Information document for running "Healthchecks"

Version 2.0

AUTHOR: Stibo Systems

CONFIDENTIALITY LEVEL:
Internal

StiboSystems

Content

1   Objectives

This document serves to provide information about the objectives behind the new STEP 8.1. Healthcheck functionality as well as describing the new process of reporting Healthcheck issues in Jira.

The objective behind the Healthcheck functionality is, to visualize information which have not previously been accessible to customers and hence, give the customers the opportunity to intervene and rectify the current state before it potentially escalates to a real performance issue.

2   The new process

The Healthcheck functionality should be considered as a tool to identify any optimization potential which typically can be implemented, without further assistance from Stibo Systems. This is revealed through a number of tests which will provide you with an explanation of how to proceed.

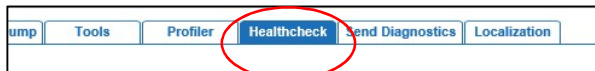It is important to note that the results from these tests will provide;

- Proactive *warnings* of a system state which in the long term could evolve into a performance problem, or
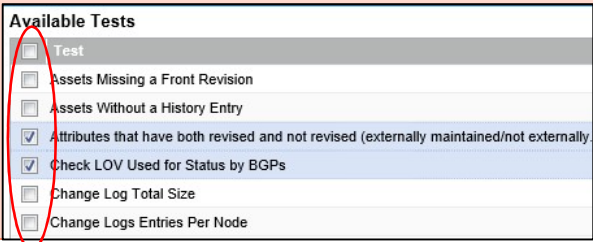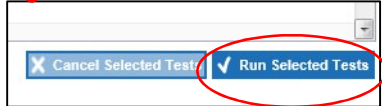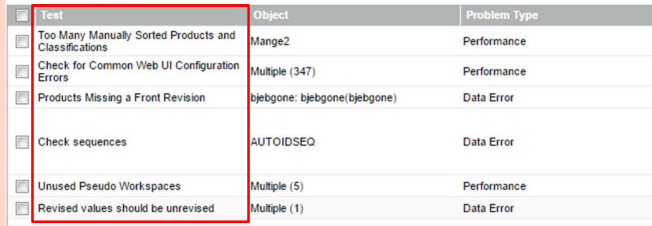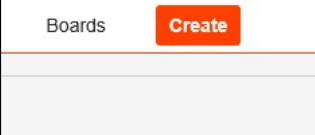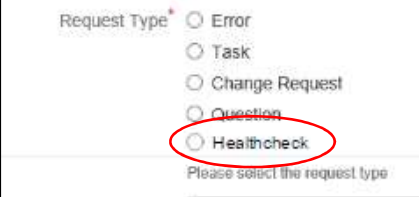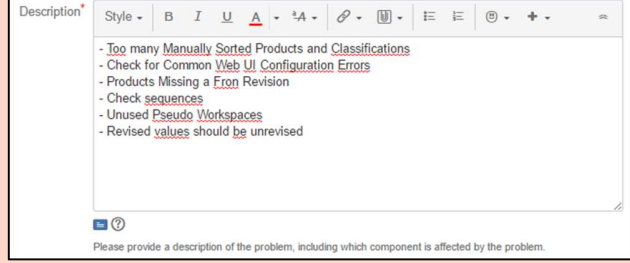- *Recommendations* to new system configuration which could increase the performance of the system.

You will be able to react to many of these warnings without further assistance simply by executing the proposed configuration change or by executing a fix script directly in the Healthcheck tab. In a few occasions, it will be necessary to contact Stibo Systems. In this case, please raise a new JIRA ticket with the request type "Healthcheck".
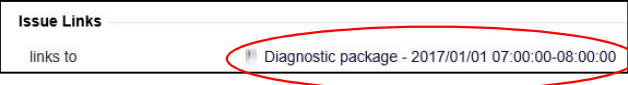
Please note, that this functionality is designed to be run on a regular basis, which allows you to continuously monitor and thus avoid minor issues to evolve into more critical situations.
The Healthcheck functionality is still under development. Over time, we expect to collect valuable information and review the functionality accordingly.

Below, you will find an overview of the steps in the new process.

STEP	EXAMPLE	COMMENT
1. Go to the Admin Portal		
2. Select the "Healthcheck"-tab	ump Tools Profiler **Healthcheck** Send Diagnostics Localization	Select the new "Healthcheck"-tab in the top right corner

3.	Select test(s) to be run	**Available Tests** ☐ Test ☐ Assets Missing a Front Revision ☐ Assets Without a History Entry ☑ Attributes that have both revised and not revised (externally maintained/not externally. ☑ Check LOV Used for Status by BGPs ☐ Change Log Total Size ☐ Change Logs Entries Per Node	Select the test(s) to be run or select the top checkbox to run all tests. **Note: It may be time consuming to run all tests at the same time**
4.	Run test(s)	✗ Cancel Selected Tests ✔ **Run Selected Tests**	Run the selected test(s)
5.	Note the test name from the detected Healthcheck tests	**Detected Problems** Too Many Manually Sorted Products and Classifications — Mange2 — Performance Check for Common Web UI Configuration Errors — Multiple (347) — Performance Products Missing a Front Revision — bjebgone: bjebgone(bjebgone) — Data Error Check sequences — AUTOIDSEQ — Data Error Unused Pseudo Workspaces — Multiple (5) — Performance Revised values should be unrevised — Multiple (1) — Data Error	Identify the detected problems and note the test names from the Healthcheck
6.	Go to JIRA		
7.	Create Issue	Boards **Create**	Create issue in JIRA
8.	Choose Request Type "Healthcheck"	Request Type* ○ Error / ○ Task / ○ Change Request / ○ Question / ○ Healthcheck — Please select the request type	Choose the new "Healthcheck" issue type in JIRA
9.	Provide the test name(s) from the detected Healthcheck test(s) in the "description" window	Description* - Too many Manually Sorted Products and Classifications - Check for Common Web UI Configuration Errors - Products Missing a Fron Revision - Check sequences - Unused Pseudo Workspaces - Revised values should be unrevised	Please, provide the test names from the Healthcheck in the "description" bow in JIRA

10. Note issue key		
	Issue ACMECORPII-1847 - ABC has been successfully created	
11. Return to Admin Portal		
12. Select "Send Diagnostics"-tab	...ler Healthcheck Send Diagnostics Localization	Select the Send Diagnostics-tab in the top right corner
13. Submit issue key	From : 03/15/2017 12:11 To : 03/15/2017 13:11 Issue Key : ACMECORPII-1847 * Note dates are set using server time	Submit Issue Key in the box in the Send Diagnostics tab
14. Send Diagnostics	* Note dates are set using server time Send Diagnostics	Send diagnostics including Healthcheck, to Stibo Systems
15. Return to JIRA		
16. Check for link in issue	Issue Links links to Diagnostic package - 2017/01/01 07:00:00-08:00:00	

[Text - don't delete following line since it contains a section break]