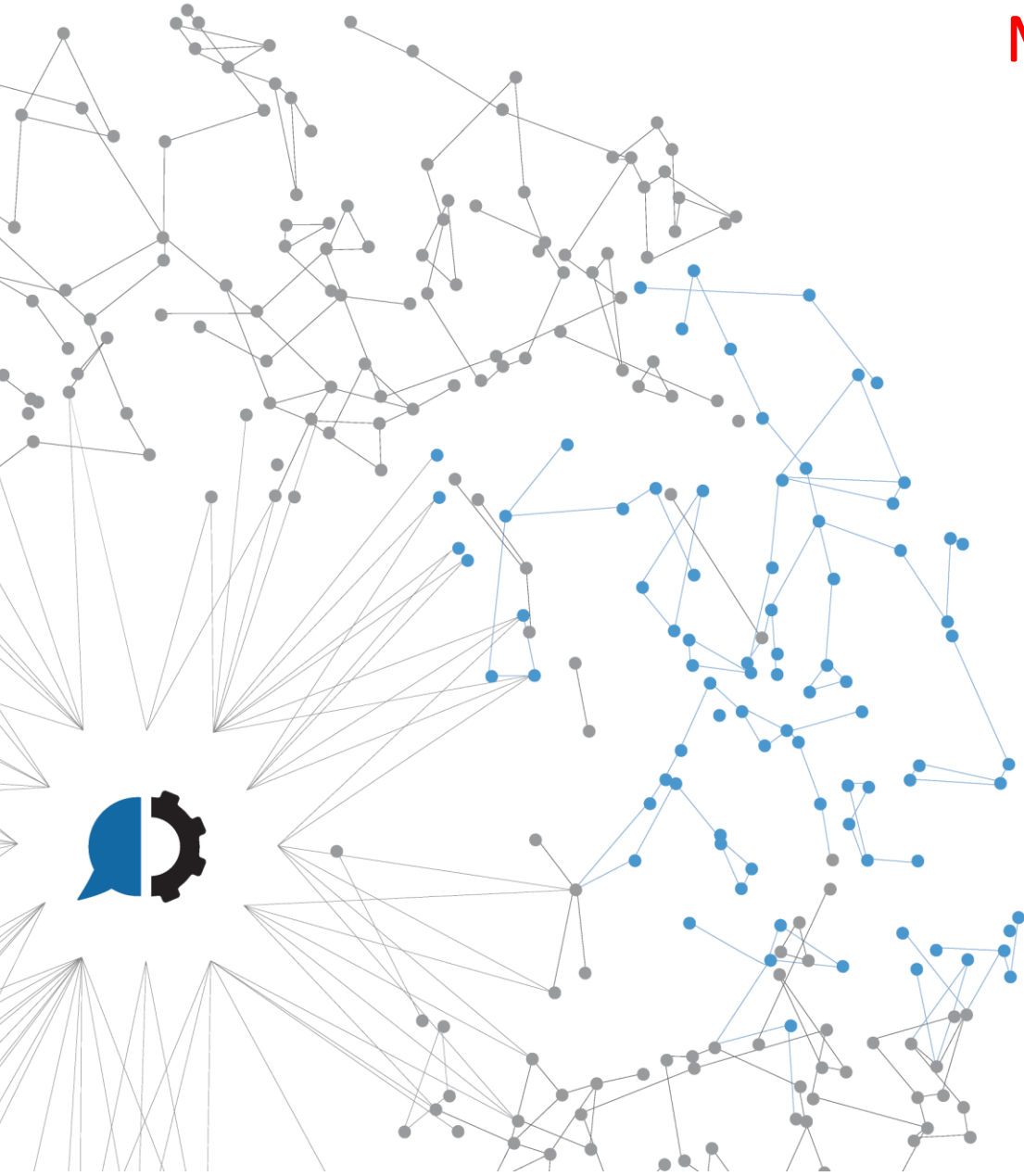




JAMS Health Check Report

Month Year





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1 EXECUTIVE SUMMARY

Customer Name (herein referred to as ‘Customer’) is receiving a Health Check review for their JAMS Scheduler system. This health check will include verification and status of all Scheduling service components applicable to the Customers’ JAMS installation and environment. Target components include Scheduler, Database, Agent(s), Web Client. The customer will also receive a quantitative review of Job Execution history status to ensure proper configuration and best practice of processes. The health check will conclude with a JAMS Security audit for JAMS Access Control, Folder Definitions, and Credential Definitions. The customer will receive a copy of this report that will include a global list of key findings and recommendations. Details can also be reviewed in independent sections (Refer to Contents, section “JAMS Component Summaries”).

2 KEY FINDINGS AND RECOMMENDATIONS

Findings:	Recommendations:
Item Found.	Course of action.
Item Found.	Course of action.
Item Found.	Course of action.
Item Found.	Course of action.
Item Found.	Course of action.
Item Found.	Course of action.
Item Found.	Course of action.
Item Found.	Course of action.



3 OPEN TICKET ANALYSIS

Ticket:	Status:
Ticket Link	Status of item.

4 ENVIRONMENT

4.1 Infrastructure and Architecture Summary

VM/machine specifications of the JAMS Scheduler/Agent servers are adequate for the current/projected load and in line with HelpSystems hardware recommendations. Performance issues are directly related to Job implementation. Database performance improvements have been made in newer releases of JAMS.

JAMS	Machine Name	Version	Notes
ENV	Machine Name	Version	<ul style="list-style-type: none">Windows Server OS (XGB RAM / XvCPU @ N GHz VM)Failover is not configuredN remote Agents

The JAMS Databases reside on (SQL Server version) (Same/separate) to the JAMS application servers.

Recommendations

- Recommendation Description

4.2 JAMS Scheduler

High Availability(Y/N)? If yes, check below components on each system:

JAMSScheduler Service:

JAMSServer Service:

JAMSExecutor Service:

MSMQ:

JAMSRequests Number of Messages =

JAMSRequests Security Properties = **SchedulerName** has Full Control of Queue.

Common.config:

Server =



Database =

Integrated Security(Y/N) =

Non-Standard Tags(Y/N) =

JAMS Log Files:

Location =

File Count =

JAMS Temp Files:

Location =

File Count =

Files older than date of report(Y/N):

JAMSPurgeHistory Job Enabled(Y/N):

JAMSPurgeJobAuditTrail Job Enabled(Y/N):

Recommendations

- Recommendation Description

4.3 JAMS Database

Access based on JAMS Service account(s).

Entry Table

JAMS Backups (Y/N)?:

SQLExpress (Y/N)?:

Recommendations

- Recommendation Description

4.4 JAMS Agent(s)

Services

JAMSHost

Job Count

Netstat + Telnet

Recommendations

- Recommendation Description



4.5 Job Execution History Summary

JAMS related exceptions in past 30 Days? If yes, describe exception and resolution.

JAMS related exceptions in last 180 Days? If yes, describe exception and resolution.

JAMS related exceptions in last 365 Days? If yes, describe exception and resolution.

Unrelated JAMS Job Errors in errors in past 30 Days? If yes, include table with qualified Job name and exception(s).

Unrelated JAMS Job Errors in errors in past 180 Days? If yes, include table with qualified Job name and exception(s).

Unrelated JAMS Job Errors in errors in past 365 Days? If yes, include table with qualified Job name and exception(s).

Recommendations

- Recommendation Description

4.6 Job Inventory Summary

Total Job Count:

Job Count by Type:

Inactive Job Count:

Recommendations

- Recommendation Description

4.7 Security Summary

Include results from Security Check:

ACL:

Folder Definitions:

Credential Definitions:

Recommendations

- Recommendation Description



5 APPENDICES

5.1 Contacts

Name	Email/Web	Role
Consultant Name	Consultant@helpsystems.com	JAMS – Senior Technical Consultant
RSM Name	RSM@helpsystems.com	JAMS – RSM
JAMS Support	https://support.jamsscheduler.com	JAMS Support Services
Customer Name(s)	Customer Email Address	Customer Role