

Application Review

The APPLICATION REVIEW is a very thorough, modular additional service, which aims to take a deep look into a customer system. For several days, a set of checks can be made to cover all possible areas of performance loss, stability bottlenecks or overall system robustness. The Application Review is done by a dedicated support engineer. The implementation of the findings into the customer system is **not included** in this service. Intershop Support, Technical Consulting, or implementation partners can be commissioned after separate negotiations.

Benefits	Scope of Delivery
<ul style="list-style-type: none">• Review problems of performance issues or find solutions for trouble with the system	<ul style="list-style-type: none">• Specific recommendations with information on the possible performance/stability impact• The modules can be booked after a System Check is performed, which aims to pinpoint areas of improvement

1. CONFIGURATION AND LOG CHECK

Check of the Webserver and Appserver configuration files, monitor and error logs.

RESULTS

- General configuration change recommendations

CONDITIONS

- Configuration files and logs

EFFORT

- 0.5 person day

2. INTERSHOP COMMERCE INSIGHT CHECK

In case of general storefront performance problems, the ICI performance check can be used to isolate bottlenecks. The ICI check is based on predefined ICI dashboards showing top level requests, peak load, response times, pagecache usage, slow running pipelines, error check, user agent distribution. The ICI will also be used to measure the impact of system changes.

RESULTS

- Configuration change recommendation
- List of issues for closer review
- SMC check recommendation
- Java VM check recommendation

CONDITIONS

- Configured iCI transfer and WA- access logs and error logs of one week

EFFORT

- 1 person day

3. SMC CHECK

Based on the results of the ICI check, the SMC check allows a closer look into pipeline, pipelet, query or template performance at runtime and helps to identify performance bottlenecks. The SMC also shows the configuration and the status of the Java VM and the ORM cache for tuning recommendations.

RESULTS

- List of issues for closer review
- Configuration change recommendation
- Code review recommendation
- Database review recommendation
- Java VM check recommendation

CONDITIONS

- Results from ICI check
- SMC access

EFFORT

- 0.5 person day

4. SYSTEM MONITORING AND JAVA VM CHECK

In case of general or reoccurring performance problems with unclear reasons, the real time monitoring of the system can help to isolate bottlenecks and misconfigurations. It allows to analyze operating system limits, network problems or high CPU consuming application threads. A closer Java VM monitoring helps to analyze OutOfMemory errors or response time fluctuations caused by garbage collection pauses. It includes the generation and evaluation of thread dumps and heap dumps under load.

RESULTS

- Report about findings
- Configuration change recommendation
- Code review recommendation

CONDITIONS

- Remote access via ssh
- Wastatistics access
- SMC access
- Remote access via ssh to one application server with enabled jmxremote port

EFFORT

- 1 person day

5. PERFORMANCE REVIEW OF A SPECIFIC FEATURE

If a performance problem is noticed within a specific feature like import, replication, basket processing etc., the application review will focus on this feature. Debug logfiles will be evaluated and if needed, additional debug code will be provided for analysis.

RESULTS

- Configuration change recommendation
- Customization/tuning recommendation
- SMC performance check recommendation
- Java VM check recommendation
- Database review recommendation

CONDITIONS

- Log files
- System monitoring if required

EFFORT

- 1-2 person days per feature