# Unable to access SQL Agent Jobs folder

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

Symptom

On a recent customer support request the customer reported errors while attempting to access the SQL Agent Jobs folder, the error is as follows:

Failed to retrieve data for this request. (Microsoft.SqlServer.Management.Sdk.Sfc)   For help, click: https://go.microsoft.com/fwlink?ProdName=Microsoft SQL Server&LinkId=20476 ⧉

ADDITIONAL INFORMATION: An exception occurred when executing a batch or a Transact-SQL statement. (Microsoft.SqlServer.ConnectionInfo)

Serious error in the current command. The results, if any, should be discarded. (Microsoft SQL Server, Error: 0)

Cause

There is a known issue around permissions for non-sysadmin users when accessing SQL Agent.

Mitigation

Please ask customer to grant following permissions to account accessing SQL Agent (login_name in this example):

USE [master]

GO

CREATE USER [login_name] FOR LOGIN [login_name]

GO

GRANT EXECUTE ON master.dbo.xp_sqlagent_enum_jobs TO [login_name]

GRANT EXECUTE ON master.dbo.xp_sqlagent_is_starting TO [login_name]

GRANT EXECUTE ON master.dbo.xp_sqlagent_notify TO [login_name]

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