

Optimizing Surround SCM Performance

As your Surround SCM database grows or the number of users increases, you may experience changes in performance. The following suggestions can help you overcome Surround SCM performance issues.

1. Do not locate the temp directory on the same drive as the database.

Surround SCM creates temporary files as it transfers files back and forth from the Surround SCM Server. These files are stored in a temporary directory defined by the operating system. If the temporary directory is on the same drive as the database, you could experience some drive contention that will slow down processing.

2. Turn off compression when accessing files over a LAN connection.

When using a remote connection, compression can significantly improve performance. However, on a faster LAN connection, compression is not required and can actually slow performance because of the time it takes to compress and decompress the files.

3. Disable encryption if it is not essential.

Just like compression, encryption adds additional wait time while the system encrypts and decrypts the data. If you have other security measures in place, encryption may not be necessary.

4. When using large databases or files, consider using NTFS on the database drive.

The NTFS file system uses disk space more efficiently than FAT or FAT32. In general, when using NTFS, the larger the hard disk the larger the default cluster size. A larger cluster size allows larger files to be split across fewer clusters. Therefore, the system has to access the disk few times to retrieve the file, resulting in improved performance.

5. Disable unnecessary processes on the drive that contains the Surround SCM database.

Other processes running on the drive where the database is stored (such as virus scanning) can cause performance issues. When performance issues arise, review the processes running on the database drive to ensure that all the enabled processes are necessary.

6. Verify your hardware configuration against the recommended system requirements.

See [Surround SCM Server System Requirements](#).

7. If you are using a Windows server, check the drive settings.

To improve performance, do not compress the drive, turn off the indexing service, and be sure the drive is defragmented.

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Surround SCM -> Optimizing Surround SCM Performance

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