

SQL Agent becomes unresponsive

Last updated by | Vitor Tomaz | Aug 5, 2020 at 12:45 PM PDT

Contents

- [Issue](#)
- [Investigation/Analysis](#)
- [Mitigation](#)
- [Root cause](#)
- [Internal Reference](#)

Issue

Agent becomes unresponsive upon modifying, disabling or enabling existing jobs

In certain circumstances modifying an existing job, disabling, or enabling it can cause the agent to become unresponsive.

Investigation/Analysis

In ASC, inside Managed Instance troubleshooter, under the **Instant Content** tab you can find a table that lists all the **sqlagent.exe restarts using CAS command/bot mitigations**:

sqlagent.exe restarts using CAS command/bot mitigation

This table lists all the sqlagent.exe restarts using CAS command/bot mitigations

Drag a column header and drop it here to group by that column				
originalEventTimestamp	event	process_name	request_id	application_uri
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
> 2020-05-02 01:46:57	cas_workflow_execute_kill_process_complete	sqlagent.exe	30800030-19F5-4278-AF72-D48BAA1A5D6E	fabric:/Worker.CL/cc5c8ac3!
<div> <div>1</div> <div>20</div> <div>items per page</div> </div>				

If you see rise in cpu_load at the same time SQL Agent stopped working (eg. No messages in error log) this is probably the issue.

Please note that bot may have mitigated the issue already (by restarting the agent) and agent got back into an healthy state.

```
MonRgLoad
| where application_name contains "{AppName}"
| where event == "instance_load" and code_package_name == "SqlAgent"
| project TIMESTAMP, cpu_load, cpu_load_peak, cpu_load_cap
| render timechart
```


```
MonSqlAgent
| where AppName contains "{AppName}"
| where TIMESTAMP >= ago(3d) // or more, depends when agent stopped working
| order by TIMESTAMP desc
```

Mitigation

The issue is automatically mitigated upon detection resulting in restart of the agent process. We have a bot running to apply mitigation.

Root cause

Use the following known issue information and documentation link while final RCA is not available:

<https://docs.microsoft.com/en-us/azure/sql-database/sql-database-release-notes?tabs=single-database#agent-becomes-unresponsive-upon-modifying-disabling-or-enabling-existing-jobs> 

Internal Reference

Parent incident: <https://portal.microsofticm.com/imp/v3/incidents/details/186600401/home> 

How good have you found this content?

