

#### **Case Study**

# Addressing Always-on Availability Group Problems in AWS for an **Online Memorials Website**

This case study covers how Datavail assisted a large online memorials website with addressing multiple issues in its AWS SQL availability group.



Connect with us to learn more! **877.634.9222 www.datavail.com** 

# The Challenge

The online memorials website encountered issues with its Always-On Availability Group that impacted performance. The client moved to AWS and found availability problems following this migration. Multiple failover attempts happened every day, with the group usually coming back up after that process. It takes a minute to resolve and creates a negative user experience for the website.

The outages appeared random, as they were not linked to peak access times. A network traffic spike occurs at the same time, but it was difficult to tell whether it was related. Another challenge the company faced was determining whether the issue was related to SQL Server or AWS. The intermittent nature of the problem made it difficult for the client to replicate it and isolate the root cause.

The client requested for the server to be stabilized and then upgraded to Windows Server 2016 and SQL Server 2017.

## The Solution

We recommended and designed, architected, and implemented a three-node SQL Server Always-on Availability Group configuration to solve the problems getting in the way of high availability and reporting. Configuration of the three-node Windows clusters and the SQL Server Always on Availability Group was required for this process. We migrated the databases to SQL Server 2017 to give the client access to upgraded features and security measures, as well as to decrease the chances of the problem recurring.



## The Results

Datavail spent 160 hours on this project, with 80 hours allocated to troubleshooting the intermittent availability issues, and another 80 hours migrating the online memorials website to a three-node cluster. They were thrilled with the availability improvements and were able to go live with reliable databases.

