

# TencentDB for SQL Server

## FAQs

### Product Documentation



Tencent Cloud

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# FAQs

## Purchase FAQs

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### How is TencentDB for SQL Server priced?

TencentDB for SQL Server includes a Microsoft license. It is pay-as-you-go.

The price consists of two parts: instance specification (memory capacity) and storage capacity (disk capacity). For pricing details for different regions, see [Product Pricing](#).

### How do I purchase a TencentDB for SQL Server instance?

Log in to the [TencentDB for SQL Server Console](#) to create an instance or purchase an instance directly on the [purchase page](#).

### Do I have to buy an SQL Server license?

Tencent Cloud can provide TencentDB instances with "license included". The price of a "license included" model includes a SQL Server software license, underlying hardware resources and TencentDB management functions, so you don't need to purchase a Microsoft SQL Server license separately. With a "license included" database, you only need to pay for instance specifications and usage duration, and don't have to worry about hardware and licensing costs. So you only pay low variable costs instead of high fixed costs, which helps you reduce IT costs.

- Purchasing TencentDB for SQL Server does not mean that you purchased a Microsoft SQL Server long-term license contract; therefore, you should not use the TencentDB license outside of this service. For more information, see [Microsoft Volume Licensing Product Terms and Online Services Terms](#).
- The basic price of TencentDB for SQL Server **does not include** other Microsoft or Tencent Cloud services.

### How do I apply for a refund if I purchased an instance in a wrong region?

Please read the [refund instructions](#) and policies before returning the instance.

1. Go [Submit a Ticket](#) and select "TencentDB for SQL Server".
2. Select **Returning an instance** for the issue type, enter the required information, and click **Submit Ticket** after confirming everything is correct.

Tencent Cloud customer service will process your application within 2 business days. You can track your refund after return is completed.

# Performance FAQs

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## What are the strengths of TencentDB for SQL Server?

- **70% off for 3-year Commitments**

We cover Microsoft product license fees for your TencentDB for SQL Server instances, so you no longer need to purchase your own licenses. Your money is saved and you only need to pay as you go. Additionally, we give 70% discount for 3-year terms to reduce your Cloud cost.

- **Instant usage and on-demand upgrade**

You can customize TencentDB for SQL Server specifications on the Tencent Cloud console. After the order is placed, TencentDB for SQL Server can generate target instances in real time to avoid self-building SQL Server clusters to save time and effort. You can go for lower specifications to handle business needs at the startup stage. You can adjust instance specifications as database pressure and data volume change. Data link service will not be interrupted during upgrade.

- **Sophisticated, reliable, and high-availability architecture**

The one-master-one-mirror configuration is provided by default which can switch from a faulty instance to a healthy one in a matter of seconds, ensuring business continuity.

- **Quick data rewinding for easy rollback**

Automatic backup enables data roll back to any point in time within the past 7 days.

## Where can TencentDB for SQL Server be used?

- **Cloud-based business system**

When you build a business system directly in the cloud, TencentDB for SQL Server can be used as the basic database, which not only provides a stable and high-performance database support solution, but also effectively improves the performance of the business system.

- **Remote (in-cloud) data disaster recovery**

Electronic data is the core asset of every company. Data loss by force majeure and man-made mistakes can have serious consequences. However, remote disaster recovery from self-building remote IDC is not cost-effective. Using TencentDB as a remote database for disaster recovery is a good solution.

With Direct Connect, VPN and database synchronization tools, companies can sync data from self-built data centers or other cloud vendors to TencentDB for SQL Server in real time. Even if the data in the self-built data centers is completely lost, data will still be securely stored in TencentDB.

- **Mobile office**

TencentDB for SQL Server supports quick deployment of your mobile office platforms such as OA, ERP and sales management. Data is stored in Tencent Cloud's secure subnets and the database is protected by multiple measures for security and reliability.

- **Data warehouse and data analytics platform**

TencentDB for SQL Server helps you create a cloud-based data warehouse and data analytics platform with SQL Server's built-in business intelligence, IT dashboards and collaboration with SharePoint.

- **Business Elasticity**

Business promotion and major events result in high peaks, and self-built data centers are usually not optimized for cost considerations. In contrast, Cloud is scalable and an elastic IDC can be built in the cloud data center to be scaled at any time. With CVM and TencentDB for SQL Server, elastic business needs can be met.

## What versions does TencentDB for SQL Server support?

- Microsoft SQL Server 2008 R2 SP3
- Microsoft SQL Server 2012 SP3
- Microsoft SQL Server 2016 SP1

## What are the usage limitations of TencentDB for SQL Server?

- TencentDB for SQL Server do not allow the creation/deletion of databases and creating/deleting/modifying accounts via Microsoft SQL Server Management. If needed, please log in to the [TencentDB for SQL Server Console](#) to do so.  
When you try to manage databases in Microsoft SQL Server Management, the system may prompt "An exception occurred while executing a Transact-SQL statement or batch processing".
- Tencent Cloud prohibits the sysadmin role. If you need to use this role, please [submit a ticket](#).  
When you try to manage databases in Microsoft SQL Server Management, the system may prompt "You must be a member of the sysadmin role to perform this operation".
- **The use of SQL Server agent is supported.**

## In which regions and AZs can TencentDB for SQL Server be used?

Tencent Cloud currently offers a number of available regions: East China (Shanghai), South China (Guangzhou), South China (Hong Kong), and North America. For more information, see [Regions and AZs](#).

# Features FAQs

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## What is SQL Server?

SQL Server is a relational database from Microsoft. It has high scalability and performance as well as the ability to query, search, synchronize, report, and analyze data. There are multiple editions of SQL Server, and each edition has its unique features.

Database supports SQL Server 2008 R2 SP3, 2012 SP3, and 2016 SP1, which enables custom applications developed by Microsoft .NET and Visual Studio. With many new features and key improvements in the use of data in service-oriented architecture (SOA) and business processes based on Microsoft BizTalk Server, 2016 SP1 has become the most powerful and inclusive SQL Server version. You can easily set up, operate, and scale up SQL Server deployment on the cloud to cope with fast business changes.

## What is the architecture of TencentDB for SQL Server like?

TencentDB for SQL Server consists of a master database and a mirror database that are deployed in different racks. Each database corresponds to a group of monitoring agents which monitor the database in real time based on the heartbeat. The cluster management scheduling center consists of two sets of independently deployed decision-making clusters and configuration clusters and is mainly used to manage the normal operations of the database node group, access gateway cluster and HDFS. The Hadoop distributed file system (HDFS) makes available data disaster recovery service with cold backup. The gateway cluster is accessed to provide a unique IP, and if the data node is switched, the IP won't change.

## How do I create a TencentDB for SQL Server instance and connect to a database?

You can manage the database in the TencentDB for SQL Server Console.

For detailed directions, see [Creating an Instance and Connecting to a Database].

## How do I manage the account of a TencentDB for SQL Server instance?

TencentDB for SQL Server do not allow the creation/deletion of databases and creating/deleting/modifying accounts via Microsoft SQL Server Management. You can go to [TencentDB for SQL Server Console](#) > **Instance Details page** > **Account Management** to create, delete, an account or modify account permission.

Currently, the console only allows you to use the "read-write" and "read-only" permissions. If you need permissions at a higher level, please [submit a ticket](#) for application (no sa account is provided).

## How do I monitor a TencentDB for SQL Server instance?



TencentDB for SQL Server supports 25 common parameters of SQL Server. You can collect statistics of other parameters by configuring the counters of SSMS. For more information, see [Monitoring and Alarming](#).

Currently, alarming is supported for the following metrics through Cloud Monitor. You can configure alarms in [Cloud Monitor Console](#) > **Alarm Configuration** > **Alarm Policy**.

- CPU utilization
- Connection count
- TrafficIn
- TrafficOut
- IOPS
- Storage capacity

### How do I roll back a TencentDB for SQL Server instance?

The full and log backups in TencentDB for SQL Server are retained for seven days; therefore, you can roll back to any time point within the past seven days.

For detailed directions, see [Database Instance Rollback](#).

### How do I back up a TencentDB for SQL Server instance?

In the TencentDB for SQL Server Console, you can restore the database to another instance (such as a self-built instance) using a downloaded backup file.

For detailed directions, see [Database Instance Backup](#).

### How do I migrate data to TencentDB for SQL Server?

TencentDB for SQL Server supports migrating data from [an SQL Server instance created by CVM](#) or [COS](#).

### How do I upgrade a TencentDB for SQL Server instance?

Upgrade means upgrading an existing TencentDB for SQL Server instance to a higher specification.

1. Select an instance in the [TencentDB for SQL Server Console](#) and click **Upgrade** in the **Operation** column.
2. On the upgrade page that pops up, select the desired specification based on your needs and make the payment. Once payment is completed, the system will automatically upgrade the instance specification. Upgrade fee = (price of target specification - price of original specification) x remaining validity period

- You can only upgrade an instance to a higher specification. Downgrade is not supported.
- You cannot cancel the upgrade process once it has started.

# General FAQs

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## **1. After the creation of SQL Server database, no or little data has been written to the database - Why does the storage monitor show that 500 MB space has been occupied?**

When created, each SQL Server database will be automatically assigned 500 MB initial space, where the data will be preferably written into. Therefore, even if no or little data has been written to the database, the storage monitor shows 500 MB occupied space.

## **2. When I have deleted the written data, the storage monitor still shows a certain amount of occupied space - Can't it be released?**

When the data is deleted from SQL Server database, expanded data file will not shrink, but the free space inside the file can be used for the subsequent operations, such as insertion, update. For example, suppose you have applied for a 50 GB instance. If 50 GB data is written to the database and then is completely deleted, the storage monitor indicates you have used 50 GB space. But you still can write a large amount data files into the database.

## **3. When I use Microsoft SQL Server Management to manage database, the message "Login failed. The login is from an untrusted domain and cannot be used with Windows authentication" is displayed**

Please change the authentication method to "**SQL Server Authentication**".

# Others

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## **Is there a restriction to the number of databases in TencentDB for SQL Server?**

No. however, we recommend keeping the number of databases created in one single TencentDB for SQL Server instance below 70 for the better performance. If you need more databases, please [submit a ticket](#).

## **What happens to my TencentDB SQL Server instance when it expires?**

- The system will send you a renewal notification via email, SMS, and internal message 7 days before your TencentDB resources expiration.
- You can continue using the TencentDB services for an additional 7 days after the expiration. The system will send you an expiration reminder for the TencentDB services, and you need to renew them as soon as possible.
- If you fail to renew the TencentDB resources within 7 days after the expiration date, the resources will be repossessed by the system and all the data will be cleared and cannot be recovered.

## **After a SQL Server database is created, no or only a small amount of data is written, but why does the storage space monitor show that 500 MB of capacity has been used?**

When Tencent Cloud creates each SQL Server database, it automatically allocates 500 MB of initial capacity to which the data will be written first when any data is written at all.

Therefore, even if you write no or only a very small amount of data, storage monitor will also display 500 MB.

## **After I delete the data I have written to my TencentDB for SQL Server instance, the storage capacity monitor still shows that a considerable amount of capacity is used. Won't the used capacity be released?**

After the data is deleted from SQL Server, the extended data files don't shrink, and the free capacity inside the files can support subsequent operations such as insertion and update.

For example, if you apply for an instance of 50 GB and write 50 GB of data to a database and then delete all the data, the system monitor will show that you have used up the 50 GB of capacity. However, you can still continue to write a lot of files.

## **When managing a database with Microsoft SQL Server Management, the system prompts "Login failed. The login is from an untrusted domain and cannot be used with Windows authentication." Why?**

Please change the authentication method to "SQL Server Authentication".

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## How do I use SSH port mapping for TencentDB for SQL Server instance management from the internet?

For data security considerations, TencentDB for SQL Server currently doesn't support public IP. If you need to use a public IP, you can use the port mapping function of SSH2 to connect to, configure and manage an instance from the internet. For detailed directions, see [Connecting to an Instance](#).