

While the Release Notes provide you with the most current information regarding SQLdm, the main Help gives you the detail you need to understand SQLdm and how it provides an unprecedented level of diagnostic information on the health, performance, and status of SQL Server instances across your environment.

You can use the [main SQLdm Help](#) to:

- [Monitor SQL Server performance](#)
- [Alert on SQL Server metrics](#)
- [Report on SQL Server performances](#)

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SQL diagnostic manager (SQLdm) provides an unprecedented level of diagnostic information on the health, performance, and status of SQL Server instances across your environment. You can view, diagnose, and report on critical performance statistics from a central point of control.

Using a unique agentless architecture, SQLdm gathers diagnostic information in real time, keeping database administrators and managers informed by providing customized alerts. Easy to install and use, SQLdm is an indispensable SQL Server management tool that benefits both experienced and junior database administrators.

What is SQLdm Mobile?

SQL diagnostic manager (SQL dm) Mobile is a Web application that displays real-time SQL Server performance dashboards on a variety of mobile devices, including iPhone, iPad, Android and Blackberry. SQLdm Mobile includes the Idera Newsfeed technology. The Idera Newsfeed is a revolutionary new way for DBAs and managers to collaborate, share knowledge, and keep close tabs on their most critical SQL Server issues.

Whether you need immediate diagnostic information or want to gather data for long-term capacity planning, you can use SQLdm to help:

- Increase SQL Server availability
- Provide a comprehensive view of current performance
- Provide continuous, unattended monitoring
- Store data in the centralized SQLdm Repository database
- Improve the productivity of both skilled and novice database administrators

With clear, easy-to-understand charts and reports, you can track standard SQL Server performance metrics, trend historical performance data over time, and proactively identify potential performance problems.

This documentation set includes a comprehensive online Help system as well as additional resources that support you as you install and use the product. You can also search Idera Solutions, available at the Idera customer service portal (www.idera.com/s-support).

How do I print the Help topics?

Select the top level node in the table of contents and click the **Print** button.

Please contact us with your questions and comments. We look forward to hearing from you. For support around the world, please contact us or your local partner. For a complete list of our partners, please see our the idera website.

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This Help system can be accessed either through the Help menu or by pressing **F1** on your keyboard while on the window you would like more information.

To search for topics that explain the specific information you need, select the Search All Help tab, type in the keyword in the space provided, and click **Search** for a list of all the topics that contain the keyword you entered.

How do I print the Help?

1. Select the top-level node in the table of contents and click the **Print** button.
2. Check the **Print the selected heading and all subtopics** box to open your print dialog.

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Our tools are engineered to scale - from managing a single server to enterprise deployments with thousands of servers. Idera products combine ease of use with a design that installs in minutes, configure in hours, and deploy worldwide in days. To learn more about Idera products, visit <http://www.idera.com/Content/Products>.

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SQL diagnostic manager (SQLdm) provides an unprecedented level of diagnostic information on the health, performance, and status of SQL Server instances across your environment. You can view, diagnose, and report on critical performance statistics from a central point of control.

Using a unique agent-less architecture, SQLdm gathers diagnostic information in real time, keeping database administrators and managers informed by providing customized alerts. Easy to install and use, SQLdm is an indispensable SQL Server management tool that benefits both experienced and junior database administrators.

- [Learn about key new features in this release](#)
- [Review issues fixed by this release](#)
- [Review previous features and fixed issues](#)
- [See known issues](#)
- [See list of recommended Idera Solutions](#)

2/9/2012 10:41 AM

SQLdm 7.1 provides the following new features and fixed issues.

7.1 New Features

New SQL Server dashboard

SQLdm now features a completely redesigned dashboard, which dramatically expands the display of your performance data and simplifies the view of the overall health of a SQL Server instance. For additional information about the new dashboard, see the [SQL Server performance overview](#).

New tempdb monitoring

You can now quickly identify and resolve tempdb performance-related issues with the new tempdb monitoring and diagnostic views. For additional information about the new tempdb monitoring functionality, see [tempdb status summary](#).

New SQLdm Mobile views

The following new views in SQLdm Mobile make diagnosing performance issues even easier while you're on the go:

- Blocking Chain View
- Sessions > Top Wait Customer View
- Tempdb Monitoring View

For additional information about SQLdm Mobile, see [SQLdm Mobile Help](#).

View and copy SQL Agent Job messages from the Job History list

SQLdm now allows users to view SQL Agent Job messages from the Job History list. Right-click the appropriate job, and then select **View Message**. A copy feature allows you to copy the existing message and then paste it into a different application.

7.1.1 Fixed Issues

- Improvements now allow SQLdm to return data for the Session Details page more quickly and avoid a timeout due to slow or no response.

7.1 Fixed Issues

- SQLdm Repository timeouts no longer cause the SQLdm services to stop for some users.
- This release of SQLdm fixes an issue that caused SQLdm to display an error message when some users attempted to configure alerts.
- SQLdm performance improvements decrease the amount of time spent waiting for page loading and processes to complete.
- The CLR Enabled alert now properly retains settings when the user changes the alert state to **Informational**.
- SQLdm no longer experiences an issue when a user adds servers to a custom view.
- Improved collection functionality corrects an issue causing some users to see an incorrect **SQL CPU Usage** statistic.
- Refreshing the SQL Agent Jobs view no longer deselects all selected rows.
- The SQLdm Service Availability chart on the Services tab no longer incorrectly displays, "Unable to monitor" when the server is available.
- SQLdm no longer displays an error message when users who upgrade to SQLdm 7.0 attempt to edit their custom counters.

- SQLdm no longer displays the error message, "An INSERT EXEC statement cannot be nested," for some users who attempt to run a report when SQLdm Application Security is enabled.
- SQLdm users monitoring SQL Server instances by IP address instead of name no longer receive the error message, "The server you are trying to access is not monitored by Idera SQL diagnostic manager," when attempting to view history for a mirrored database.
- Users who have clustered servers no longer receive the error message, "Error interpreting Services Collector: Invalid length parameter passed to the substring function" when attempting to use the Show Real Time View function.

This build includes many fixed issues, including the following updates from previous releases.

7.0 New Features

New SQLdm Mobile interface

SQLdm now offers a Web application (SQLdm Mobile) that displays real-time SQL Server performance dashboards on a variety of mobile devices, including iPhone, iPad, Android and Blackberry. SQLdm Mobile includes the Idera Newsfeed technology. The Idera Newsfeed is a revolutionary new way for DBAs and managers to collaborate, share knowledge, and keep close tabs on their most critical SQL Server issues.

New Alert Templates

SQLdm now offers alert templates, which allow a user to configure generic alert settings to apply to monitored SQL Servers or groups of servers all at once. You can create and assign alert templates to any of your monitored SQL server instances.

New Informational Alerts

Informational alerts allow you to set a threshold that triggers a status that does not affect the overall status of the server within SQLdm. You can use informational alerts to notify an administrator of the state of a particular metric for a server or trigger secondary processes that could take action to prevent issue escalation.

Improved Alert Response Usability

Alert Response rules, which configure how SQLdm responds when an event triggers an alert, are easier to create and manage due to an updated interface and process. Users can now apply an alert response rule to all metrics quickly and easily.

Improved Notification Times for Unresponsive SQL Server Instances

SQLdm can now alert you more quickly when one of your monitored SQL Server instances becomes unresponsive for any reason. Although the default is set to 30 seconds, you can adjust the interval at which the Collection Service checks whether your SQL Server instances are “up” or available. If a connection is not confirmed within the specified time, SQLdm creates an Unable to Connect alert.

Improved Metrics Collection

The Collection Service now:

- Uses a different SQL Server metric to determine the CPU Busy Value for instances running SQL Server 2005 or later. This change prevents timeout errors during the metric collection process.
- Uses separate processes to collect table growth and fragmentation metrics. This approach ensures quiet time data collection does not delay alerts about other metric thresholds.
- Is able to efficiently collect error log metrics for SQL logs that are large or infrequently cycled.

Improved Repository Performance

The SQLdm Repository database will perform more efficiently due to the following enhancements:

- The Repository grooming job now:
 - Calls the index maintenance in a separate step. Using SQL Server Management Studio, you can now disable this step and then later run your own index maintenance script after the grooming job completes.

- Better handles I/O and CPU demands when processing data.
- Several stored procedures used by SQLdm Repository were updated.

New Reports

SQLdm now offers the following new reports:

- The Metric Thresholds report is for users who want to view a list of metric thresholds for a monitored SQL Server instance. The report includes the metric name, description, and threshold for their informational, warning, and critical alerts.
- The Disk Details report lists key disk metrics for a specific SQL Server instance. This report offers Disk Time Per Read, Disk time Per Transfer, Disk Time Per Write, Disk Reads Per Second, Disk Transfers Per Second, and Disk Writes Per Second.

7.0 Fixed Issues

Alerting Updates

SQLdm now offers the following updates to alerting:

- SQLdm now accesses the correct database when a user double-clicks an associated Fragmentation alert on the Active Alerts tab of the SQLdm Today page. When you use this feature, SQLdm displays the affected database information on the Tables & Indexes pane of the Databases tab.
- Editing an alert response no longer causes SQLdm to display an error message when attempting to save your changes. This issue affected users who manually changed XML detail in the repository, and then attempted to save additional alert response changes using the SQLdm Console.
- SQLdm now properly captures customer error detail when **Error: 0, Severity: 19, State: 0** occurs. This issue affected users using the SQL Server error log alert.
- The SQLdm scheduled alert refresh is no longer dependent on table statistics before completing a full refresh and possibly triggering alerts. Because table growth and fragmentation can be long-running processes, SQLdm was delayed in delivering alerts. These items were removed from the scheduled alert refresh for a more responsive alert system.
- SQLdm now raises an alert when a monitored SQL Server instance does not respond within the default 30 seconds. You can configure the response time in the Server Properties.
- SQLdm now checks to make sure that the WMI services are running before trying to connect to a monitored SQL Server instance. If SQLdm detects that previous attempts to connect are causing multiple connections, it will stop monitoring that server and triggers an alert. All real time views in SQLdm will display an error message explaining the issue. SQLdm automatically resumes monitoring once the number of connections drops below the default of 30 connections.

Fragmentation Monitoring Updates

SQLdm now offers the following updates to your table fragmentation monitoring:

- SQLdm now accurately collects table fragmentation data on tables within the entered size range. An issue causing SQLdm to collect table fragmentation data on tables less than the entered minimum size no longer occurs.
- Large tables no longer cause a block when collecting table fragmentation on a monitored SQL Server instance. This issue occurred when multiple very large tables were involved. Fragmentation data for populating the reorganization panel on all tables in a database is not collected. The reorganization query in SQLdm 6.1 and SQLdm 6.2 can timeout before table statistics are collected. For more information, refer to Idera Solution 1583.

SQL Server Statistics Updates

SQLdm now offers the following updates to the functionality that collects and analyzes your SQL Server statistics:

- The Sessions view now retains any custom filtering when viewing your Historical Snapshots. Custom filtering across all snapshots helps you quickly determine changes needing your attention.
- The History Browser on the Queries tab now allows you to scroll when you have large amounts of data.
- The SQL Server Physical I/O chart on the Resources tab now displays values in seconds instead of raw values. Displaying results in seconds provides you with more accurate real-time analysis.
- Users with mirrored databases no longer receive an error message that the mirror is not monitored when the database is actually monitored. This issue affected users viewing their monitored mirrored database information in the real time view on the Mirroring pane of the Databases tab.
- SQLdm now includes a new counter for collecting CPU stats. This new counter include a number of improvements over the previous counter, which occasionally suffered an error due to reaching maximum capacity cumulative CPU time.
- SQLdm no longer displays an error message when a user stops the Session Detail Trace and then refreshes the view. Previously, users received the error message, "Error starting Session Details collector System.InvalidOperationException: BeginExecuteReader: CommandText property has not been initialized."
- Users with very large numbers of tables no longer cause the CPU to reach maximum threshold during table statistics collection. New processes allow SQLdm to read large data sets in smaller chunks to avoid collecting unnecessary data and causing a strain on CPU resources.
- Users working on diagnostics while troubleshooting can now add a configuration file entry to limit the procedure cache row count. The new key is **maxRowCountProcedureCache**, which has a default value of 10000.
- This release includes improvements to the repository grooming process, which fixes grooming of the ServerActivity table and resolves an issue causing occasional deadlocks during grooming.

Reporting Updates

SQLdm now offers the following updates to reporting:

- Unauthorized users can no longer access data for restricted SQL Server instances when viewing a report through SQL Server Reporting Services. This issue affected all users who restrict access to specific instances using Application Security features. This update improves data security and prevents confusion when a user unwittingly views data for the wrong instance.
- Users can now select up to 10 Windows, SQL Server, and/or custom counters when creating a custom report. These additional counters provide more flexibility and detail in your reports.
- If a custom counter contains special characters (<>%-), then your custom report generation fails with the error: **Field names must be CLS-compliant identifiers**. A CLS-compliant Custom Counter name uses the following rule: the first character of an identifier can be an uppercase or lowercase, titlecase, modifier, or other letter, or letter number. The subsequent characters can be any of the previously-mentioned characters, plus non-spacing or spacing combining marks, decimal numbers, connector punctuation, and formatting codes.

6.6 New Features

Identify Database File Disk Activity

Immediately identify which database files are causing the most disk activity to be performed on a particular drive.

Monitor Additional Job Statuses and Steps

Monitor additional job completion statuses such as success, retries, as well as complete job step monitoring.

6.6 Fixed Issues

- The Active Waits collector no longer causes the SQLdm Collection Service to fail during continuous wait monitoring.
- Filters on the Query Waits view while in History Mode now work correctly.
- Null host names, login names, and application names no longer cause an exception with Query Monitor collection.
- Time zones with half hour GMT offsets now display properly in the desktop client.

6.5 New Features

Alert Forecasting

Prevent SQL Server performance problems by finding out what alerts are likely to occur in the next 12 hours, based on past performance and current activity.

Enhanced Query Monitoring

Easily identify worst performing queries for a particular system resource such as CPU, I/O, Reads, or Writes and drill-down to view the query details and history.

SNMP Traps

Capture and send SNMP(Simple Network Management Protocol) alerts to a Network Management System, allowing for easy integration with enterprise monitoring solutions.

6.5 Fixed Issues

- The fragmentation percentage now updates correctly on the Table and Indexes view.
- System processes can now be monitored in the history browser so that system processes blocking trees will appear on the Blocked Sessions view.
- "Log Full" alerts now properly conform to the Autogrow Settings option under Advanced Options.
- The Sessions2005 batch no longer causes a delay in server refreshes.
- The Oldest Open Transaction alert threshold has been increased to a maximum of 99,999 minutes to allow you to better configure thresholds.
- Direct send of SNMP Traps is now available.
- A timing issue on the Query view no longer causes a delay.
- Query view performance has been increased when working with databases with many objects.
- A disk idle counter problem that caused delays in Polyserve Server environments has been resolved.

6.2.1 Features

Disk View Customization

Ability to customize the Resources > Disk view to select from 12 different disk performance counters.

Additional Disk Counters

SQLdm now collects, alerts on and displays Disk Reads, Writes and Transfers per second.

6.2.1 Fixed Issues

- Fixed a calculation issue with the Log Full alert that prevented it from being generated correctly.
- Fixed a problem that caused a refresh delay on Sessions views other than Server waits.
- Fixed a problem that caused the Buffer Cache metric to increase unexpectedly in the SQLdm console.

6.2 Features

Identify Server Resource Bottlenecks

Quickly determine which resources the server is waiting on throughout the day and causing the biggest bottleneck on your system.

Identify Query Resource Bottlenecks

Immediately identify what databases, applications, statements, or users are waiting the most for resources and what particular wait stat is the biggest bottleneck.

6.2 Fixed Issues

- Arithmetic overflow errors encountered when using Session CPU time and Session Blocking Alerts in certain environments
- The Top Queries report now includes advanced filters
- Fixed a problem that caused Data collection to timeout and fragmentation alerts to stop generating
- SQLdm now allows a maximum value of 9999 minutes instead of 999 minutes. Alerts can now be configured to accommodate jobs that run longer than 16 hours and 40 minutes on a regular basis.
- Fixed a link in fragmentation alerts to open the real-time view of the server
- Details have been added to the deadlock alert and notification email.
- Fixed an issue with the reindex batch that was failing on tables that did not have a clustered index. In addition, fixed a syntax issue that caused rebuild issues..
- Corrected issues with temp table columns that were executing incorrectly and causing SQLdm 6.1 to consume significantly more resources in quiet time than previous versions of SQLdm.
- Fixed an issue with the way that nulls were handled in the Collection service when monitoring SQL Server 2008 that would cause a "Loading" message to appear on the SQLdm dashboard.
- Fixed a timeout issue that was causing SQLdm to stop collecting data.
- The Buffer Cache and Procedure Cache charts on the Memory view have been consolidated and Page Life Expectancy has been added.
- Fixed several problems that can cause the schedule refresh to stall in situations where WMI has an error. In addition, changes were made to make failures in the refresh more apparent via alerts.

6.1 Features

- Added SQL Server 2008 R2 support

6.1 Fixed Issues

- Windows Vista and Windows Server 2008 do not include key counter statistics required to calculate the Disk Busy % value. This prevents the OS Disk Time alert from activating. In addition, the Disk Busy % metric value is reported as zero in all associated graphs and tables. For more information on this issue and how to gather this metric, see Microsoft KB 961435 (<http://support.microsoft.com/kb/961435>).
- When adding Windows system custom counters, some counters may not display in the Counter Name list. This can happen when formatted classes are not created by the Operating System you are attempting to access. If the counter you want to add to SQLdm is missing, add the counter manually.
- SQLdm calculates several metric values differently than in previous versions. While individual data points may not compare accurately with SQLdm, the performance trend data for your imported metrics is valid.
- For servers and path names that include special characters such as % or #, SQLdm may incorrectly report the remaining disk space as zero.

- In order to filter the results in the Logs view of the Management Console, logs alerts must be enabled.
- If you have a large number of mount points on a monitored SQL Server instance, they may not appear on the Disk Busy: Per Disk chart. Right-click the chart and select Filter Columns to limit the number of mount points displayed.

Idera strives to ensure our products provide quality solutions for your SQL Server needs. If you need further assistance with any issue, please contact [Support](http://www.idera.com/support) (www.idera.com/support). The following issues are known in SQLdm 7.1:

Installation and configuration considerations

Phase out SQLdm mobile manager

Idera is announcing end of life for SQL mobile manager (SQLmm). On October 1, 2012, all support for SQLmm will stop and the SQLmm trial site will be decommissioned. Also, any remaining installations of SQLmm 3.6 or earlier that use the Idera redirectors will no longer work.

To continue using a Web-based monitoring solution that is accessible from your smart phones or tablet devices, upgrade to SQLdm 7.0 or later, and deploy SQLdm Mobile.

Idera discontinued distribution of SQL mobile manager in October 2011.

SQLdm Mobile does not support Microsoft IIS Express

SQLdm Mobile requires the standard version of the Microsoft IIS Web Server, version 7.0 or later. For more information, see the SQLdm Mobile requirements.

SQLdm Repository computer must run Microsoft SQL Server 2005

SQLdm 7.0 and later requires Microsoft SQL Server 2005 or later running on the computer that hosts the SQLdm Repository database for all installations.

Phase out SQLdm Windows 2000 and .Net 2.0 support

SQLdm is moving to no longer support Windows 2000 or the .Net 2.0 framework. While SQLdm 7.1 and prior versions will continue to operate with Windows 2000, future releases will support the .Net 4.0 framework. For more information on additional options, see the [software requirements](#).

Registering a SQL Server instance that uses an Alias Name

When registering a SQL Server instance using the alias name, an alias must first be created on the computer that hosts the SQLdm Management and Collection Services. If the instance uses Named Pipes, Named Pipes must be enabled in the SQL Server network configuration of the aliased SQL Server instance.

Management Service does not start when the account permissions are incorrect

If the account you specified for the SQLdm services does not have System Administrator privileges on the SQL Server instance hosting the Repository database, the setup program cannot start the SQLdm Management Service. This issue only occurs during installation.

After installation, when you open the SQLdm Console, you may receive an error message stating that there is no valid license available.

To resolve this issue, use the Management Service Configuration wizard to specify credentials for a Windows account or SQL Server login that has System Administrator privileges on the SQL Server instance hosting the Repository database. You can start the Management Service Configuration wizard from the Programs menu.

OS Metric Collection requires local administrator permissions

To collect OS Metrics on your SQL Server instances, the SQL Server service account on the monitored SQL Server requires local administrator permissions.

SQLdm Repository upgrade may fail when the Repository is busy

If you attempt to perform an upgrade to SQLdm while the repository is very busy, the installation can fail due to a SQL Server timeout error. The system will show that SQLdm has been uninstalled, however the repository should still be intact. We recommend you back up the repository before beginning an upgrade.

SQLdm Reporting does not support Microsoft Reporting Services 2000

SQLdm only supports Microsoft Reporting Services 2005 and 2008.

SQLdm Mobile & Newsfeed installation cannot be changed or repaired using Add/Remove Programs

To successfully change or repair your SQLdm Mobile & Newsfeed installation, uninstall the application and components, and then run the setup program to reinstall your deployment.

SQLdm Mobile & Newsfeed upgrade may fail to remove the service for the previous version

When upgrading SQLdm Mobile & Newsfeed, it is possible that the service for the previous version along with the Add/Remove Programs entry is not deleted. While this has no effect on the performance of SQLdm and SQLdm Mobile & Newsfeed, you can safely disable the SQLdm Mobile & Newsfeed Service.

Known issues in version 7.1

Tempdb Sessions view Export to Excel fails

The Export to Excel function on the Tempdb Sessions view fails for some users. This issue usually occurs when the cells in the **Last Command** column contain more than 32,767 characters.

Collection occasionally causes high memory usage

Some users may experience high memory usage on their server when the SQLdmManagementService.exe runs.

Host OS field contains truncated operating system names

The **Host OS** field in the Server Summary report truncates long operating system names.

Query Monitor timeout

The Repository may not properly save Query Monitor data while the grooming job runs.

Invalid alert message

Some users may receive an incorrect Unable to Monitor alert while SQLdm is reading OS metrics.

Time format switches from 24 to 12 hours

Some users may notice the time format in some views switch from 24-hour/European/military time format to the 12-hour format.

SQL Server authentication passwords containing quotations marks (") fail

SQL Server authentication may fail for users attempting to use a password containing the quotation mark (") special character. If this issue occurs, use a password that contains characters other than a quotation mark.

Previous known issues

Incorrect server password causes monitoring account lockout

If SQLdm attempts to connect to a server using an incorrect password, the monitoring account may be locked out. To avoid this issue, you can click **Test** when changing your password to verify that the password was correctly entered. You can also run SQLdm under its own account to prevent an account lockout from affecting other applications. If necessary, you can also check your account lockout policy and set the ping interval such that it does not check often enough to cause this issue.

Start and Stop service actions not supported for virtual SQL Server instances

The Start and Stop service actions are not supported for virtual SQL Server instances (instances located on a Windows cluster node). To start or stop a service on a virtual SQL Server 2008 instance, use the Microsoft Failover Cluster Management tool. For SQL Server 2005 or earlier, use the Microsoft Cluster Administrator tool to manage services.

Custom counter names must be CLS-compliant

If a custom counter contains special characters (<>%-), then your custom report generation fails with the error: **Field names must be CLS-compliant identifiers**. A CLS-compliant Custom Counter name uses the following rule: the first character of an identifier can be an uppercase or lowercase, titlecase, modifier, or other letter, or letter number. The subsequent characters can be any of the previously-mentioned characters, plus non-spacing or spacing combining marks, decimal numbers, connector punctuation, and formatting codes.

Newsfeed notification email links may not work in Web-based mail clients

When you attempt to view the story associated with your Newsfeed notification, this link may return an error if you are using a Web-based mail client, such as the Microsoft Outlook Web App, to manage your notification emails. Contact your mail server administrator to resolve this issue.

The Exclude/Include SQL Text filter on the Query Waits view does not work correctly

Exclude/Include SQL Text filter on the Query Waits view only applies to the SQL Text that is shown in the desktop client.

Error can be generated when editing an alert response rule

SQL script formatting issues can cause an "Object reference" error to occur. If this happens, delete the rule and create it from scratch.

IPv6 not supported

IPv6 is not supported in the configuration of SNMP (Simple Network Management Protocol) alert responses.

SNMP Alert messages do not always pass SQL text correctly in an event

SQL text that includes extended ASCII text is not parsed correctly when presented in the SNMP event.

No indication that the Predictive Service has been stopped

If the Predictive Service is stopped, the only indication is after 2 hours the 12 Hour Forecast will display "No Data."

An error can occur when changing the Show data for the last value on the Server Waits view

The error "Invalid Argument Value of 1 is not valid for index exception" can occur when changing the **Show data for the last value** while on the Server Waits view. If you get this error, close the SQLdm Desktop and reopen it to continue working.

Real-time data is not stored with historical snapshots on the Query Waits view

The data you view on the real-time view will not be stored if you do not have Query monitoring enabled. Enable Query Monitoring to ensure that all the data you view in the real-time view is stored.

Alerts generated from the Services Heartbeat checks are not listed with Active Alerts

If the SQLdm Collection Service fails, an operational alert is not generated. These alerts are stored in inactive alerts.

Gaps between the real-time view and back-filled historical data can be seen on the CPU view

This occurs only when the CPU view is accessed via the Server tree. To view the information, without any gaps, access the CPU view via the ribbon.

Windows system custom counter list may not display all Windows counter names

When adding Windows system custom counters, some counters may not display in the Counter Name list. This can happen when formatted classes are not created by the Operating System you are attempting to access. If the counter you want to add to SQLdm is missing, add the counter manually. For more information, see the online help.

Free disk space reported as zero on databases with special characters

For servers and path names that include special characters such as % or #, SQLdm may incorrectly report the remaining disk space as zero.

Filter option in Logs view must have logs alert enabled

In order to filter the results in the Logs view of the Management Console, logs alerts must be enabled.

Mount points may not display correctly on the Disk Busy: Per Disk chart

If you have a large number of mount points on a monitored SQL Server instance, they may not appear on the Disk Busy: Per Disk chart. Right-click the chart and select Filter Columns to limit the number of mount points displayed.

Fragmentation data for populating the reorganization panel on all tables in a database is not collected

The reorganization query in SQLdm 6.1 and SQLdm 6.2 can time out before table statistics are collected. For more information, refer to Idera Solution 1583.

Idera strives to ensure our products provide quality solutions for your database needs. The following Idera Solutions have been recently added to the knowledge base at the [Customer Service Portal](http://www.idera.com/support) (www.idera.com/support).

| Name | Title |
|------|---|
| 523 | What information does SQLdm record about deadlocked processes? |
| 2102 | What alerting Event Codes are used in SQLdm 5.0 or later? |
| 2109 | CPU Used, Memory Paging and Disk Queue Length show question marks in the Summary view |
| 2286 | When Upgrading SQL diagnostic manager, you receive the error message "The repository is an invalid version" |
| 4088 | Disk Busy per Disk counter reports 100% when the disk is known to be idle |