**Gathering Logs**

Download: 1. Go to <https://aka.ms/GetTss> 2. Website will automatically download file TSS.zip

Execute:

1. Copy the downloaded file (TSS.zip) to the servers belonging to [AlwaysOn](https://t-mobile.atlassian.net/wiki/spaces/STW/pages/58229514/Troubleshooting" \l "AlwaysOn" \o "#AlwaysOn) Availability Groups, it is preferred to put TSS into C:\Temp

2. Extract its contents in a folder (i.e C:\Temp\Tss\_folder)

3. Open an Admin [PowerShell](https://t-mobile.atlassian.net/wiki/spaces/STW/pages/58229514/Troubleshooting#PowerShell) and go to the path were you have placed the TSS files

4. Type .\TSSv2.ps1 -SDP SQLBase -SkipSDPList skipHang -noPSR -AcceptEula and hit Enter

5. If this is the first time you are running it, the following message will appear and you just need to choose R or A

6. After few seconds/minutes it will ask you if you allow the collection to gather security event logs. Type Yes and hit enter

7. After some minutes the collector will finish and a message will be displayed:

8. Output files will be store as zip on the path given at the ending message below:

Message: [psSDP-Info] done. Resulting cabinet/zip: ***C:\MS\_DATA\TSSv2\_LAPTOP-C64FFVK3\_220325-095524\_\tss\_220325-160227\_XXXXX-XXXXXX\_psSDP\_SQLBase.zip***

Important Note: Please Run this tool in ALL machines where the [AlwaysOn](https://t-mobile.atlassian.net/wiki/spaces/STW/pages/58229514/Troubleshooting" \l "AlwaysOn" \o "#AlwaysOn) availability Group resides (Node1, Node2, Nodex)

**Gathering Logs II**

(this method is used to capture logs on the fly)

EXECUTE:

1. Create a folder on the database server that is easily accessible from a command prompt and where you want to store the data generated.

2. Download and move the pssd.zip file to that folder (download the file from the DTM workspace)

3. Extract its contents.

4. Run [PowerShell](https://t-mobile.atlassian.net/wiki/spaces/STW/pages/58229514/Troubleshooting#PowerShell) as Administrator.

5. Use cd to navigate to the folder you extracted the pssd contents to

 6. Create a Service for PSSDiag to run continuously by running the following command:

1. .\pssdiag.ps1 -R -E +01:00:00 -L -Q -N 2

 1. This will run pssdiag every hour and create a brand new OUTPUT folder within the directory you generated. Keep an eye on how many output folders get generated and cleanup as needed as we don't know how long it'll have to run.

2. The folder must meet the following requirements:

1. SQL Server startup account has full control permission of this folder.

2. The drive should be fast performing and not a network mapped drive.

3. The drive has at least 50GB space (some high end system, it may take just 1 minute to generate 1GB output data).

7. Ensure that the account running the service has Administrator permissions on the server and [SysAdmin](https://t-mobile.atlassian.net/wiki/spaces/STW/pages/58229514/Troubleshooting" \l "SysAdmin" \o "#SysAdmin) rights in SQL Server.

* + By default it will use "Local System" as shown above, but this account may NOT have full permissions to collect some logs so please use any account with SA Permissions to SQL Server

8. Ensure that the account running SQL Server has permissions to write to the PSSDiag folder as well as folders within that folder.

9. **Start the Service**named SQLDIAG. The service must be started so that the service can start PSSDiag.\* \*As seen on Step#6 the pssdiag was successfully registered but was NOT started, so you need to manually start it

10. After the issue occurs, stop the SQLDIAG Service.

11. Zip up the Output folder when the issue occurred and upload it to the DTM Workspace.

12. Use cd to navigate to the directory location that contains the pssdiag.ps1 file. (same as step 5)

13. Run the following command to remove the SQLDIAG Service:

pssdiag.cmd /U

**How to Create a Microsoft Support Ticket**

1. Open [this link](https://serviceshub.microsoft.com/onboarding?workspaceId=ce2f202a-8fcc-44be-893b-2c0ae7da90bf)to request a new MS ticket

2. After you login you will see the homepage with the button “Manage Support Requests”, click on it.

3. Click on “+ Open a product support request”

4. Fill the fields with the Product, issue description and contact details. On follow screenshot have more details of how fill the fields

5. Once “step 1” has been completed a Service name will show. Select “Mission Critical - Unified”

6. On severity field select “B – Moderate Impact”

7. Then select 24/7 support and put the issue description, if you have the logs you can already upload it as well.

8. On “step 3”, you can add the PDL of **TEQ SQL Database team**

9. Then click on “Submit” button, a new page will appear with the ticket number.