

AutoSys Production Support Interview Cheat Sheet

Q: What is AutoSys?

A: AutoSys is a job scheduling tool used for managing, scheduling, and monitoring jobs on UNIX or Windows systems.

Q: Main components of AutoSys?

A: Event Server, Event Processor, and Agent.

Q: How to troubleshoot a failed job?

A: Use autorep, check logs, analyze error, fix issue, rerun job.

Q: What to do if a job is stuck in QUE_WAIT?

A: Check agent status, system resources, queue availability, autoping, restart agent if needed.

Q: Handling long-running jobs?

A: Compare historical runtimes, check resource usage, investigate logs, escalate if needed.

Q: Difference: SUCCESS vs TERMINATED?

A: SUCCESS: Job completed normally. TERMINATED: Job was manually killed or ended due to error.

Q: How to restart a failed job?

A: Fix the issue, then use: sendevent -E FORCE_STARTJOB -J job_name

Q: Monitoring job failures and SLAs?

A: Use WCC dashboard, custom scripts, email alerts, periodic reviews.

Q: Putting a job on hold or ice?

A: On Hold: sendevent -E JOB_ON_HOLD -J job_name

On Ice: sendevent -E JOB_ON_ICE -J job_name

Q: ON_HOLD vs ON_ICE?

A: ON_HOLD: Job and dependencies don't run.

ON_ICE: Job doesn't run, dependencies act as if it succeeded.

Q: Command for job info?

A: autorep -j job_name -q

Q: Common production issues?

A: Agent down, resource issues, dependency errors, file not found, timezone mismatch.

Q: Handling DST changes?

A: Ensure system is DST-aware, use timezone in JIL, monitor closely.

Q: Handling high-priority job failures?

A: Immediate action, engage teams, communicate, escalate, document findings.