

IBM Tivoli Composite Application Manager for Microsoft Applications V6.2.3

Gathering Microsoft SQL agent logs for troubleshooting



IBM Tivoli® Composite Application Manager for Microsoft Applications V6.2.3, Gathering Microsoft® (MS) SQL agent logs for troubleshooting.

Objectives

When you complete this module, you can perform these tasks:

- Update the MS SQL agent collector variables to increase the tracing
- Collect the MS SQL agent logs for Tivoli support review

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Backup

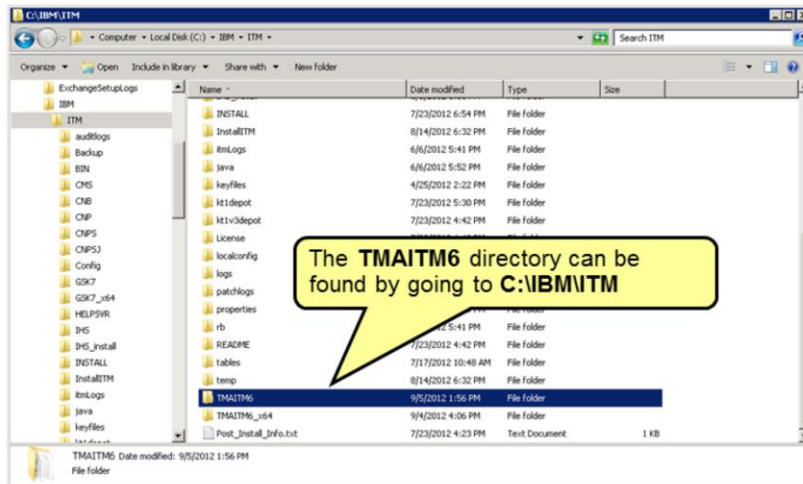
- Remember to make a backup of your server
- Take screen captures of the files and attributes that you change

Before you start, it is very important to remember to make a backup of your server.

Also, it is a very good idea to make a copy or a screen capture of any files or attributes that you change, so that you can change them back to the original values after collecting the log files. The increased trace settings might affect the physical disk space and processor utilization of the machine.

Increasing collector tracing

Find the **TMAITM6** directory



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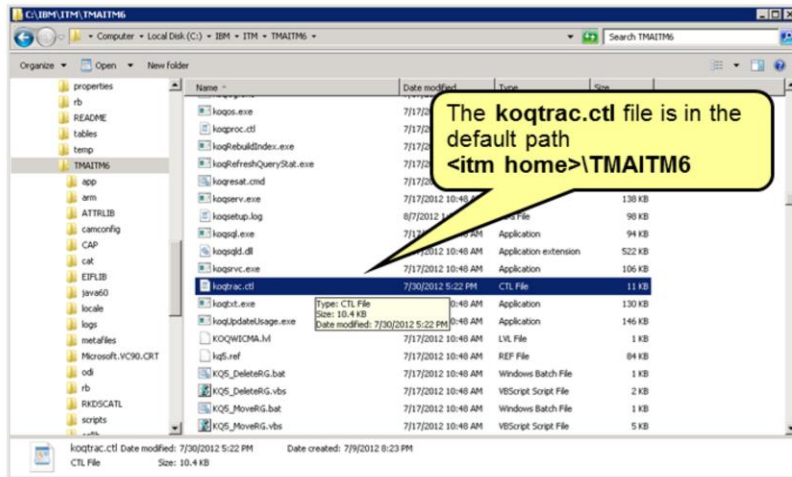
Before opening a Problem Report (PMR), follow these steps to gather important trace logs to greatly speed the time needed to troubleshoot a problem.

First, find the **TMAITM6** directory.

The default path for **<itm_home>** is **C:\IBM\ITM**.

The koqtrac.ctl file

Open the **koqtrac.ctl** file



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In the **TMAITM6** directory, open the **koqtrac.ctl** file.

Editing the koqtrac.ctf file

- Remove the two semicolons (;;) from the beginning of the line that contains **trace_all**;
- Save the file

```

**
;* trace - activates tracing for specific cursor
**
;* tracem - activates math tracing for this cursor
**
;* traced - activates tracing for decodes on this cursor
**
;* show_row - displays prepared rows for this cursor
**
;
.....
;
;trace all;
;
;trace BLOCCOUNT;
;tracem BLOCCOUNT;
;traced BLOCCOUNT;
;show_row BLOCCOUNT;
;
;trace GETSQL;
;tracem GETSQL;
;traced GETSQL;
;show_row GETSQL;

```

Remove the two semicolons (;;) from the beginning of the line that contains only the phrase **trace_all**; and save the file.

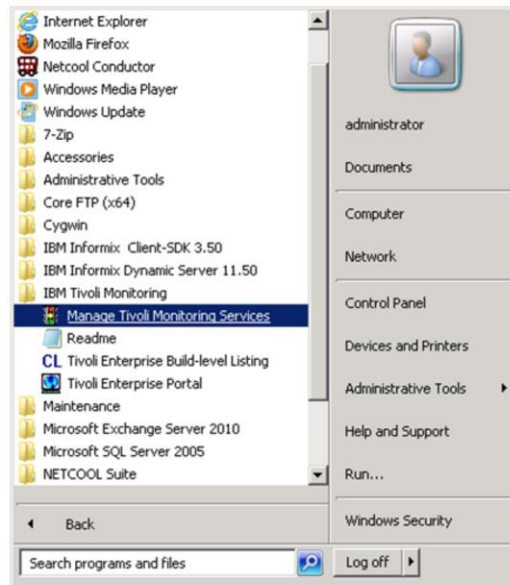
Manage Tivoli Enterprise Monitoring Services window

From the Windows **Start** menu, click

Program Files >

IBM Tivoli Monitoring >

Manage Tivoli Monitoring Service



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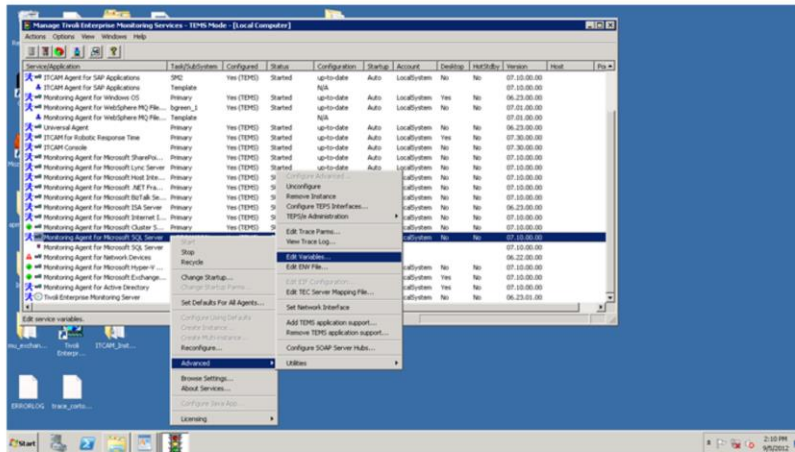
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From the Windows **Start** menu, open the **Manage Tivoli Enterprise Monitoring Services** window.

Click **Program Files > IBM Monitoring > Manage Tivoli Monitoring Service**.

Editing the variables

- In the listing, right-click the agent
- Click **Advanced > Edit Variables**
- If the agent is running, accept the prompt to stop the agent



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Right-click the row that contains the name of the monitoring agent whose environment variables you want to set and in the menu, click **Advanced > Edit Variables**.

If the agent is running, accept the prompt to stop the agent.

For the environment variables you created to take effect, stop and start the agent.

Overriding the variable settings

Add these two variables

- COLL_WRAPLINES
- COLL_NUMOUTBAK

The image shows two sequential screenshots of a dialog box titled "Add Environment Setting Override".

The first dialog box has a "Variable" dropdown menu set to "COLL_WRAPLINES" and a "Value" text field containing "100000".

The second dialog box has a "Variable" dropdown menu set to "COLL_NUMOUTBAK" and a "Value" text field containing "9".

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With these steps override the variable settings:

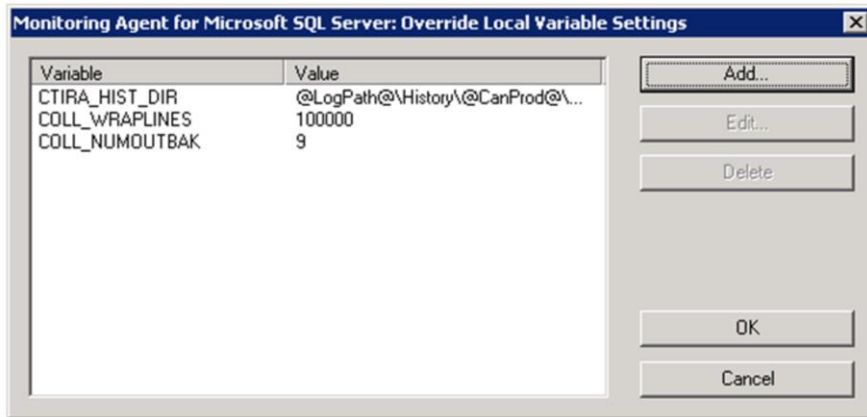
1. Click **Add**.
2. In the **Variable** field, enter **COLL_WRAPLINES**.
3. In the **Value** field, enter the number **100000**.
4. Click **OK**.

Repeat the same steps to add the second settings:

1. Click **Add**.
2. In the **Variable** field, enter **COLL_NUMOUTBACK**.
3. In the **Value** field, enter the number **9**.
4. Click **OK**.

Modified override local variable settings

The resulting **Override Local Variable Settings**



The Monitoring Agent for Microsoft SQL Server: **Override Local Variable Settings** should now resemble this image, with the added variable settings available for use.

Files affected

The screenshot shows a Windows Explorer window with the following table of files:

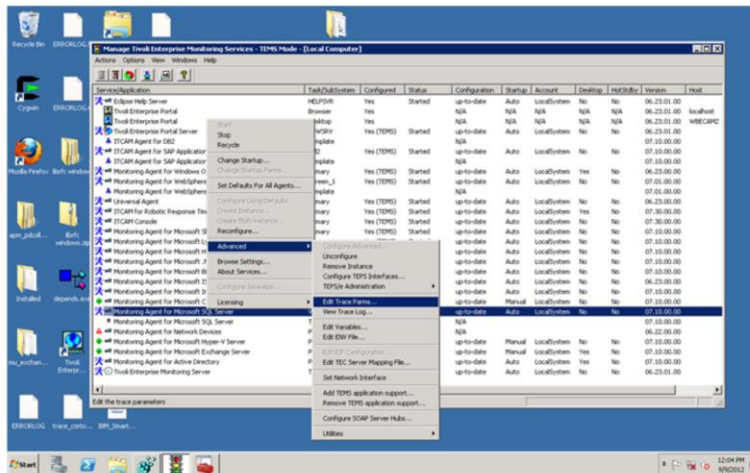
Name	Date modified	Type	Size
WRECAHQ_13_30102010-03.log	8/27/2012 1:46 PM	LOG File	5,059 KB
WRECAHQ_13_30102012-03.log	9/10/2012 2:30 PM	LOG File	5,059 KB
WRECAHQ_13_30102012-03.log	9/10/2012 11:40 AM	LOG File	20 KB
WRECAHQ_13_30102012-03.log	9/10/2012 11:30 AM	LOG File	5,059 KB
WRECAHQ_13_30102012-03.log	8/20/2012 4:05 AM	LOG File	5,068 KB
WRECAHQ_13_30102012-03.log	8/21/2012 9:32 AM	LOG File	5,069 KB
WRECAHQ_13_30102012-03.log	8/21/2012 9:32 AM	LOG File	3,312 KB
WRECAHQ_13_30102012-03.log	8/28/2012 7:34 PM	LOG File	520 KB
WRECAHQ_13_30102012-03.log	8/28/2012 5:14 PM	LOG File	5,069 KB
WRECAHQ_13_30102012-03.log	8/28/2012 7:55 PM	LOG File	470 KB
WRECAHQ_13_30102012-03.log	9/5/2012 9:25 PM	LOG File	5,069 KB
WRECAHQ_13_30102012-03.log	9/5/2012 2:30 PM	LOG File	5,069 KB
WRECAHQ_13_30102012-03.log	9/10/2012 11:41 AM	LOG File	3,614 KB
WRECAHQ_OQ_WRECAHQSQ_apt-ou1	9/10/2012 2:47 PM	OUT File	1 KB
WRECAHQ_OQ_WRECAHQSQ_apt-ou1	9/10/2012 11:36 AM	OUT File	2,315 KB
WRECAHQ_OQ_WRECAHQSQ_apt-ou2	8/28/2012 10:44 PM	OUT File	25 KB
WRECAHQ_OQ_WRECAHQSQ_apt-ou2	9/10/2012 2:04 PM	OUT File	149 KB
WRECAHQ_OQ_WRECAHQSQ_apt-ou3	7/20/2012 5:24 PM	OUT File	1 KB
WRECAHQ_OQ_WRECAHQSQ_apt-ou3	7/20/2012 6:06 PM	OUT File	366 KB
WRECAHQ_OQ_WRECAHQSQ_apt-ou4	5/2/2012 8:00 PM	OUT File	1 KB
WRECAHQ_OQ_WRECAHQSQ_apt-ou4	9/10/2012 2:46 PM	OUT File	0 KB
WRECAHQ_OQ_WRECAHQSQ_apt-ou5	9/10/2012 11:44 AM	OUT File	2,092 KB
WRECAHQ_OQ_WRECAHQSQ_apt-ou5	9/10/2012 11:43 AM	OUT File	2 KB
Types: OUT File			
Size: 999 KB			
Date modified: 9/10/2012 11:44 AM			
WRECAHQSQ_apt-ou1	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou2	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou3	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou4	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou5	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou6	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou7	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou8	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou9	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou10	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou11	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou12	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou13	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou14	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou15	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou16	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou17	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou18	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou19	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou20	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou21	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou22	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou23	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou24	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou25	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou26	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou27	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou28	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou29	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou30	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou31	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou32	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou33	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou34	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou35	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou36	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou37	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou38	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou39	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou40	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou41	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou42	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou43	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou44	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou45	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou46	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou47	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou48	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou49	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou50	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou51	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou52	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou53	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou54	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou55	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou56	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou57	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou58	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou59	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou60	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou61	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou62	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou63	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou64	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou65	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou66	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou67	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou68	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou69	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou70	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou71	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou72	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou73	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou74	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou75	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou76	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou77	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou78	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou79	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou80	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou81	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou82	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou83	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou84	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou85	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou86	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou87	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou88	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou89	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou90	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou91	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou92	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou93	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou94	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou95	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou96	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou97	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou98	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou99	9/10/2012 11:43 AM	OUT File	1 KB
WRECAHQSQ_apt-ou100	9/10/2012 11:43 AM	OUT File	1 KB

A yellow callout box points to the files starting with 'COLL_WRAPLINES' and 'COLL_NUMOUTBAK', stating: "COLL_WRAPLINES and COLL_NUMOUTBAK affect these log files that begin with OU*"

The **COLL_WRAPLINES** and **COLL_NUMOUTBAK** variables control the number of lines each **OU*** file preserves and the number of **OU*** log files that are retained for the MS SQL collector.

Increasing the agent tracing

Edit the Trace parameters to increase the trace logging of the agent



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Now increase the agent trace logging with these steps:

1. Open the Manage Tivoli Enterprise Monitoring Services window.
2. Right-click the icon of the monitoring agent that you want to modify the logging for.
3. Click **Advanced > Edit Trace Params**.

Trace Parameters window

In the **Trace Parameters** window, modify the trace settings

The screenshot shows a dialog box titled "Monitoring Agent for Microsoft SQL Server : Trace Parameters". It contains the following fields and controls:

- Description: Maximum error tracing.
- Enter RAS1 Filters: A dropdown menu showing "ERROR (UNIT:KOQ ALL) (UNIT:KDD ALL) (UNIT:KRA ALL)".
- Maximum Log Size Per File (MB): A text box containing the value "5".
- Maximum Number of Log Files Per Session: A text box containing the value "9".
- Maximum Number of Log Files Total: A text box containing the value "9".
- KDC_DEBUG Setting: A dropdown menu showing "Y (Yes)".
- Buttons: "OK" and "Cancel".

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4. In the **Enter RAS1 Filters** menu, click the trace setting for maximum error tracing **KBB_RAS1=ERROR (UNIT:koq ALL) (UNIT:kra ALL) (UNIT:kdd ALL)**.
5. Modify the value for **Maximum Log Size Per File (MB)** to **5**.
6. Modify the value for **Maximum Number of Log Files Per Session** to **9**.
7. Modify the value for **Maximum Number of Log Files Total** to **9**.
8. (Optional) in the **KDC_DEBUG**, click **Y (Yes)**.
9. Click **OK**.

Agent restart

Stop and start the agent

Service/Application	Task/Subsystem	Configured	Status	Configuration	Startup	Account	Desktop	HotStandy	Version	Host
ITCAM Agent for SAP Applications	SMC	Yes (TEMS)	Started	up-to-date	Auto	LocalSystem	No	No	07.10.00.00	
ITCAM Agent for SAP Applications	Template			N/A					07.10.00.00	
Monitoring Agent for Windows OS	Primary	Yes (TEMS)	Started	up-to-date	Auto	LocalSystem	Yes	No	06.23.00.00	
Monitoring Agent for WebSphere MQ File...	bgreen_1	Yes (TEMS)	Started	up-to-date	Auto	LocalSystem	No	No	07.01.00.00	
Monitoring Agent for WebSphere MQ File...	Template			N/A					07.01.00.00	
Universal Agent	Primary	Yes (TEMS)	Started	up-to-date	Auto	LocalSystem	No	No	06.23.00.00	
ITCAM for Robotic Response Time	Primary	Yes (TEMS)	Started	up-to-date	Auto	LocalSystem	Yes	No	07.30.00.00	
ITCAM Console	Primary	Yes (TEMS)	Started	up-to-date	Auto	LocalSystem	No	No	07.30.00.00	
Monitoring Agent for Microsoft SharePoi...	Primary	Yes (TEMS)	Started	up-to-date	Auto	LocalSystem	No	No	07.10.00.00	
Monitoring Agent for Microsoft Lync Server	Primary	Yes (TEMS)	Started	up-to-date	Auto	LocalSystem	No	No	07.10.00.00	
Monitoring Agent for Microsoft .NET Fra...	Primary	Yes (TEMS)	Started	up-to-date	Auto	LocalSystem	No	No	07.10.00.00	
Monitoring Agent for Microsoft BizTalk Se...	Primary	Yes (TEMS)	Started	up-to-date	Auto	LocalSystem	No	No	07.10.00.00	
Monitoring Agent for Microsoft ISA Server	Primary	Yes (TEMS)	Started	up-to-date	Auto	LocalSystem	No	No	06.23.00.00	
Monitoring Agent for Microsoft Internet I...	Primary	Yes (TEMS)	Started	up-to-date	Auto	LocalSystem	No	No	07.10.00.00	
Monitoring Agent for Microsoft Cluster S...	Primary	Yes (TEMS)	Stopped	up-to-date	Manual	LocalSystem	No	No	07.10.00.00	
Monitoring Agent for Microsoft SQL Server	WREGANDSQL	Yes (TEMS)	Started	up-to-date	Auto	LocalSystem	No	No	07.10.00.00	
Monitoring Agent for Microsoft SQL Server	Template			N/A					07.10.00.00	
Monitoring Agent for Network Devices	Primary	No		N/A					06.22.00.00	
Monitoring Agent for Microsoft Hyper-V...	Primary	Yes (TEMS)	Stopped	up-to-date	Manual	LocalSystem	No	No	07.10.00.00	
Monitoring Agent for Microsoft Exchange...	Primary	Yes (TEMS)	Stopped	up-to-date	Manual	LocalSystem	Yes	No	07.10.00.00	
Monitoring Agent for Active Directory	Primary	Yes (TEMS)	Started	up-to-date	Auto	LocalSystem	Yes	No	07.10.00.00	
Tivoli Enterprise Monitoring Server	TEMS1	Yes	Started	up-to-date	Auto	LocalSystem	No	No	06.23.01.00	

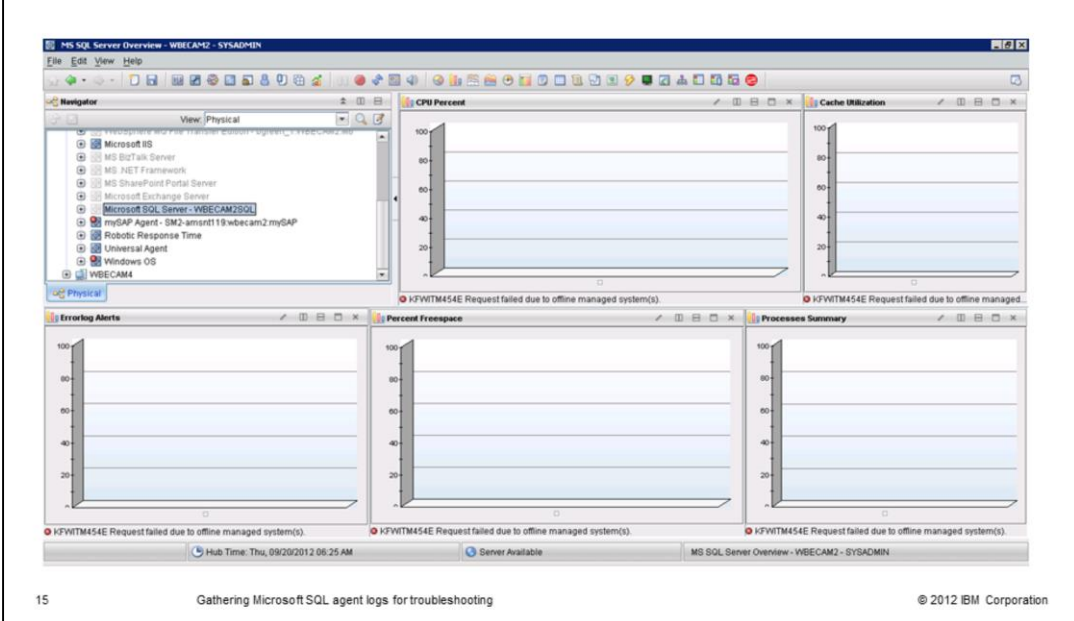
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Stop and start the monitoring agent for the database instance that you want to trace.

Recreating the problem and taking a screen capture

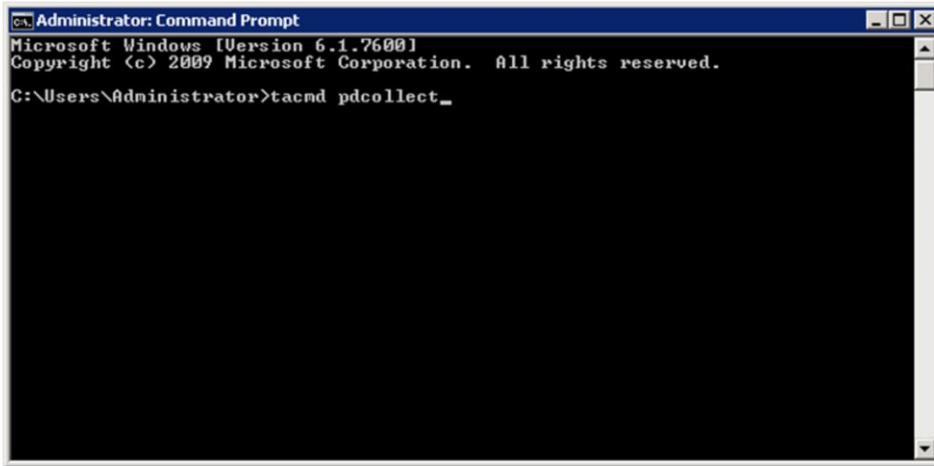


Next, let the agent run long enough to re-create the problem.

Take a screen capture of the issue and then immediately stop the agent. When you stop the agent, it helps Support to isolate the problem in the log files.

(1 of 3) pdcollect

- After the problem recurs, collect log files
- Run the command `tacmd pdcollect`



```
Administrator: Command Prompt
Microsoft Windows [Version 6.1.7600]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

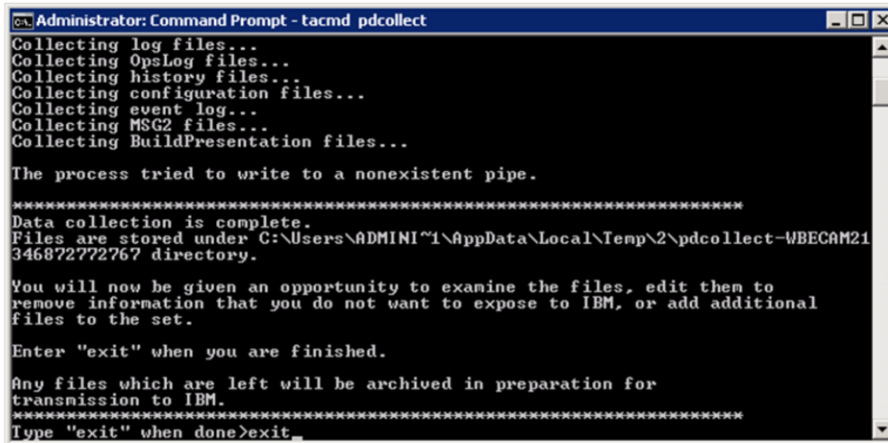
C:\Users\Administrator>tacmd pdcollect_
```

After the problem recurs, collect log files with the increased trace settings.

From a Command Prompt, run the command **tacmd pdcollect**.

(2 of 3) pdcollect

When the prompt returns, enter **exit**



```
Administrator: Command Prompt - tacmd pdcollect
Collecting log files...
Collecting OpsLog files...
Collecting history files...
Collecting configuration files...
Collecting event log...
Collecting MSG2 files...
Collecting BuildPresentation files...

The process tried to write to a nonexistent pipe.

*****
Data collection is complete.
Files are stored under C:\Users\ADMINI~1\AppData\Local\Temp\2\pdcollect-WBECAM21
346872772767 directory.

You will now be given an opportunity to examine the files, edit them to
remove information that you do not want to expose to IBM, or add additional
files to the set.

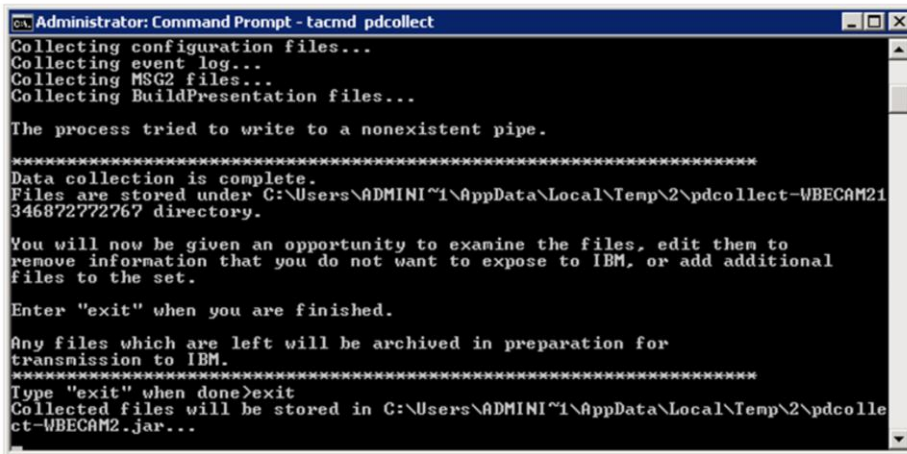
Enter "exit" when you are finished.

Any files which are left will be archived in preparation for
transmission to IBM.
*****
Type "exit" when done>exit_
```

When the command prompt returns as shown in the image, enter **exit**.

(3 of 3) pdcollect

The directory where the collected files are stored displays



```
Administrator: Command Prompt - tacmd pdcollect
Collecting configuration files...
Collecting event log...
Collecting MSG2 files...
Collecting BuildPresentation files...

The process tried to write to a nonexistent pipe.

*****
Data collection is complete.
Files are stored under C:\Users\ADMINI~1\AppData\Local\Temp\2\pdcollect-WBECAM21346872772767 directory.

You will now be given an opportunity to examine the files, edit them to
remove information that you do not want to expose to IBM, or add additional
files to the set.

Enter "exit" when you are finished.

Any files which are left will be archived in preparation for
transmission to IBM.
*****
Type "exit" when done>exit
Collected files will be stored in C:\Users\ADMINI~1\AppData\Local\Temp\2\pdcolle
ct-WBECAM2.jar...
```

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After you enter **exit**, the directory where the collected files are stored displays.

Recovery

- After collecting the logs, reset all of the increased trace settings
- Send the collected data to Tivoli Support for analysis
 - The **.jar** file
 - The screen capture made after the issue recurred

After you collect the log files, remember to reverse all of the increased trace settings using the screen captures and file copies you created at the beginning of this project. If you leave the increased trace settings in place, that might affect the physical disk space and processor utilization of the machine.

Send the collected **.jar** file and the screen capture you saved that shows the issue to Tivoli Support for analysis.

You can attach the file to the new PMR.

Summary

Now that you have completed this module, you can

- Update the MS SQL agent collector variables to increase the tracing
- Collect the MS SQL agent logs for Tivoli support review

Now that you have completed this module, you can perform these tasks:

- Update the MS SQL agent collector variables to increase the tracing
- Collect the MS SQL agent logs for Tivoli support review

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