

Case Study

- Identify the problem:
 - Customer
 - BufferOverrun.ws
 - What is the problem statement?
 - Periodically, the SQL Server becomes unresponsive. The web application begins timing out and the customer's developers can't connect via SQL Server management tools either
 - What is the history of the problem?
 - When did the problem occur for the first time?
 - It happened for the first time two weeks ago (2009-12-01)
 - Is the problem constant or intermittent?
 - Intermittent
 - How often does it occur?
 - Several times a week:
 - 2009-12-01 09:16:22.000-06:00
 - 2009-12-04 14:06:13.000-06:00
 - 2009-12-06 10:08:10.000-06:00
 - 2009-12-10 10:07:44.000-06:00
 - 2009-12-11 21:20:01.000-06:00
 - 2009-12-14 09:29:37.000-06:00
 - 2009-12-16 23:23:56.000-06:00
 - 2009-12-16 13:03:55.000-06:00
 - What are the steps to reproduce the problem?
 - There aren't any; the problem is intermittent
 - What are the criteria of success?
 - Identify the process(es) that are monopolizes the systems resources and address it, preventing further occurrences
 - What is the impact on the business?
 - This is the primary component of the customer's business: an Internet discussion forum for computer programmers
 - Each time that an incident occurs, the customer's end-users experience an outage
 - What symptoms have been observed?
 - Each occurrence coincides with a prolonged spike in the database server's processors (they get pegged at 90% utilization or greater)
 - The customer's developers have also observed plummeting Page Life Expectancy values and high Latch Wait Times