Tenant Health Check

What is a Tenant Health Check?

The Tenant Health Check is a static analysis of the application functionality in a tenant. It analyses Access Rules, API Callouts, Calculated Fields, Forms, Reports, Report Templates and Workflows. However, it does not predict problems that occur as a result of data, such as a division by zero.
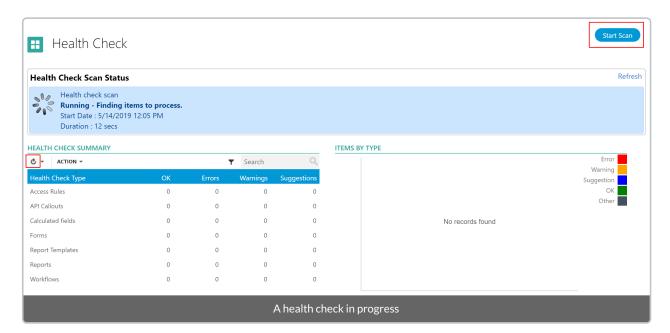
Why Use It?

The Tenant Health Check gives an indication of the integrity of a tenant, so it is particularly useful as a validation checkpoint when changes have been made to Applications.

Running a Tenant Health Check

To run a Tenant Health Check:

1. Select Application Menu. The menu appears with available applications
2. Select **Administration**. The application displays at the landing page
3. In the Left Navigation Area, select **Metrics** to expand to list
4. Select **Health Check** to display the **Health Check** page
5. Start the check by clicking the **Start Scan** button. The status will update to show that a scan is running. The blue status box will turn green when the scan is complete. Once the scan has completed click the refresh icon on the **Health Check Summary** report.
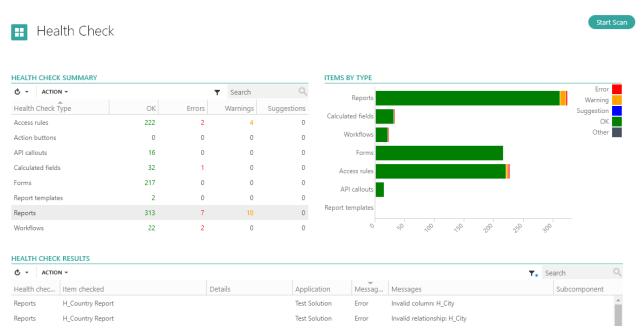

A health check in progress

Health checks are run on demand by an administrator. The check may take a significant amount of time depending on the number of items in the tenant - the number of Reports, Report columns, Workflows, Workflow Activities, Action Buttons, Objects, Forms and Access Rules. The check is affected by the number of Definition and not Instances; for example, the number of Records and Workflow runs do not matter, but the number of Objects and Workflows matter.

Typically the check will take between 10 and 60 minutes depending on the tenant complexity, but the time taken will be consistent for each tenant. Please note that running a Tenant Health Check will not impact system performance.

Interpreting Results

The results are categorised as suggestions, warnings or errors, but the health check has no real understanding of how applications need to work, so the results need to be reviewed to validate them in context.

Results of a completed health check

Errors

This is the place to start when checking the results. Invalid columns are the first errors to address, along with Calculation errors. If these are fixed and the scan is run again, many of the invalid condition errors will also be resolved. Only start checking warnings when there are no errors. Try to fix as many as possible before running the scan again, and remember to refresh the report again afterwards.

Warnings

Warnings are generated where a recommendation will affect the functionality of an Application, such as when Calculations may not seem to be logical according to the Health Check rules. If the warning does not raise any concerns then it may be a false positive, and there is no need to make any changes.

Suggestions

Suggestions are specific recommendations for improving Applications for better maintainability or performance, but have no functional impact. A good example of this is when a new Calculation operator is released and existing Calculations may benefit from from using the new operator.