings to check and see if they should be shown on that page. Keeping your system purged (see solution a. above) should help lessen this problem.

Tip. Keep the Names turned OFF as you move around the chart - this can sometime make the chart up to 50% faster. Turn the names back ON when you have moved the chart to the position that you are interested in.

Note. The booking chart is scheduled for a major re-write in the 1st Qtr of 2006. We anticipate being able to streamline its speed substantially.

If your specific problem has not been addressed above, and your computer systems match our recommended specifications ([RMS for Windows – Hardware Requirements](#)) please contact our support staff for a more specific analysis of your problem.