

TeamConnect® Enterprise

6.2.8 Patch 5 - Client Specific Patch

Release Notes

TeamConnect® Enterprise 6.2.8 Patch 5 (PTC6280005) resolves the following issue:

Issue: Mass Edit Performance - Large/Complex Lookup Table Item Names are causing larging HTML pages and therefore long load times

Tracking Code: SUPPORTPRI-61162

Case Number: 2021-0312-753412

Reported Version: TCE 6.2.6

Description

Issue: Client needs to mass edit a custom object with various fields, 3 of which are lists. The trouble comes from these lists - these have 100, 300, and 1600 lookup items respectively. Size doesn't seem to matter, item name length and complexity of the lookup table appear to be the biggest factors.

Client needs to update up to 500 records at a time, loading 200 per page to work as efficiently as possible. The HTML page for mass edit on their ends is about 200 mb in size, taking them about 200 seconds to download from teamconnect.com

Loading smaller batches of mass edit screens just means they split up the total 500 second load time differently and doesn't improve their process much.

Findings: I found that having longer item names = longer load times. Having deeper root levels adds additional latency. With this setup, html page for 200 records is only 50 mb in size and takes about 60 seconds to download - client's lookup tables have more depth and therefore take longer.

Workaround

Loading fewer records per page or working on 1 lookup table at a time doesn't make performance much better and actually slows down the total effort needed.

Pre-Requisites

1. Three XML docs I am attaching to case
2. Custom object and user who has access to view/edit/create those objects
3. Approx 500 records of above custom object

Steps to Reproduce

1. Log into application
2. Navigate to Setup
3. Update the XML i provided with your authentication credentials
4. Create all 3 lookup tables
5. Navigate to pre-requisite custom object
6. Navigate to Custom fields, create 1 list field pointing to each of the 3 lookup tables

7. Navigate to custom object in Front-end
8. Create a custom search and add the 3 new list fields as display fields
9. Perform the custom search and save it
10. Change pagination to 200 records per page (200 of 500 matters should appear in the first page)
11. Click Mass Edit
12. When page finally loads, Save the HTML page

Expected Results of Steps

Mass Edit should be relatively quick to load and update

Actual Results of Steps

Step 11 - this will take quite a long time. If you use a more complex lookup table structure, this will take even longer.

Step 12 - The HTML will be about 50 mb in size with the lookup tables I provided. Client's is 200mb due to their lookup tables being a bit more complex.

Root Cause Analysis

The mass edit feature loads a lookup table for each item that can be edited. This is causing a lot of HTML rendering when lookup tables are especially large (150+ items). This patch removes the lookup tables from being rendered and relies on the mass edit selection in order to update the values. This creates a slightly different user experience in favor of better performance.

This fix also appears in TCE 6.2.6 Patch 8. This patch will not be merged into a TeamConnect update.

INSTALLATION

The following list summarizes the procedures to install this patch.

1. Update the class files.
2. Update the database and version information.

Refer to PTC6280005_Instructions.pdf, in the same folder as these release notes, for more details about installing this patch.

UPGRADE CONSIDERATION

No significant upgrade considerations for this patch.

LEVEL OF RISK TO UPDATE WITH PATCH

LOW