# Work instruction: failed timer jobs

This document describes the work instruction of the daily check “Failed Timer Jobs”. The goal of this work instruction is to check if any timer jobs have failed in the last 24 hours.

# 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:  Browse to “Monitoring” and under “Timer Jobs” click “Check job status” |  |
| Step 4:  Under “Timer Links”, click “Job History” |  |
| Step 5:  Under the “View” menu on the right side, select “Failed Jobs” |  |
| Step 6:  Check if any jobs have failed in the last 24 hours. Check if each failed job is listed in the “Allowed Exceptions” list.    If this isn’t the case: Create an incident for every type of job to have this corrected. |  |
| Step 7:  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 find out why a job failed, the issue needs to be investigated. Depending on the found cause, different actions might be required.

Use the ULS log to find more details about the job and why it failed.