

Customer cannot connect due to tempdb log full

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Issue

Customer cannot connect. Gets an error message pointing to tempdb transaction log full.

Investigation/Analysis

When going to **Performance->Space Issues**, on the **Out of space section** you might see the exception. On this case, you shall see ACTIVE_TRANSACTION. This means that the transaction log is being held by a transaction. Check [this TSG](#).

Mitigation

If the customer can't connect using SSMS (so that the culprit transaction can be determined and killed), perform a failover as way of mitigating the issue.

Looking forward, since that it might be interesting for the customer to know how he can avoid this in the future, look into **Performance->Tempdb** on ASC and scroll to **Top 5 Queries by TempDB usage**.

From here you can provide the query hashes that were using tempdb at the time of the issue. Depending on what each query is doing, the customer might consider query redesign. For example, instead of doing large inserts, prefer INSERTs in smaller batches.

Internal reference

[339035549](#) 

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