RHC FAQ's

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Most commonly asked questions on RHC :

1. Kusto does not have login failure. However RHC shows down. Why? RHC is based on MDM pipeline. MDM is more reliable than Kusto especially when an app fails over to another node. In which cases, tail telemetry could be lost in Kusto sometimes. More information - Missing Tail Telemetry During Failover This will be fixed in Shared MA work planned in next semester. So please check both MDM and Kusto for login failures.

   Plot chart on MDM - (example template) https://jarvis-west.dc.ad.msft.net/dashboard/share/D3865856 Click on the gear button and change the server name to the one mentioned in CSS case.

2. Is there an offset of 5-10m in RHC portal? For example login failure happened at 10.20am, would RHC show as 10.25am? Yes, there is an offset in the timestamp of RHC of about 5-10m. This is by design and MDM reports the timestamp of when the monitor completed execution. Say login failure happened at 10.20am, RHC portal can show the start time anywhere from 10.23 to 10.30.

3. The outage was not 2 minutes. Why does RHC portal show 2m? MDM shows a granularity of 2m for Standard DB and 1m for Premium DB's. This is a limitation in MDM. If the downtime is 10 sec and it is standard DB, we show the time as 2 minutes. This experience is being improved by adding duration as part of annotations. The new experience would be:

   Your SQL DB was unavailable due to maintenance and duration is 10 sec

4. Granularity is 1m/2m, say there is a larger block like 10m outage, how to interpret that data? It means that for that 10m window, the DB was experiencing some login failures every minute. Since granularity is 1m if successive minutes have failures, they get aggregation and is shown as 10m

   Example - RHC portal shows down from 10.20 to 10.30 and is a Standard DB. Since it is Standard DB, granularity is 2m, there were login failures from 10.20 - 10.22, again some failures from 10.22 to 10.24, again some failures from 10.24 - 10.26 till 10.30. These time windows got merged and it is shown as 10.20 to 10.30

   By computing the actual duration in seconds, we can improve this experience - Your SQL DB was unavailable due to maintenance and duration is 10 sec

5. Some show warning state and some show error state in RHC portal. If a DB is experiencing transient errors where majority are success , followed by few failures, we mark that state as Degraded. (warning)

   If the DB is continuously hitting failures with less successful logins, we mark that window as error state(red)

6. Customer is seeing Unknown state in RHC It means we are missing metric for that DB. Please create/transfer the incident to Telemetry team.

7. Deactivated databases scenario If no logins happen to the DB, deactivated databases report as Available always even though the DB is in unhealthy state.

8. MDM accounts have been migrated from global to regional accounts, so use account name pattern of ORIGINAL_ACCOUNT_NAME + REGION_NAME. ORIGINAL_ACCOUNT_NAME is MicrosoftSqlShoebox.

Example - Say the DB is in East Asia, MDM account name will be MicrosoftSqlShoeboxEastAsia. All regional accounts are found in - SQL Regional MDM accounts

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