

Lab Answer Key: Module 14: Appendix A - Troubleshooting Common Administrative Issues

Lab: Troubleshooting Common Issues

Exercise 1: Troubleshoot and Resolve a SQL Login Issue

Task 1: Read the exercise scenario

- Read the scenario for the exercise.

Task 2: Troubleshoot and resolve the issue

1. In Object Explorer, expand the **MIA-SQL** server, expand **Security**, and expand **Logins**.
2. Beside the **PromoteApp** user, note the icon with a red down arrow – the login is disabled.
3. Right-click **PromoteApp**, and click **Properties**.
4. In the **Select a page** pane, click **Status**, click **Enabled**, and then click **OK**.
5. In Object Explorer, right-click **Logins**, and click **Refresh**. Note that the login is now enabled.

Result: After this exercise, you will have investigated and resolved a SQL login issue.

Exercise 2: Troubleshoot and Resolve a Backup Issue

Task 1: Read the exercise scenario

- Read the supporting documentation for the exercise.

Task 2: Troubleshoot and resolve the issue

1. In Object Explorer, expand the **MIA-SQL** server, expand **Databases**, and note the status of the **AdminDB** database. The database is in a restoring state, the junior DBA may have performed a tail-log backup.
2. In Object Explorer, right-click the **AdminDB** database, click **Tasks**, click **Restore**, and click **Transaction Log**.
3. In the Restore Transaction Log – AdminDB window, click **From previous backups of database**, and click **OK**.
4. In the Microsoft SQL Server Management Studio window, click **OK**.
5. In Object Explorer, right-click **Databases**, and click **Refresh**. Note that the database is now available.

Result: After this exercise, you will have investigated and resolved a backup issue.

Exercise 3: Troubleshoot and Resolve a Job Execution Issue

Task 1: Read the supporting documentation for the exercise

- Read the exercise scenario.

Task 2: Troubleshoot and resolve the issue

1. In Object Explorer, expand the **MIA-SQL** server, expand **SQL Server Agent**, and expand **Jobs**.
2. Right-click the **Get File List** job, and click **Start Job at Step**.

3. In the Start Jobs – MIA-SQL window, note the failure, and click **Close**.
4. In Object Explorer, right-click the **Get File List** job, and click **View History**.
5. In the Log File Viewer – MIA-SQL window, click on the plus sign in a failing row to expand the job steps.
6. Click on the row for Step ID 1.
7. In the **Selected row details** pane, scroll down to find the error.
8. In the Log File Viewer – MIA-SQL window, click **Close**.
9. In Object Explorer, expand **Security**, expand **Credentials**, right-click **ThomasQCredential**, and click **Properties**.
10. In the Credential Properties – ThomasQCredential window, in the **Password** textbox, and the **Confirm password** textbox, type **Pa\$\$w0rd**, and click **OK**.
11. In Object Explorer, right-click the **Get File List** job, and click **Start Job at Step**.
12. In the Start Jobs – MIA-SQL window, note that the job now works, and click **Close**.

Result: After this exercise, you will have investigated and resolved a job execution issue.

Exercise 4: Troubleshoot and Resolve a Performance Issue

Task 1: Read the supporting documentation for the exercise

- Read the exercise scenario.

Task 2: Troubleshoot and resolve the issue

1. In Object Explorer, expand the **MIA-SQL** server, expand **Databases**, right-click **AdminDB** database, and click **Properties**.

2. In the **Select a page** pane, click **Options**.
3. Review the options related to statistics.
4. Change the **Auto Create Statistics** to **True**.
5. Change the **Auto Update Statistics** to **True**, and click **OK**.

Note: The following steps cause statistics to be updated immediately rather than waiting for autostats to correct the situation.

6. In Object Explorer, right-click **AdminDB**, and click **New Query**.
7. In the Query window, type the following command:

```
EXEC sp_updatestats;
```

8. On the toolbar, click **Execute**.

Result: After this exercise, you will have investigated and resolved a performance issue.

Exercise 5: Troubleshooting and Resolving a Connection Issue

Task 1: Read the supporting documentation for the exercise

- Read the exercise scenario.

Task 2: Troubleshoot and resolve the issue

- a. In Object Explorer, expand the **MIA-SQL** server, expand **Databases**, right-click **CityDetails** database, and click **Properties**.

- b. In the **Select a page** pane, click **Options**.
- c. Review the options related to statistics.
- d. Change the **Auto Close** option to **False** and click **OK**.

Result: After this exercise, you will have investigated and resolved a connection issue.

