



Leveraging SQLDiag for Efficient Troubleshooting

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Troubleshooting Methodology

Identify the problem

Analyze the environment

Research the symptoms and
implement the leading solution

Test the resolution

Tie-up loose ends

Identify the Problem

Customer	BufferOverrun.ws
Problem Statement	Database server becomes unresponsive
Frequency	Intermittent; several times a week
Criteria for Success	Prevent additional occurrences
Business Impact	Outage of the primary, revenue-generating web site



Analyze the Environment

“The temptation to form premature theories upon insufficient data is the bane of our profession.”

Sherlock Holmes, *The Valley of Fear*

Sources of Diagnostic and Performance Data

Infrastructure

Hardware
Diagnostics

Packet Traces

Operating System

ETW

Miscellaneous
Utilities

Performance
Counters

WMI

SQL Server

DBCC
Commands

DMVs &
DMFs

Extended
Events

SQL Trace

An Accidental DBA Troubleshoots Blocking



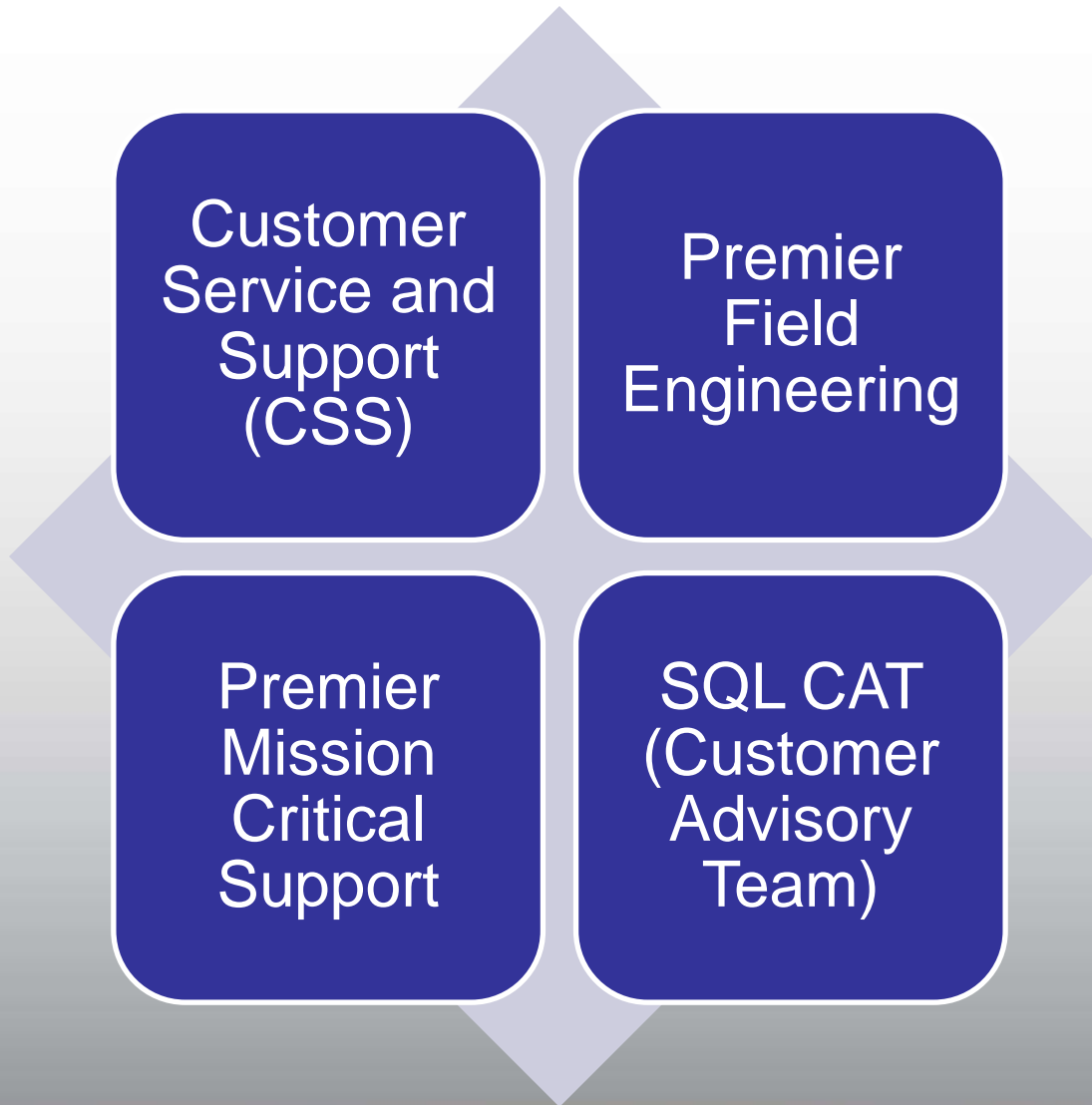
The Need for Automation



SQL
Server
Instance

Wait
Statistics

Microsoft Support



The Tools and Their Dependencies

Collection

PSSDiag

- MSXML 4.0

SQLDiag

- SQL Server 2005+

Analysis

PAL

- Log Parser

SQL Nexus

- RML Utilities
- Report Viewer

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