

# Always Encrypted PG Engagement and ICM Creation Process



Last updated by | Vitor Tomaz | Jun 8, 2022 at 5:34 AM PDT

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## ICM Templates

Please choose the right ICM Template for escalation and engagement of PG based on the analysis

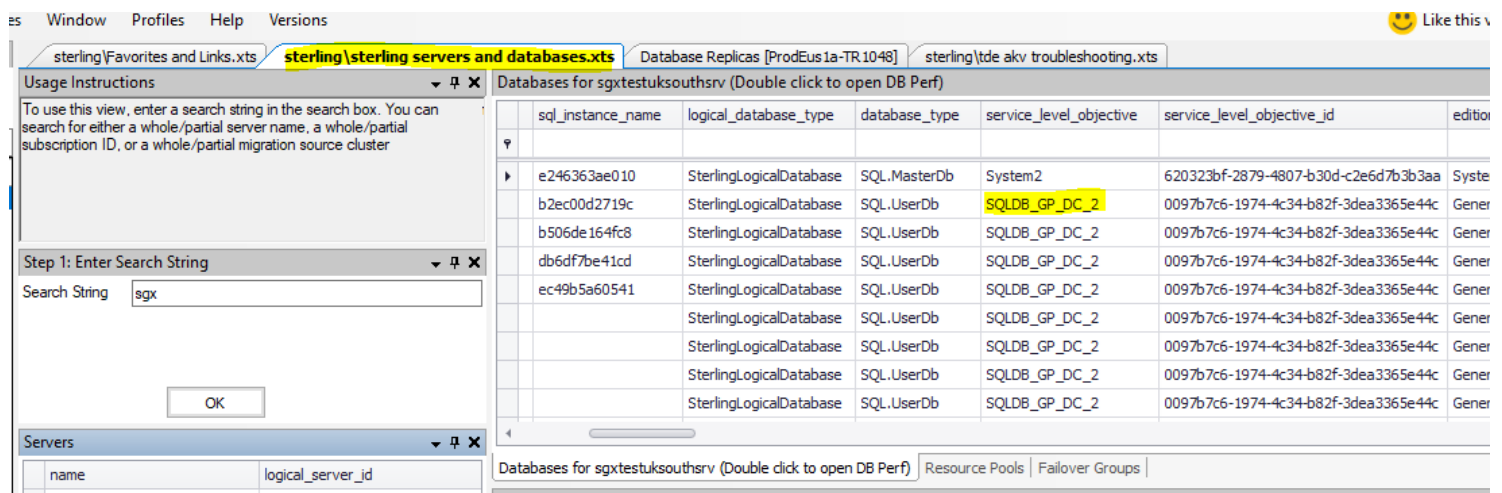
- Always Encrypted with Secure Enclave <https://portal.microsofticm.com/imp/v3/incidents/create?tmpl=X3Q3Hx> 
- Always Encrypted <https://portal.microsofticm.com/imp/v3/incidents/create?tmpl=81PV2n> 

## How to Choose which ICM Template

Make sure to select the right template as mentioned below,

How to find database SLO?

From Sterling servers and database view, check the service\_level\_objective.



Usage Instructions

To use this view, enter a search string in the search box. You can search for either a whole/partial server name, a whole/partial subscription ID, or a whole/partial migration source cluster

Step 1: Enter Search String

Search String

OK

Servers

sql_instance_name	logical_database_type	database_type	service_level_objective	service_level_objective_id	edition
e246363ae010	SterlingLogicalDatabase	SQL.MasterDb	System2	620323bf-2879-4807-b30d-c2e6d7b3b3aa	Syste
b2ec00d2719c	SterlingLogicalDatabase	SQL.UserDb	SQLDB_GP_DC_2	0097b7c6-1974-4c34-b82f-3dea3365e44c	Gener
b506de164fc8	SterlingLogicalDatabase	SQL.UserDb	SQLDB_GP_DC_2	0097b7c6-1974-4c34-b82f-3dea3365e44c	Gener
db6df7be41cd	SterlingLogicalDatabase	SQL.UserDb	SQLDB_GP_DC_2	0097b7c6-1974-4c34-b82f-3dea3365e44c	Gener
ec49b5a60541	SterlingLogicalDatabase	SQL.UserDb	SQLDB_GP_DC_2	0097b7c6-1974-4c34-b82f-3dea3365e44c	Gener
	SterlingLogicalDatabase	SQL.UserDb	SQLDB_GP_DC_2	0097b7c6-1974-4c34-b82f-3dea3365e44c	Gener
	SterlingLogicalDatabase	SQL.UserDb	SQLDB_GP_DC_2	0097b7c6-1974-4c34-b82f-3dea3365e44c	Gener
	SterlingLogicalDatabase	SQL.UserDb	SQLDB_GP_DC_2	0097b7c6-1974-4c34-b82f-3dea3365e44c	Gener
	SterlingLogicalDatabase	SQL.UserDb	SQLDB_GP_DC_2	0097b7c6-1974-4c34-b82f-3dea3365e44c	Gener

Databases for sgxtestuksouthsrv (Double click to open DB Perf)

Databases for sgxtestuksouthsrv (Double click to open DB Perf) Resource Pools Failover Groups

If service\_level\_objective is SQLDB\_DC then use "Always Encrypted with secure enclave" template otherwise Use "Always Encrypted (AEv1)"

## How good have you found this content?

