Customer received Health State UNKNOWN on Activity Log

Last updated by | Balaji Barmavat | Nov 30, 2020 at 10:48 PM PST

Customer received Health State UNKNOWN on Activity

Log

Monday, October 8, 2018 4:05 PM

```
Activity log
■■ Columns 💍 Refresh logs 📑 Export to Event Hub 👲 Download as CSV 🤌 Logs 📗 🖈 Pin current filters 📉 Reset filters
    1 Health Event Resolved
                                                                                                                   Mon Oct 08 ... b5285e5e-b631-41b6-b808-4ff1d426c29
                                                                                                   8 h ago
    1 Health Event Resolved
                                                                                                                   Mon Oct 08 ... b5285e5e-b631-41b6-b808-4ff1d426c291
                                                                                        Resolved
                                                                                        Active
                                                                                                    9 h ago
                                                                                                                   Mon Oct 08 ... b5285e5e-b631-41b6-b808-4ff1d426c291
                                                                                                    9 h ago
                                                                                        Active
                                                                                                                   Mon Oct 08 ... b5285e5e-b631-41b6-b808-4ff1d426c291
                                                                                                                   Mon Oct 08 ... b5285e5e-b631-41b6-b808-4ff1d426c291
                                                                                                                   Sat Oct 06 20... b5285e5e-b631-41b6-b808-4ff1d426c291
 ▶ 1 Health Event Resolved
                                                                                                                  Sat Oct 06 20... b5285e5e-b631-41b6-b808-4ff1d426c291
     Health Event Activated
                                                                                                                  Sat Oct 06 20... b5285e5e-b631-41b6-b808-4ff1d426c291
                                                                                        Active
 ▶ 1 Health Event Resolved
                                                                                                                  Sat Oct 06 20... b5285e5e-b631-41b6-b808-4ff1d426c291
 ▶ 1 Health Event Resolved
                                                                                                                  Sat Oct 06 20... b5285e5e-b631-41b6-b808-4ff1d426c291
                                                                                                                  Sat Oct 06 20... b5285e5e-b631-41b6-b808-4ff1d426c291
             "resourceld": "/subscriptions/b5285e5e-b631-41b6-b808-4ff1d426c291/resourceGroups/securitydata/providers/Microsoft.Storage/storageAccounts/b51988westeurope",
             "status": {
                "value": "Active",
"localizedValue": "Active
   33
   34
   35
             "subStatus": {
    "value": ""
   36
   37
   38
                "localizedValue": ""
   39
             submissionTimestamp": "2018-10-06T16:18:16.5326318Z",
   41
            "subscriptionId":
             "properties": {
    "title": ""
   42
                "details": ""
   44
   45
                  "currentHealthStatus": "Unknown"
   46
                 "previousHealthStatus": "Available",
   47
                 "type": "Downtime",
"cause": "PlatformInitiated"
```

.....

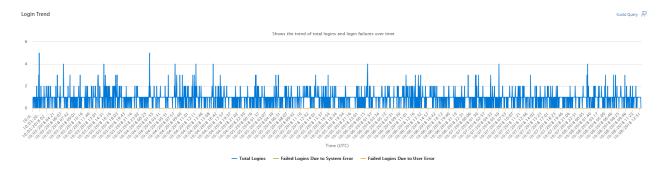
Json SAMPLE

```
"channels": "Admin, Operation",
"correlationId": "800d5df4-aa9c-4e4b-b805-828585d29bf7",
"description":
"eventDataId": "fc643987-dae6-4f70-b32e-98819c955949",
"eventName": {
  "value":
  "localizedValue": ""
 category": {
  "value": "ResourceHealth",
  "localizedValue": "Resource Health"
,-
"eventTimestamp": "2018-10-04T23:44:34.9489173Z",
"level": "Critical",
"operationId": "
"operationName": {
  "value": "Microsoft.Resourcehealth/healthevent/Activated/action",
  "localizedValue": "Health Event Activated"
 "resourceProviderName": {
  "value": "Microsoft Resourcehealth/healthevent/action"
  "localizedValue": "Microsoft.Resourcehealth/healthevent/action"
"resourceType": {
    "value": "Microsoft.Sql/servers/databases",
  "localizedValue": "Microsoft.Sql/servers/databases"
"status": {
    "value": "Active",
  "localizedValue": "Active"
"subStatus": {
  "localizedValue": "
"submissionTimestamp": "2018-10-08T04:08:46.000123Z",
"subscriptionId": "Input Subscription ID",
"properties": {
```

```
"title": "",
"details": "",
"currentHealthStatus": "Unknown",
"previousHealthStatus": "Available",
"type": "Downtime",
"cause": "PlatformInitiated"
},
"relatedEvents": []
```

Jarvis shows no error ▼ All Resources 00:00 11:00 10/04 - 01:00 15:00 10/05 - 05:00 19:00 23:59 > GaMa-Prod-Sitecore-Analytics-Secondary > GaMa-Prod-Sitecore-BackendCache > gama-prod-sitecore-bidb > GaMa-Prod-Sitecore-Core > GaMa-Prod-Sitecore-Custom ✓ GaMa-Prod-Sitecore-Master > GaMa-Prod-Sitecore-PostalCode > GaMa-Prod-Sitecore-Web ▶ ■ Per-Monitor Resource Health ▶ ■ Special Status Resources

No login failed found



Generic explanation found at (https://servicedesk.microsoft.com/#/knowledge/content/casenotes-mssolve-2012-2017/115121213486726)

Below you can find some explanation of the UNKNOWN state

"Unknown: The service has not received heartbeats for this resource for more than 5 min."

https://azure.microsoft.com/en-us/blog/reduce-troubleshooting-time-with-azure-resource-health/

If the service does not receive signals from a resource for a period of time, the health of the resource will be set to unknown. It is important to notice that this is not a definitive indicati

- If the resource is running as expected but is health is set to unknown in Resource health, there are no problems and you can expect the status of the resource to update to h
- If you are experiencing problems accessing the resource and its health is set to unknown in Resource health, this could be an early indication that there is a problem and a deep

How good have you found this content?



