# Work instruction: Health analyzer issues

This document describes the work instruction of the daily check “Health Analyzer Issues”. The goal of this work instruction is to check if the SharePoint Health Analyzer has detected any issues and take corrective actions if required.

# Involved servers

|  |  |  |
| --- | --- | --- |
| Acceptance | Production | Disaster Recovery |
|  |  |  |

# Steps

|  |  |
| --- | --- |
| Step | Screenshot |
| Step 1:  Open a RDP session to the Admin server |  |
| Step 2:  Open the Central Administration site |  |
| Step 3:  Go to “Monitoring” and under the section “Health Analyzer” click on “Review problems and solutions” |  |
| Step 4:  Check if any issues are reported that do not exist in the “Allowed Exceptions” list.  If this is the case: Create an incident for every issue, so the cause can be investigated. |  |
| Step 5:  Record your findings in the “Registration list Periodic Checks” |  |

# Automatic check

This check is part of the Periodic Checks script, which means the above checks do not have to be performed manually. Analysis will take place by reviewing the generated e-mail and taking actions if issues are reported.

# resolution

To resolve any found issues, the issue has to be investigated. Depending on the issue, different resolution steps will be required.