QGRIP

Trouble Shoot

GRIP ON SQL

2021-04-26

Contents

1   Introduction

This document contains a listing of common and known problems related to QGrip.
Reported issues at client sites will be added to this document and we are grateful for any feedback.

2   Errors & Warnings

QGrip should detect problems and report Errors & Warnings. Always start the trouble shoot with checking unsolved Errors and Warnings. Errors & Warnings that have been solved (and Ignored), can be found under the Trace menu.

1. Check Errors
2. Check Warnings

3   Jobs do not start

1. Check if there are long running jobs that prevents the job from starting.
2. Check the accessibility. If there are accessibility issues, the job will not start.
3. Check Maintenance Mode.

4   Backup & Maintenance

4.1   Operating system error 1398

Error message:

```
ErrorMessage        : Exception calling "ExecuteNonQuery" with "0" argument(s): "Cannot open
backup device
''\\VMDSWS2012\Backup001\VMSQL2014_PRD\VMSQL2014_PRD_DanDBIT2001P_20180121_11
0007.DIFF''. Operating system error 1398(There is a time and/or date difference between the
client and server.).
BACKUP DATABASE is terminating abnormally."
```
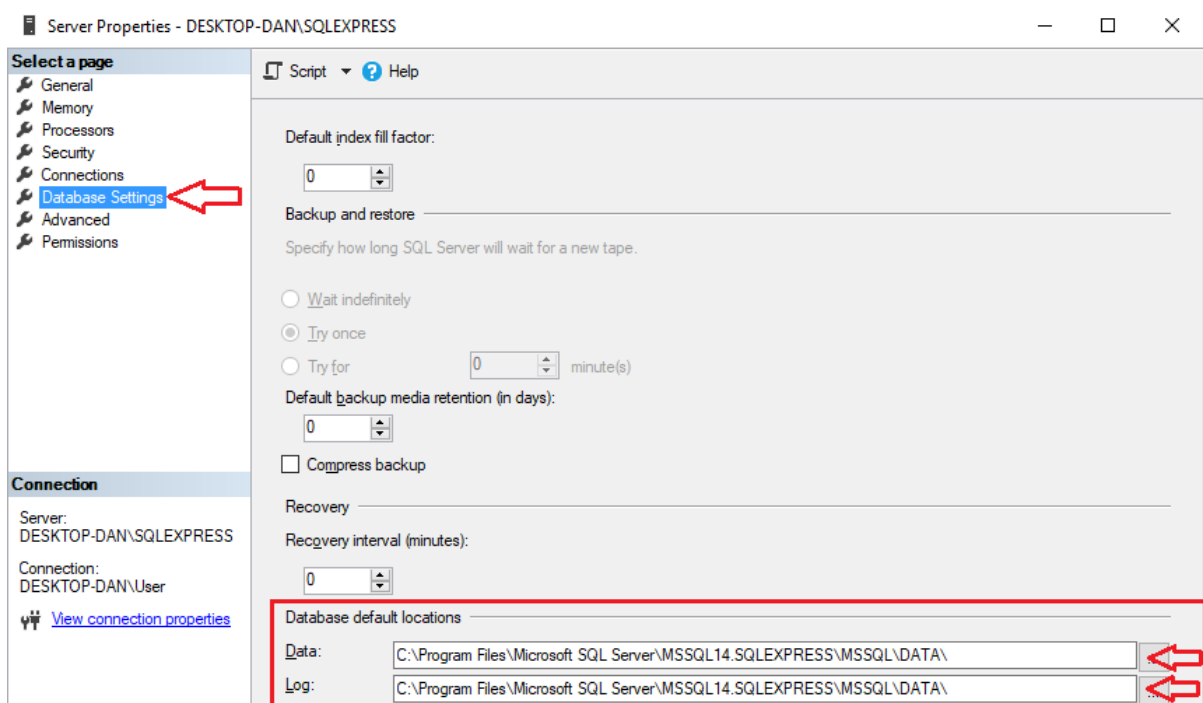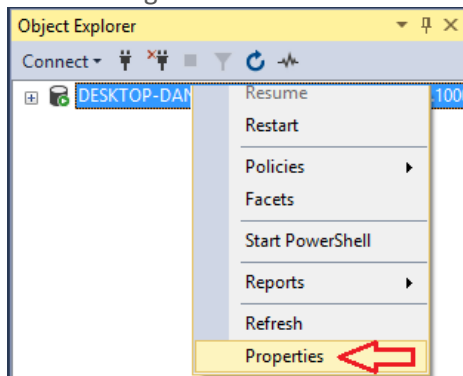
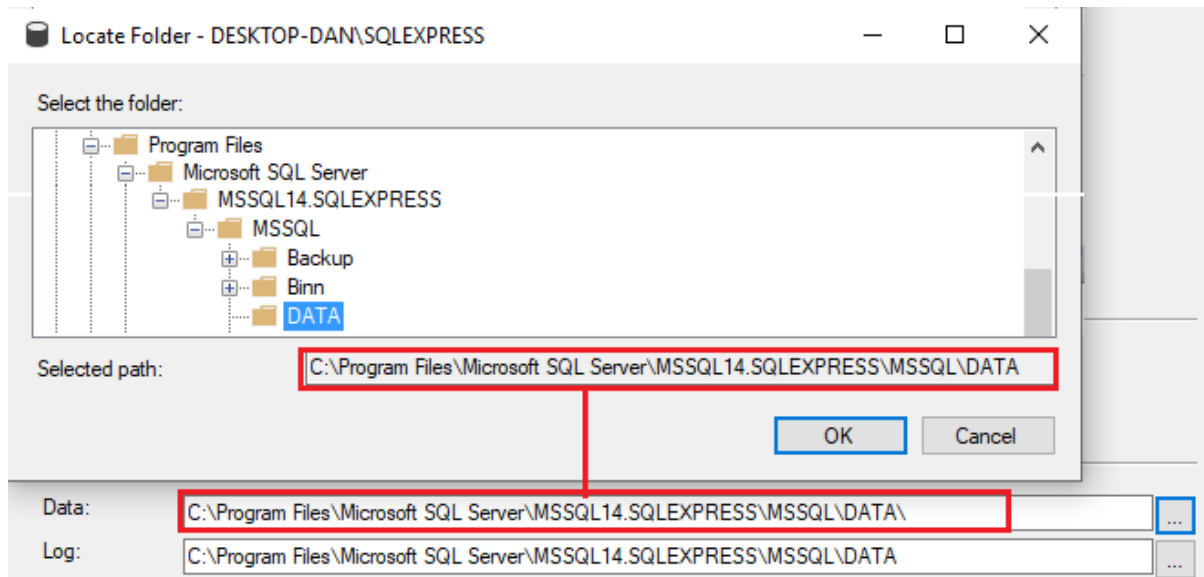| Header	Description
Reason	Domain Controller was not (Fully) started when SQL Server Instance started.
Solve by	Restarting SQL Server Instance.
Caused by	Infra, not QGrip related.

5   Create Database

5.1   Database default location (DATA / LOG) not set

When QGrip creates databases, the Database default locations for Data and Log are used. These values are set in the SQL Server Instance properties and (should be) stored in the registry. It is quite common that this value is not set properly but it is quite easy to fix.

Login on the Machine where the SQL Server Instance is running, start SSMS and connect to the instance. Right-Click on the Instance name and select Properties.

Select the Database Setting, and click on the buttons to the right of the Data/Log path.

In the Locate Folder window, select (sub) folders until the Selected path is equal to the Data (or Log) path, and Click on the [OK] button in the Locate Folder window AND Server Properties window. The setting has now been changed in the Registry.

6   Generate Charge Input

Error message:

> Exception calling "ExecuteNonQuery" with "0" argument(s): "Cannot insert the value NULL into column ''ServerID'', table ''QGrip.Charge.SourcePerDatabase''; column does not allow nulls. INSERT fails. The statement has been terminated." EXEC [Charge].[UspGenerateChargeInput]

Known Error that occur when Discover process has not run for an Instance but the Backup & Maintenance jobs are already running. Make sure that the Discover job is activated for all SQL Server instances.