

# Check if RHC reported down for a resource

Last updated by | Abhijeet Survase | Mar 13, 2023 at 8:49 AM PDT

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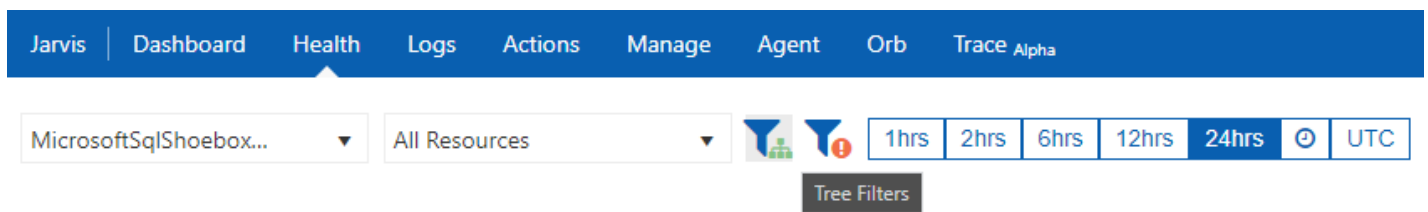
## Issue

If you want to check whether RHC has reported down for a particular resource, you can follow this TSG.

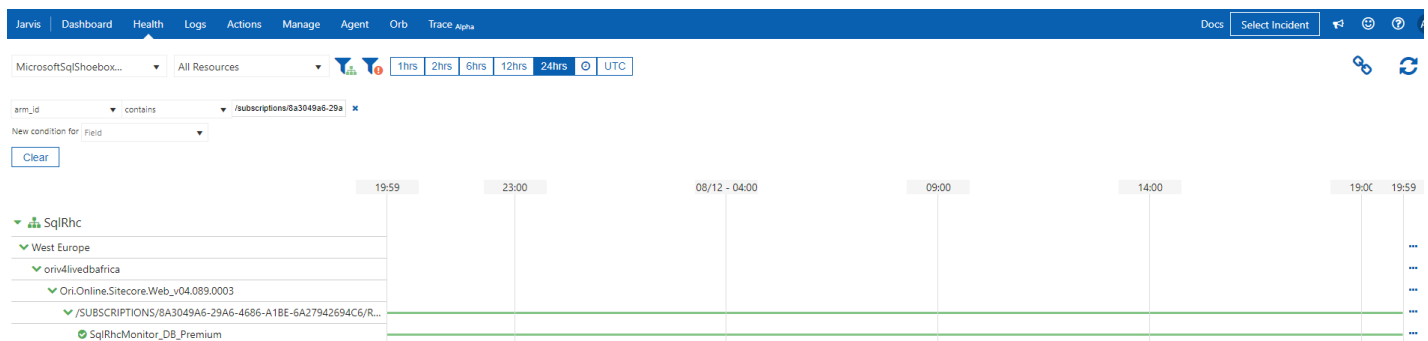
## Troubleshoot


Note that due to MDM ingestion delays, the time of the downtime reported to the customer can be about 5 minutes behind the actual time. So if MonLogin says the downtime happened at 10:00, it could be reported to the customer at about 10:05.

1. Grab the server and database name which experienced unavailability.
2. Go to Jarvis <https://jarvis-west.dc.ad.msft.net/#/> and click on Health page.
3. Enter MicrosoftSqlShoebox<region\_name> account e.g. MicrosoftSqlShoeboxAustraliaEast (Note - regional migration of MDM accounts has been done, so don't choose the global MicrosoftSqlShoebox account) and select the time range at which the outage appeared.
4. Click on the Tree Filter, you can search by database and server name through server\_name and database\_name fields. Hit enter.

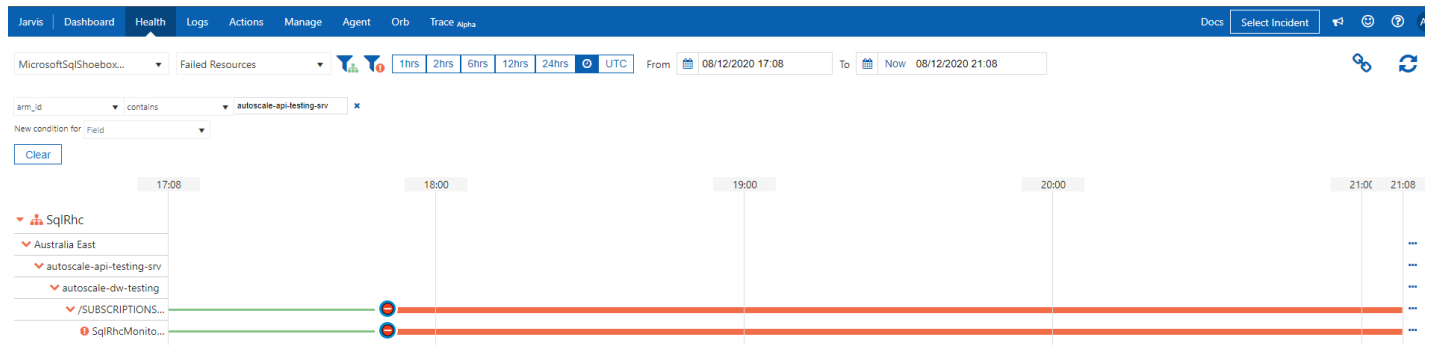


5. Expand SqlRhc tree until you hit the resource. The below snapshot shows that the database is healthy.




6. Example of downtime - Red indicates the DB is down <https://jarvis-west.dc.ad.msft.net/C4D1AC1E?genevatraceguid=3232781e-508e-46d6-8033-69765314b08a> 

Note: The granularity of downtime - Standard DB's is 2m and for premium it is 1m.



7. If you see greyed out, there can be two reasons:

1. Metric did not get emitted for the resource - replace server\_name and database\_name in sample dashboard <https://jarvis-west.dc.ad.msft.net/dashboard/share/8546DA1F>  to see if metrics are being emitted.
2. MDM monitor did not run - follow up with MDM team about monitor degradations

8. Run query to find out if there are system errors:

```
MonLogin
| where TIMESTAMP > datetime("08-30-2019") and TIMESTAMP < datetime("09-2-2019")
| where event == "process_login_finish"
| where is_success == 0 // and is_user_error == 0
| where logical_server_name =~ "midpkdb1" and database_name =~ "IDP_DEV_REP"
| project TIMESTAMP, error, state, database_name, logical_server_name, is_user_error
```

**Root Cause Classification** Cases resolved by this TSG should be coded to the following root cause:  
Connectivity: Troubleshoot DB Availability and Connection Errors\Resource Health events

**How good have you found this content?**



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