**Name**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Instructions**: Answer the questions to the best of your ability. Please thoroughly document your thought process and any references you use during your investigation.

1. You receive a case reporting that a user is unable to access one of their courses.
2. You have access to the servers, the database, and the error logs. What steps would you take to begin your investigation? Provide your reasoning for the starting point and describe your next steps.
3. Check off all the applications or tools you would use during your investigation. Additionally, provide a brief explanation about why you would use that application or tool.

* Cluster Administrator
* Computer Management
* Debug Diagnostics
* Directory Properties
* Distributed File System
* Fiddler
* IIS Logs
* IIS Manager
* PerfMon
* Product Error Logs
* sp\_WhoIsActive
* SQL Execution Plans
* SQL Server Configuration Manager
* SQL Server Management Studio
* SQL Server Profiler
* Windows Event Viewer
* Windows Security Services
* WireShark
* Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. You receive a chat from a user asking questions about a newly released feature on Brightspace. As this is a new feature, you still don't have much knowledge on how to troubleshoot the issue the client is discussing. Provide an explanation of what you would do to attempt to find the answer as well as any comments/questions to the client through the chat.
2. For this question, use D2L’s documentation site available here: [documentation.brightspace.com](https://documentation.brightspace.com/EN/-/-/-/welcome_page.htm)

You receive a case from a client asking for information regarding the steps to recalculate the grade on a quiz. Describe your steps to find the documentation for this question and write an email to the client explaining how to recalculate the grade on their quiz.

Use the following tables to assist you with questions 4-6.

**USERS**

|  |  |  |  |
| --- | --- | --- | --- |
| **UserId** | **FirstName** | **LastName** | **Email** |
| 1 | John | Green | John.green@school.com |
| 2 | Graham | Dale-Jones | Graham.jones@school.com |
| 3 | Francois | Peters | Francois.peters@school.com |
| 4 | Danika | Snow | Danika.snow@school.com |
| 5 | Jennifer | Booth | Jennifer.booth@school.com |
| 6 | Erin | Harvey | Erin.harvey@school.com |
| 7 | Caleb | Jackson | Caleb.jackson@school.com |

**COURSES**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **CourseId** | **CourseCode** | **CourseName** | **Instructor** | **StartDate** | **EndDate** |
| 1 | ACT102 | Accounting 102 | Martha Nesbitt | 04-14 | 07-30 |
| 2 | FRE101 | French 101 | Pierre Charette | 01-08 | 03-30 |
| 3 | FRE102 | French 102 | Pierre Charette | 04-14 | 07-30 |
| 4 | MUS101 | Music 101 | Allan Touring | 01-08 | 03-30 |

**ENROLLMENTS**

|  |  |  |
| --- | --- | --- |
| **EnrollmentId** | **UserId** | **CourseId** |
| 1 | 1 | 1 |
| 2 | 2 | 1 |
| 3 | 4 | 1 |
| 4 | 6 | 1 |
| 5 | 3 | 2 |
| 6 | 3 | 3 |
| 7 | 7 | 3 |
| 8 | 5 | 4 |
| 9 | 6 | 4 |

1. Using the tables above, write a query to identify the first name and last name of all users enrolled in more than one class.
2. Write a query to modify user 6’s Last Name to add a hyphenated second name ‘Booth’
3. You receive a case on January 5th (01-05) from Instructor Pierre Charette, who indicates that a student is missing from his French 101 course. The student is Caleb Jackson. Pierre is requesting that you locate any issues and correct them ASAP as his course is starting in just 3 days.
4. Using the tables above, detail your investigation, and all T-SQL statements used to determine the issue.
5. Write an update to Pierre explaining the issue and your proposed solution.