

SOP: Troubleshooting process for addressing an Autosys job that is failing to retrieve status from another system.

Here's an expanded version of the solution steps:

Review Alert: Check for any system alerts or error messages related to the Autosys job. Analyze the information provided in the alert to gain insights into the possible cause of the failure.

Review any Knowledge Base (KB) articles: Check if there are any KB articles or documentation available related to this specific issue. The KB might contain known issues, workarounds, or solutions that can help resolve the problem. If there is a relevant KB article, follow the instructions provided.

Escalate to Dev Team: If there are no relevant KB articles or if the issue persists after following the recommended steps, escalate the problem to the development team responsible for the Autosys job. Provide them with detailed information about the failure, including any error messages or logs generated.

Reach out to the other system owner: If the failure is related to retrieving status from another system, it's important to involve the owner or administrator of that system. Contact them to discuss the issue, provide relevant details, and collaborate on finding a solution.

Restart Service: As a preliminary troubleshooting step, attempt to restart the service associated with the Autosys job. Sometimes, restarting the service can resolve temporary issues or restore the connection between systems.

It's worth noting that the solution steps provided are general guidelines and may vary depending on the specific environment and tools being used. It's important to adapt the troubleshooting process to the context and requirements of your organization's infrastructure.