Introduction

Many larger users of Servicedesk have noted that, when monitoring the associated SQL server and database, that there were frequent executions of the SP_SaveExchangeMessage stored procedure. This caused extensive delete and insert actions to maintain the message tables, which, of course, cause heavy memory and Disk I/O on the SQL server, slowing down other portions of Servicedesk. There is a method to reduce the execution frequency of this stored procedure, and ultimately, improve your Servicedesk performance. This is not the panacea of Servicedesk performance improvements, but it can help.

BACKGROUND INFORMATION
The SP_SaveExchangeMessage stored procedure is controlled by the execution of a Workflow component, the “SaveExternalData” component. Essentially, each instance of the “SaveExternalData” component causes this stored procedure to be executed, writing out data stored in the Workflow exchanges to the SQL database tables. An analysis of the number of times that this component is used was done and it was determined that a few could be removed to reduce the SQL load.

THINGS TO BE AWARE OF
Please note that this process is NOT designed to reduce SQL traffic problems caused by using a full SQL maintenance plan. Using this type of SQL maintenance plan adversely affects the SQL servers ability to respond quickly to database requests, by overloading the TEMPDB and transaction logs. Symantec only recommends a simple SQL maintenance plan be used for Servicedesk. Furthermore, implementing this procedure should only improve SQL performance when there are in excess of 35 concurrent technicians using the system simultaneously. If you have other environmental concerns affecting your SQL server, resolve those first, prior to implementing this procedure.

STEPS TO FOLLOW:
1. Open SD.IncidentManagement in Workflow Designer
2. Open the Initial Diagnosis Sub-Model of the Main Incident Work Model.
3. Find and open the Handle Reassignment/Added Participant Embedded model
4. Expand and readjust your view in this embedded model until you come to the far right side. You should see a “SaveExternalData” component there.
5. Remove the “SaveExternalData” component. You can choose to disable the component as well.
6. Connect the “Reassignment” process message component to the End component.
7. Close this embedded model, saving changes.

8. Next Open the Log History Embedded Model

9. Expand and readjust your view in this embedded model until you come to the far right side. You should see a “SaveExternalData” component there
10. Remove the “SaveExternalData” component. You can choose to disable the component as well.
11. Connect the “Create Log Entry” component to the End component.
12. Close this embedded model, saving changes.
13. Now Double Click on the Initial Diagnosis Dialog Workflow Component.
14. Click on the Event Configuration Tab, then the ellipsis next to Start Process.

15. Scrolling to the right, find the “SaveExternalData” component. This one will be between a “Set Process State/Status” component and a “Send Notification” component.
16. Remove the “SaveExternalData” component. You can choose to disable the component as well.

17. Connect the “Set Process State/Status” component and the “Send Notification” component.

18. Now select a new “SaveExternalData” component from the component menu on the left.

19. Scrolling to the right and down, find the “End” component.
20. Place the new “SaveExternalData” component between the “Add Process Message” and “End” components.

21. Now Close this Start process model, saving changes.
22. Save Sd.IncidentManagement and publish these changes.