

I suspect a performance problem. How do I solve it

To solve the problem, we need a little input from you. We need to examine the log files to troubleshoot the problem. The following list outlines how to submit log files:

Generating a log file when the modeling tool freezes or performs slowly:

1. When a modeling tool runs slowly or freezes, open `<modeling tool installation directory>\bin`, and run `submit_issue.exe` several times. It dumps threads into the log file.
2. Click **Help > About** on the main menu of your modeling tool. In the open dialog, select the **Environment** tab and click the **Log File** link. The log file opens.*
3. Save the file and register an issue. Click **Help > Report an Issue** on the main menu of your modeling tool

*If a modeling tool is inactive, as of version 17.0.4, log file is stored in the following location:

- Windows Vista/7/8 `C:\Users\<USERNAME>\AppData\Local\magicdraw\<md.version.number>`
- Windows 2000/XP `C:\Documents and Settings\<USERNAME>\Local Settings\Application Data\magicdraw\<md.version.number>`
- Windows NT4 `C:\WINNT\Profiles\<USERNAME>\Local Settings\Application Data\magicdraw\<md.version.number>`
- Other OS: `<user.home>/.magicdraw/<md.version.number>`

By using Java VisualVM:

Modeling tools are Java-based; thus, you can use the Java VisualVM program for performance issue examination. Data provided by VisualVM may help to explore issues accurately.

The following steps outline how to obtain the data from VisualVM:

Note. Please read the steps first to familiarize yourself with the whole procedure to gather more precise information. Step #8 should be started as soon as possible.

On Windows OS:

1. [Download](#) and install the **Java VisualVM** with **Java SE Development Kit (JDK, valid till version 1.8)** or separately from <https://visualvm.github.io/>.
2. Start **Task Manager**.
3. Start **Java VisualVM**. If you selected the default location on the JDK installation process, VisualVM is located in `C:\Program Files\Java\jdk<version number>\bin\jvisualvm.exe`. Otherwise, start the `exe` from your customized location.
4. Start the modeling tool.
5. In **Task Manager**, find the PID (Process Identifier) of your modeling tool.
6. In **Java VisualVM**, find the Java process by the modeling tool PID in the Applications tree on the left (the same PID as in **Task Manager**) and double-click to open it.
7. Click the **Sampler** tab and click the **CPU**.
8. Initiate the action causing the low performance of your modeling tool.
9. Wait until that action in your modeling tool is finished, then click the **Stop** button.
10. In the **CPU samples** tab, click the **Snapshot** button. The snapshot is created in the **Applications** tree on the left.
11. To save the snapshot, right-click it and select **Save As to save the *.nps file**.
12. To register an issue, open the modeling tool. On the main menu, click **Help > Report an Issue**. **The Report an Issue dialog opens.**
13. Fill out all necessary details, including the email address where the ticket link will be sent, and click **Send**. You will receive an email containing the ticket link in your inbox.
14. Open the email and click the ticket link. Attach the `*.nps` file to send the issue to the support team.

On Mac OS:

1. [Download](#) and install the **Java VisualVM** with **Java SE Development Kit (JDK, valid till version 1.8)** or separately from <https://visualvm.github.io/>.
2. Start **Activity Monitor**.
3. Start **Java VisualVM**. If you selected the default location on the JDK installation process, VisualVM is located in `/Library/Java/JavaVirtualMachines/jdk<version number>.jdk/Contents/Home/bin/jvisualvm`. Otherwise, start `jvisualvm` from your customized location.
4. Start the modeling tool.
5. In **Activity Monitor**, find the PID (Process Identifier) of your modeling tool.
6. In **Java VisualVM**, find the Java process by the modeling tool PID in the Applications tree on the left (the same PID as in **Activity Monitor**) and double-click to open it.
7. Click the **Sampler** tab and click the **CPU**.
8. Initiate the action causing the low performance of your modeling tool.
9. Wait until that action in your modeling tool is finished and click the **Stop** button.
10. In the **CPU samples** tab, click the **Snapshot** button. The snapshot is created in the Applications tree on the left.
11. To save the snapshot, right-click it and select **Save As to save the *.nps file**.
12. To register an issue, open the modeling tool. On the main menu, click **Help > Report an Issue**. **The Report an Issue dialog opens.**
13. Fill out all necessary details including the email address where the ticket link will be sent and click **Send**. You will receive an email containing the ticket link in your inbox.
14. Open the email and click the ticket link. Attach the `*.nps` file to send the issue to the support team.

On Linux OS:

1. [Download](#) and install the **Java VisualVM** with **Java SE Development Kit (JDK, valid till version 1.8)** or separately from <https://visualvm.github.io/>.
2. Start **System Monitor**.
3. To start **Java VisualVM**, execute the `jvisualvm` tool from the `bin` directory of the JDK. When the tool runs, the **Java VisualVM** window opens.
4. Start the modeling tool.

5. In **System Monitor**, find the PID (Process Identifier) of your modeling tool.
6. In **Java VisualVM**, find the Java process by the modeling tool PID in the Applications tree on the left (the same PID as in **System Monitor**) and double-click to open it.
7. Click the **Sampler** tab and click the **CPU**.
8. Initiate the action causing the low performance of your modeling tool.
9. Wait until that action in your modeling tool is finished, then click the **Stop button**.
10. In the **CPU samples** tab, click the **Snapshot button**. The snapshot is created in the **Applications** tree on the left.
11. To save the snapshot, right-click it and select **Save As to save the *.nps file**.
12. To register an issue, open the modeling tool. On the main menu, click **Help > Report an Issue**. **The Report an Issue dialog opens**.
13. Fill out all necessary details including the email address where the ticket link will be sent and click **Send**. You will receive an email containing the ticket link in your inbox.
14. Open the email and click the ticket link. Attach the *.nps file to send the issue to the support team.