

# Resolving Script Level Upgrade Failed

Exception Message: Script level upgrade for database 'master' failed because upgrade step 'ISServer\_upgrade.sql' encountered error 15151, state 1, severity 16.

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## Environment Configuration

<b>Operating System</b>	Microsoft Windows Server 20xx
<b>Environment</b>	Azure\VM\physical
<b>SQL Database Version</b>	Microsoft SQL Server 20xx

## Background

In a new customer's environment, the SQL Services were down and could not be restarted manually.

The below exception is found by bypassing the script upgrade mode, utilising a trace flag:

*Script level upgrade for database 'master' failed because upgrade step 'ISServer\_upgrade.sql' encountered error 15151, state 1, severity 16. This is a serious error condition which might interfere with regular operation and the database will be taken offline. If the error happened during upgrade of the 'master' database, it will prevent the entire SQL Server instance from starting. Examine the previous errorlog entries for errors, take the appropriate corrective actions and re-start the database so that the script upgrade steps run to completion. Cannot recover the master database. SQL Server is unable to run. Restore master from a full backup, repair it, or rebuild it. For more information about how to rebuild the master database, see SQL Server Books Online. It was determined that this error was most likely caused due corruption in the Service Broker objects or roles which are part of the msdb database.*

This issue was caused by an automatic update which had attempted to update the SQL Server Integration Services instance. The shutdown of SQL Services was triggered because the SSIS upgrade script couldn't find the login [##MS\_SSISServerCleanupJobLogin##] in order to complete the upgrade.

## Solution

Steps to resolve the Script Upgrade error:

- Apply trace flag /T902 and start the SQL Server Services
- Create the [##MS\_SSISServerCleanupJobLogin##] login
- Stop the SQL Services and remove the /T902 trace flag
- Start the SQL services normally using Configuration Manager
- The SSIS upgrade script completes successfully

## References

<https://support.microsoft.com/en-us/topic/kb2163980-fix-the-sql-server-service-cannot-start-after-you-install-cumulative-update-package-1-for-sql-server-2008-r2-if-a-ucp-exists-in-the-instance-of-sql-server-061aba5e-c82d-aca5-9bfe-8463c6d9e92e>

**Disclaimer:** It is always recommended to log a support request with SQL Support for any SQL error you may encounter in your environment.

