

ANCORIS

Extends SQL Server monitoring with Microsoft SCOM using IDERA SQL Diagnostic Manager

OVERVIEW

Ancoris is a specialist integrator of systems and security management solutions. Our experience with Microsoft System Center Operations Manager (SCOM) is unparalleled in the United Kingdom. Ancoris consultants have over five years of experience in working with SCOM and its predecessor technologies. Ancoris can help organizations understand the benefits of using systems management technologies to get the best level of service from their IT environments. Ancoris also offers the widest range of extensions to SCOM. Ancoris customers include many of the United Kingdom's largest corporate and public sector organizations. Ancoris also partners with leading Microsoft Certified Partners to deliver successful SCOM implementations.

ORGANIZATON PROFILE

Industry Computer Services

Location United Kingdom

Employees ~100

Website ancoris.com

CHALLENGES

SCOM helps increase availability and performance by reducing the time between when a problem occurs and when an expert is told about it. In other words, SCOM tells you about a problem before your phone starts ringing. SCOM can also take automated response actions, where the solution to a problem is obvious. For example, if a critical service stops, SCOM can restart it.

Ancoris needs to shorten the time to correct application performance problems by quickly identifying the issue, notifying an expert, then providing the tools needed to diagnose and fix the problem promptly.

SOLUTION

Ancoris services integrated SCOM and SQL Diagnostic Manager to enhance the production operations of SQL Server. SCOM and SQL Diagnostic Manager are critical products for managing SQL Server production operations.

SQL Diagnostic Manager helps increase availability and performance by providing an expert with the tools and information they need to diagnose and correct a problem quickly. These tools and information reduce the time between when an expert learns about a problem and when it is solved.

SQL Diagnostic Manager organizes and explains information about SQL Server internals so that an expert SQL Server database administrator or a new-to-database Windows administrator can quickly identify and fix database problems. In addition to rich information content, SQL Diagnostic Manager also provides functionality for enabling selective recovery tasks. SQL Diagnostic Manager also provides historical data for performance and capacity planning.

BENEFITS

Example scenarios

The following examples demonstrate how SCOM and SQL Diagnostic Manager can be used together.

EXAMPLE 1

The SCOM processor utilization role alerts you that SQL Server is using too much of the processor on a box. You select the affected server in SCOM and start SQL Diagnostic Manager using a SCOM task. This start in context functionality enables you to look at the list of user processes. The bold value quickly identifies the process that is using the most CPU in the CPU delta column. You click the process to see its real-time trace and process details and can identify this as a reasonably complicated Microsoft Access report query being run by a user during production hours. You click the Kill Process button, but (as sometimes happens) SQL Server refuses to kill the process immediately, so you click the Kill User Connection button to force the transaction to end immediately.

EXAMPLE 2

You are using the SCOM SQL Agent event log rule to watch for SQL Agent jobs that are failing, using the event log notification feature of SQL Agent. You receive an alert and look at the summary list of Agent jobs in SQL Diagnostic Manager to learn precisely which job step failed and what the error message is.

In order to further diagnose the problem, you examine the job history using SQL Diagnostic Manager: Has this job ever worked on this server? Since this is a regular maintenance job, you then look across all servers at once with SQL Diagnostic Manager to see if it has ever run or failed on any of your other servers. Armed with this information, you decide to try to run the job immediately and start it from SQL Diagnostic Manager, then watch the live trace in the process screen to determine precisely where it fails, so the problem is identified.

EXAMPLE 3

An application user is complaining that sometimes an application is slow to respond, taking over 20 seconds. They are not entirely clear about when, and there are not any SCOM alerts that correspond well with the timeframes they are mentioning. You bring up the SQL Diagnostic Manager console and look at the Performance screen. You filter using the application name and the specific user account. Looking through the worst performing single SQL statements, batches, and stored procedures/triggers, you note that a test department auditing trigger was inadvertently applied to the production database and that it takes 25 seconds to execute every time a specific transaction is executed. You remove the trigger in SQL Server Enterprise Manager and ask the user to try it now. The user is delighted when the database responds within a second.

SQL DIAGNOSTIC MANAGER FOR SQL SERVER

Grow your organization by maximizing the availability and performance of your SQL Server databases with SQL Diagnostic Manager.

- Monitor performance for physical, virtual, and cloud environments.
- See the overview dashboard and drill down to find and fix problems
- Alert predictively with settings to avoid false alerts.
- View expert recommendations to optimize performance.
- Monitor application transactions with SQL Workload Analysis add-on
- Optimize queries with SQL Query Tuner add-on.

Start for FREE

