

# Performance Degradation on SQL Servers\_RDP SSH

Last updated by | Kevin Gregoire | Mar 29, 2022 at 11:47 AM PDT

## Tags

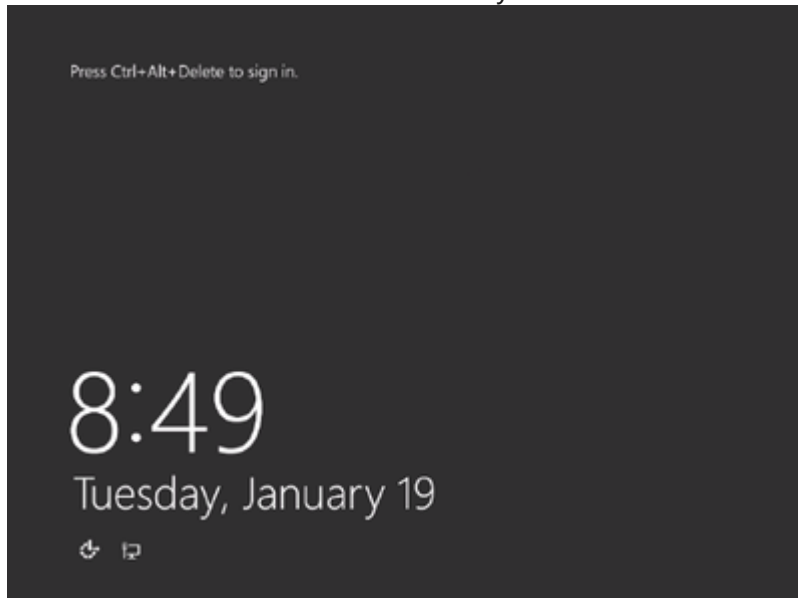
[cw.TSG](#)[cw.RDP-SSH](#)

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## Symptoms

1. The VM screenshot shows the OS fully loaded at CAD screen (Ctrl+Alt+Del)



2. On the Guest OS logs, you may find events coming from the Resource Exhaustion Detector, events ID 1003, 1007 and/or 2004:

```

Log Name:      System
Source:        Microsoft-Windows-Resource-Exhaustion-Detector
Date:          2/18/2016 2:00:21 PM
Event ID:      1003
Task Category: Resource Exhaustion Diagnosis Events
Level:         Warning
Keywords:      Events related to exhaustion of system commit limit (virtual memory).
User:          SYSTEM
Computer:      dzeeMongoDB1
Description:
The Windows Resource Exhaustion Detector received a notification that the computer is low on virtual

```

```

Log Name:      System
Source:        Microsoft-Windows-Resource-Exhaustion-Detector
Date:          2/18/2016 2:05:07 PM
Event ID:      1007
Task Category: Resource Exhaustion Diagnosis Events
Level:         Warning
Keywords:      Events related to exhaustion of system commit limit (virtual memory).
User:          SYSTEM
Computer:      dzeeMongoDB1
Description:
The Windows Resource Exhaustion Detector experienced a memory allocation failure.

```

```

Log Name:      System
Source:        Microsoft-Windows-Resource-Exhaustion-Detector
Date:          2/18/2016 2:07:21 PM
Event ID:      2004
Task Category: Resource Exhaustion Diagnosis Events
Level:         Warning
Keywords:      Events related to exhaustion of system commit limit (virtual memory).
User:          SYSTEM
Computer:      dzeeMongoDB1
Description:
Windows successfully diagnosed a low virtual memory condition. The following programs consumed the mo

```

3. As soon as the VM is restarted, you may restore the connectivity of the VM however when the problems resurface if there's any connection you will first notice a slow machine behavior till you are kicked out of the session.

## Root Cause Analysis

As it is obvious from the logs, SQL is taking all the memory resource from the VM causing all the other services to fail. For details on why this is happening a dump analysis may be required.

Tracking close code for this volume

Root Cause	Product	Support Topic	Cause Tracking code	Bug
1	Azure Virtual Machine – Windows	Routing Azure Virtual Machine V3\Cannot Connect to my VM\Failure to connect using RDP or SSH port	Root Cause - Windows Azure\Virtual Machine\Third Party Issues/Questions	

To know how to flag a bug on a case please refer to [How to do Proper Case Coding](#)

## Customer Enablement

N/A

## Mitigation

1. To ensure that SQL is properly setup not to take all the resources, we need to ensure this is properly setup but to do so we need to attach the disk which holds the SQL master database in another SQL machine to perform the changes.
2. Before doing any change, ensure you have a backup of the disk or files
3. Then once the disk holding the SQL master database on another server which has SQL Server installed where you can copy **master.mdf** and **mastlog.ldf** to another folder:

```
copy "C:\Program Files\Microsoft SQL Server\MSSQL13.MSSQLSERVER\MSSQL\DATA\mastlog.ldf" c:\temp\
copy "C:\Program Files\Microsoft SQL Server\MSSQL13.MSSQLSERVER\MSSQL\DATA\master.mdf" c:\temp\
```

4. Now run the following


```
create database master_sfsh
on (filename = 'c:\temp\master.mdf'), (filename='c:\temp\mastlog.ldf')
for attach

select maximum
from master_sfsh.sys.configurations
where name = 'max server memory (MB)'
```

Where the maximum could be up to 2147483647

5. Once that is done, replace the file in your disk
6. Detach the disk and attach it back to your VM.

## Need additional help or have feedback?

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