Missing metrics due to frequent update SLO

Last updated by | Vitor Tomaz | Jun 8, 2022 at 5:33 AM PDT

**Contents**

Issue

Customer initiate an update SLO operation and says the db was unavailable for longer time based on cpu metrics.

Troubleshooting

Firstly, you need to understand that customer may have wrong perception about databaase availability since they refer to the metrics.

1. Verify the database availability from ASC

2. If login can be made to database during issue time frame, double confirm with customer if their concern is on missing metrics.

3. Check metrics on Jarvis https://portal.microsoftgeneva.com/dashboard/share/67E7F4B1 ⧉

   - Modify the "Account" parameter based on database region, find the correct MDM from SQL Regional MDM accounts

   - Modify the resourceid to the issue database resource id

4. Check if there is frequent switch between VCore and NonVCore from Kusto

```
//check from telemetry side
MonMDMEvent

|where TIMESTAMP > ago(3d)

|where Event contains "external_telemetry_database_metrics_database"

| where ResourceID  == <resourceid>

| summarize sum(NumberOfMetricsSuccess) by Event, bin(TIMESTAMP, 1h)

|render timechart


//check if there is frequent update SLO operation
MonManagementResourceProvider

| where originalEventTimestamp >= datetime(2021-12-18 00:01) and originalEventTimestamp <= datetime(2021-

| where request_url contains "servername"
```

Root Cause

The gap in CPU Limit, which is being interpreted as missing telemetry or unavailability, is actually due to a constant switch between VCore and NonVCore. Telemetry is switching between CPU_Limit and DTU_Limit, so the CPU_Limit metric can be empty for quite long periods. This switch is happening almost daily.

How good have you found this content?