

PRAGMASYS CONSULTING LLP

PRAGMA SYSTEMJOB INSIGHTS

USER GUIDE

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1. Pragma SystemJob Insights

1.1 Introduction

While workflows are an essential part of the system, a growing number of workflow system jobs will have adverse impact your Dynamics CRM environment as it would lead to having millions of records in Async Operation Base table.

Multitudes of 'Succeeded' workflow system jobs in your Organization will consume CRM Storage space rapidly.

If multiple system jobs are stuck in "Waiting for Resources" stage, it leads to drastic performance degradation in processing system jobs in Dynamics CRM Online requiring the Asynchronous Processing Service to be either recycled or flushed or restarted.

As a CRM Administrator, making sure your workflows and system jobs are functioning correctly is your key focus area and it is a good practice to regularly review the system jobs to determine if anything is failing.

With 'Pragma SystemJob Insights' solution, you can keep a watch on the status of the systems jobs in the CRM system along with the vulnerability which affect the system performance.

1.2 About Pragma SystemJob Insights

'Pragma SystemJob Insights' solution provides the status of the systems jobs in a neat dashboard, giving you, a complete overview of the thousands of system jobs running in the background along with their statuses.

1.3 Salient Features

Following are the salient features of Pragma SystemJob Insights solution:

- Intuitive UI to understand the system jobs count for below statuses
 - Succeeded
 - Failed
 - Cancelled
 - Waiting
- Easy access to System jobs records
- Pragmasys support link to understand the impact of system jobs due to Async operation base table

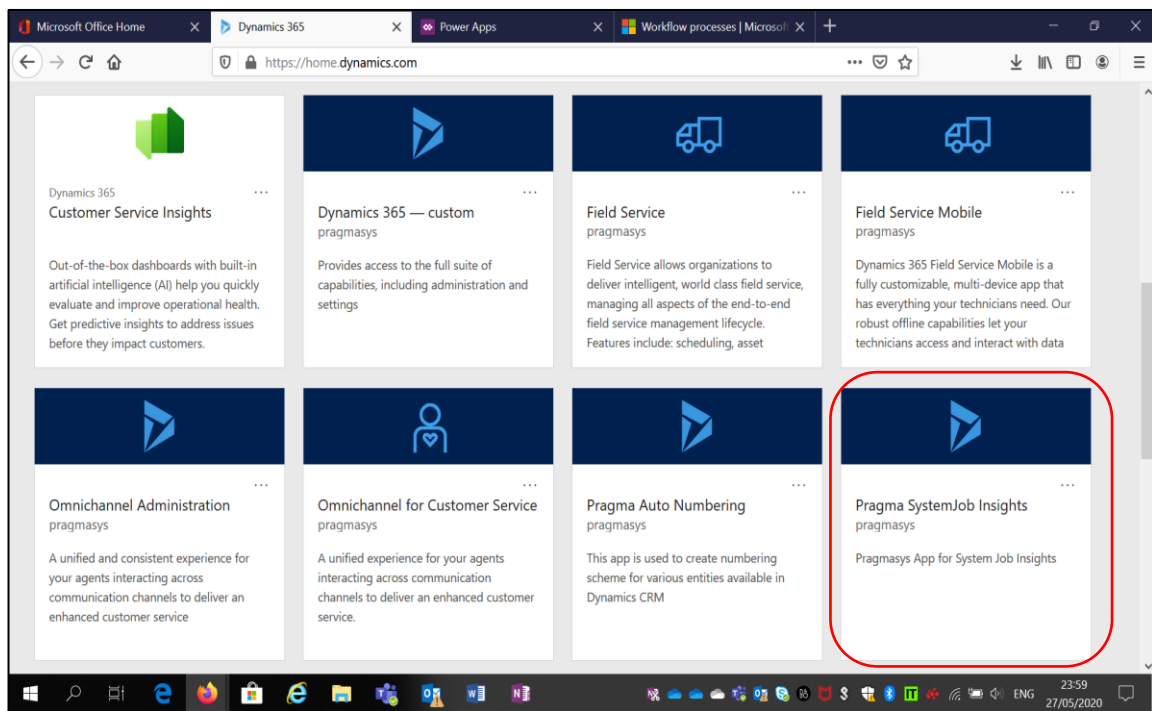
2. Pragma SystemJob Insights

2.1 Pre-requisites

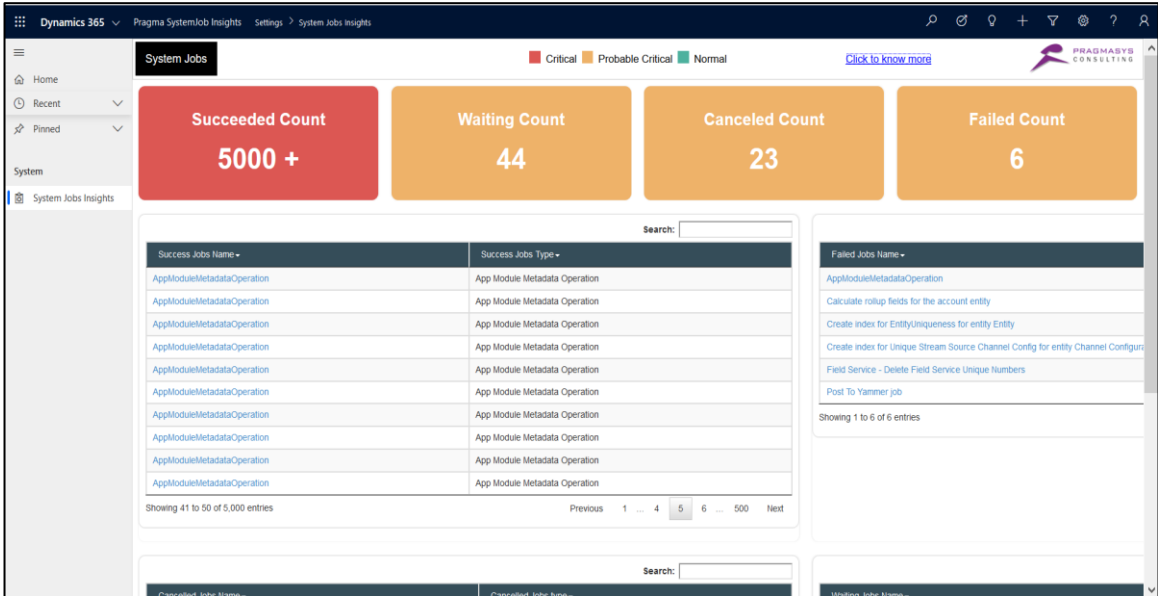
- *'Pragma SystemJob Insights'* solution to installed from Microsoft Appsource
- User should have the appropriate Security Role i.e. *'Pragma SystemJob Insights Admin'* or *'System Administrator'*

2.2 Navigating to Pragma SystemJob Insights App

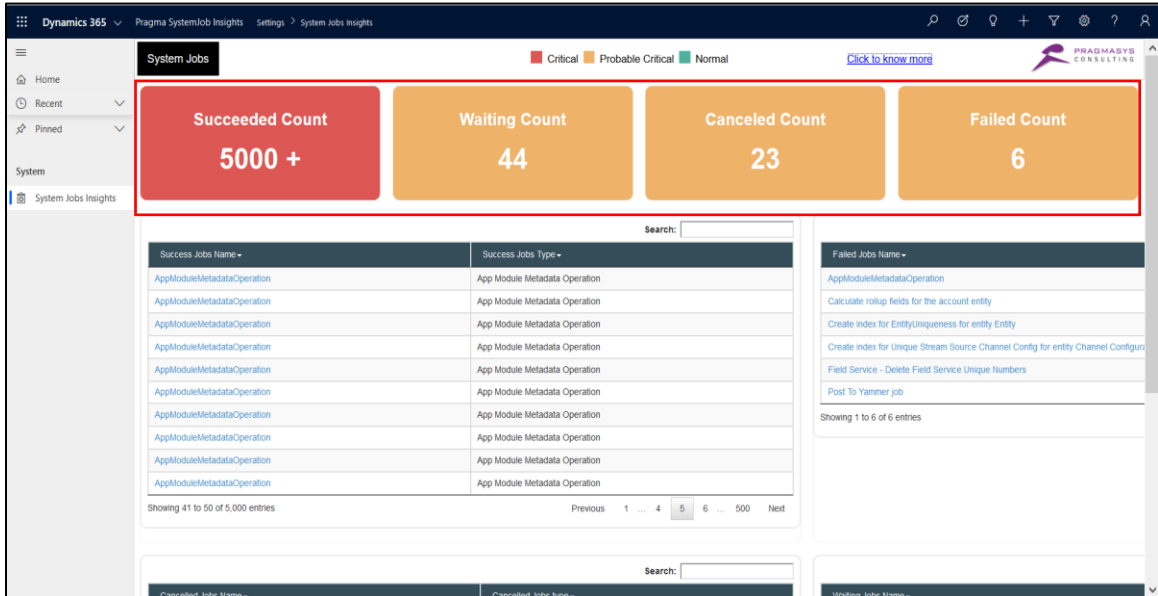
- On installing the *'Pragma SystemJob Insights'* solution in your Dynamic instance,
 - *'Pragma SystemJob Insights'* app will be visible in the *'My Apps'* section
 - New security role with name *'Pragma SystemJob Insights Admin'* would be created
- Users who have the *'System Administrator'* or *'Pragma SystemJob Insights Admin'* security role can access *'Pragma SystemJob Insights'* app
- Login to your Dynamics 365 environment and on the Dynamics 365 Home page, click on the *'Pragma SystemJob Insights'* app as show in the below screenshot:



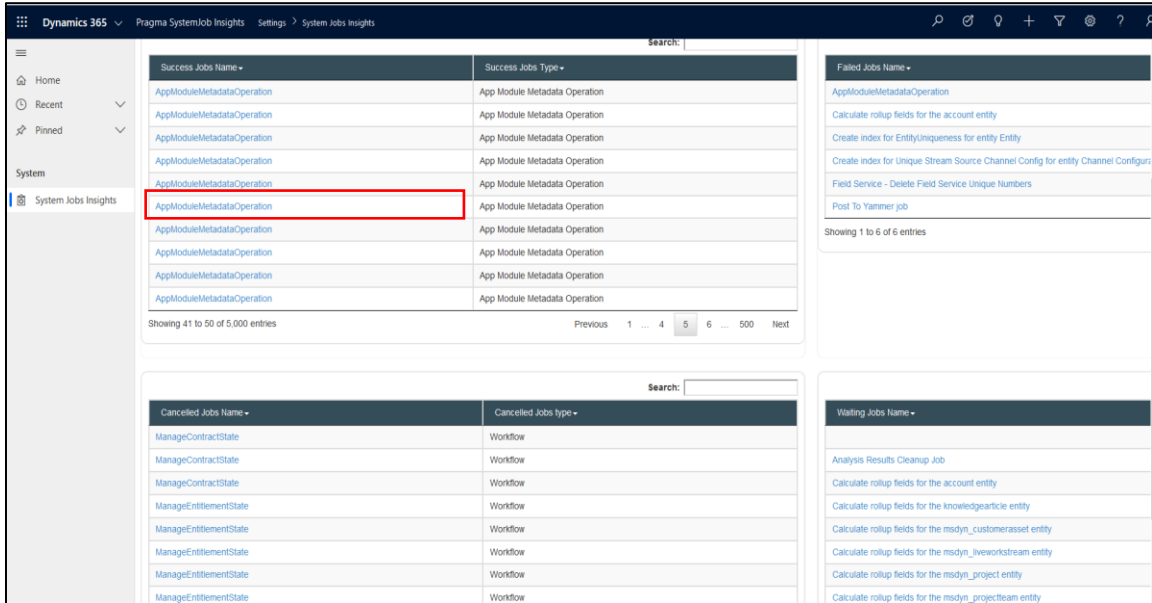
- On clicking the app, the SystemJob Insights page will load, as shown in the below screenshot:



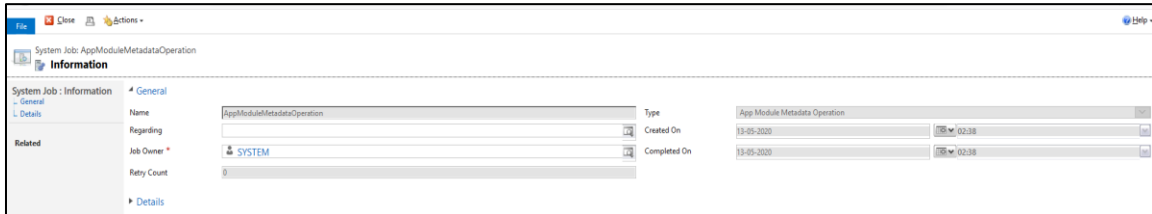
- The count of system jobs will be displayed in neat boxes, based on the following statuses:
 - Succeeded
 - Failed
 - Cancelled
 - Waiting



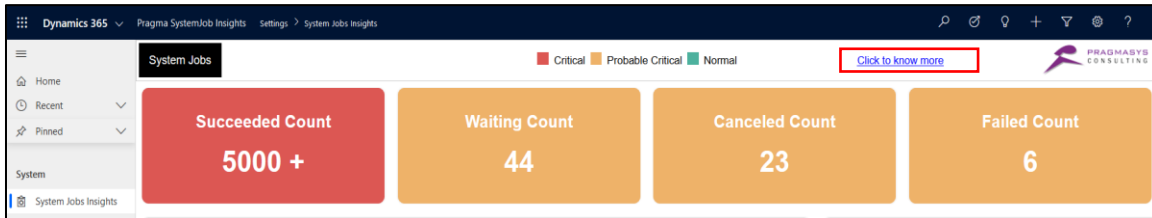
- Furthermore, User can view the individual System Job record by clicking on the record name:



- Clicking on the record name, user can navigate to the individual System Job record and view the details:



- To understand more about the information fetched on the Pragma SystemJob Insights, user can click on the link 'Click to Know More':



- The above link opens the Pragmasys products portal for Dynamics-CRM add-ons for CRM Pragma SystemJob Insights. The link provides detailed information about the vulnerabilities of the data reflected on the CRM application.