Troubleshooting Issues

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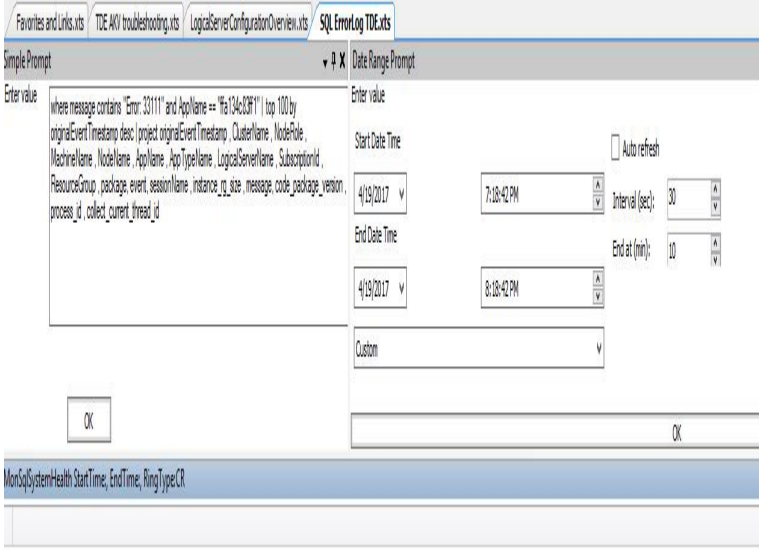
Contents

Issue

Troubleshooting Issues - Common Expected Issues

Issue	Action	XTS View	Notes
Customer Accidentally Deleted a Key or Lost Access to the Key	Customer has to restore the Key to the original Key Vault. All certificate management is done by the customer. In this scenario the customer has to recover the Key		System will drop the database once our background task notices that the key is unavailable (either intentionally or accidentally)
Key Vault Outage	Check if specific Key Vault or Entire Region. Open collaboration ticket with Key Vault		
Database is stuck in build state	Database might have lost access to the Key. Open ICM		The database cannot come online if there is no access to the TDE key. In this scenario CSS should open ICM
Restore a deleted database	Customer must restore the Key first then restore the database		
Database Key is missing	For some reason the database is Key is missing, hence the database cannot start		In XTS "TDE AKV troubleshooting.xts" view once you selected the server and the database the customer having issues. You can just double click on the instance. That will open "SQL ErrorLog TDE.xts" view. (see below) This will give you the error that the database is running into.

Investigation/Analysis

Describes the steps/queries to use for confirming the issue

Mitigation

What to do to resolve the issue. Maybe file an ICM, might have a canned RCA template to be used, etc.

RCA (optional)

More Information (optional)

Detailed information/background that may be useful but isn't strictly required for troubleshooting. Often this is the "verbose" details that one usually doesn't need

Public Doc Reference (optional)

Internal Reference (optional)

For more details on troubleshooting techniques visit this TSG: TSG: TDE AKV (Web view) onenote:https://microsoft.sharepoint.com/teams/sqlsecurity/Shared Documents/SQL Security/Improvements/TDEAKV.one#TSG TDE AKV&section-id={42BDB29F-AE58-43AC-9351-B167A8165B7E}&page-id={F1F6150D-7DF5-47A7-95FE-B13F24E345EC}&end ☒

Classification

Root cause tree: Security/User Request/How-to/advisory

How good have you found this content?

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