Diagnose Slow, Frozen, or Unresponsive Muhasib Screens

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Overview

This guide will help you distinguish active work from a failed/frozen operation and collect evidence without causing duplicate writes.

The operation completes, is proven failed, or is safely stopped with duplicate-prevention evidence.

Who can do this

You need access to Normal workflow access; system/log/performance diagnostics require administration authority.

Before you start

Record screen/action, start time, data/filter size, company, workstation, network/SQL status, background operations, CPU/memory/disk symptoms, and message.

> Before saving, check that the correct company is open and that you have permission to complete this task.

Where to find it

Remain on the affected screen; use authorized Windows, SQL, network, notification, and log diagnostics.

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Step 1: Stop repeated clicks and wait for observable progress within local

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Step 2: Check whether the window/process is responding and whether SQL/network/background activity

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Step 3: For reports, reduce scope only to diagnose, not to declare full success

Step 4: For writes, query inquiry/history from another safe session only if

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Step 5: Preserve logs/timestamps before ending the process

Step 6: Restart only after classifying the operation outcome

Check your work

Application responsiveness returns and the requested write/report result is verified at its full intended scope.

> Take a moment to check your work before closing the window. This small check can save time later.

If something goes wrong

- A spinning UI can accompany active database work; do not kill it blindly.
- Never treat a smaller diagnostic report as proof the full report completed.

Related guides

- Recover from an Interrupted Save, Finalize, or Conversion
- Collect Safe Diagnostic Evidence for Support
- Understand Back Office Background Operations

What to do next

> **Recover from an Interrupted Save, Finalize, or Conversion**.

Revision #0
Created 2026-09-04 09:21:13 UTC by Shah Rukh Saeed
Updated 2026-09-07 10:14:00 UTC by Shah Rukh Saeed