

Some failovers not reported to customer

Last updated by | Abhijeet Survase | Mar 28, 2023 at 4:13 AM PDT


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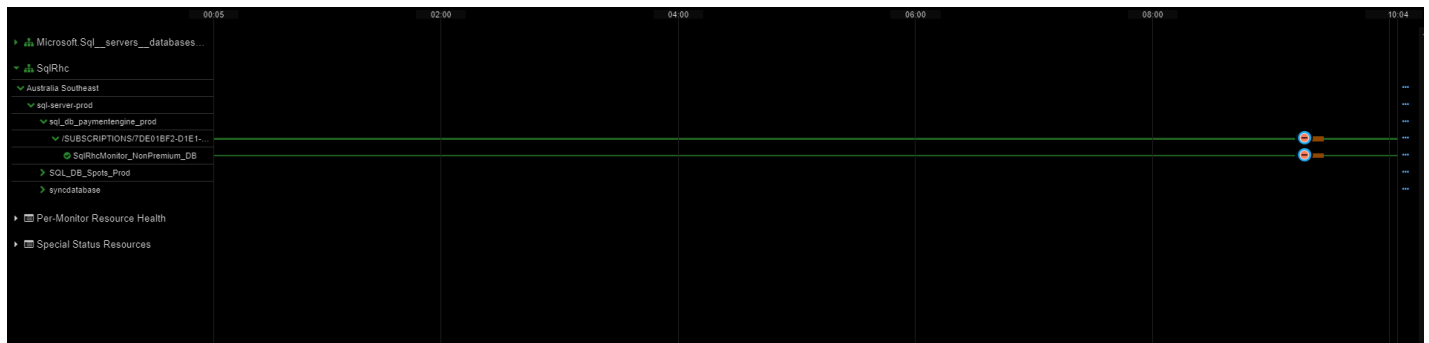
- [Issue](#)
- [Troubleshoot](#)

Issue

This TSG can be used to identify in certain scenarios where customer may see only one failover in health check report while CSS can see multiple failovers happened.

Troubleshoot

1. Failovers are not always the direct cause for RHC downtime annotations. RHC only tracks logins failing due to system errors (this includes failovers). Thus, we cannot always expect failovers to be reported to customer if they cause no noticeable impact. If there is no login, RHC will show Available.
2. Using this link: <https://jarvis-west.dc.ad.msft.net/E35929F4?genevatraceguid=d12e6a20-66bf-48d9-ace6-af68782af4c0> 



- a. Switch to the regional account for the uri.
- b. Replace the URI to investigate RHC annotations. This is what

will be reflected to the customer here:

SQL_DB_PaymentEngine_Prod (sql-server-prod/SQL_DB_PaymentEngine_Prod) - Resource health

SQL database

Search (Ctrl+/)

Refresh

Properties

Locks

Export template

Integrations

Stream analytics (preview)

Security

Advanced data security

Auditing

Dynamic Data Masking

Transparent data encryption

Intelligent Performance

Performance overview

Performance recommendati...

Query Performance Insight

Automatic tuning

Monitoring

Alerts

Metrics

Diagnostic settings

Logs

Support + troubleshooting

Resource health

New support request

02/21/2020

Available

02/20/2020

Available

02/19/2020

Available

02/18/2020

Available

02/17/2020

Available

02/16/2020

Available

02/15/2020

Available

02/14/2020

Available

02/13/2020

Available

02/12/2020

Available

02/11/2020

Available

02/10/2020

Available

02/09/2020

1 health event(s)

Degraded

At Sunday, February 9, 2020, 8:15:39 PM GMT+11, the Azure monitoring system received the following information regarding your SQL database:
We're sorry your SQL database is experiencing transient login failures. Currently, Azure shows the impacted time period for your SQL database resource at a two-minute granularity. The actual impact is likely less than a minute - average is 2s. We're working to determine the source of the problem.
Recommended Steps

- To reduce the impact of connection issues caused by future reconfigurations, please implement [retry logic](#) in your code.
- If you're having problems, use the [Troubleshooting tool](#) to get recommended solutions
- If you're using geo-replication for SQL database, try [failing over to your secondary database](#)
- If your SQL database or SQL data warehouse isn't available by the expected resolution time, [contact support](#)

20:15:39 (GMT+11) - 20:26:07 (GM...

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Was this helpful? Yes No

3. Using ASC, navigate: SQL Troubleshooter -> Downtime Reasons -> Downtime History

Shows the downtime history for the given database

FailoverStartTime	FailoverEndTime	OutageTimeInSeconds	Type	PLBActivity	NewPrimary	OldPrimary	OutageReason	AnalysisTimeInSec	RedoTimeInSec	UndoT
2020-02-09 06:01:58	2020-02-09 06:04:26	2	Planned Failover	[SwapPrimarySecondary:Upgrade]	DB.22	DB.0	Deployment	0.042	0	0
2020-02-09 09:09:05	2020-02-09 09:11:32	2	Planned Failover	[SwapPrimarySecondary:Upgrade]	DB.48	DB.22	Deployment	0.036	0	0

SQLDumps

From above screenshot, there are two failovers happened at 6AM and 9AM.

4. Using ASC, navigate: SQL Troubleshooter -> Summary -> Login Trend

Login Trend

Shows the trend of total logins and login failures over time

02/09/2020 06:04
Failed Logins Due to User Error: 0

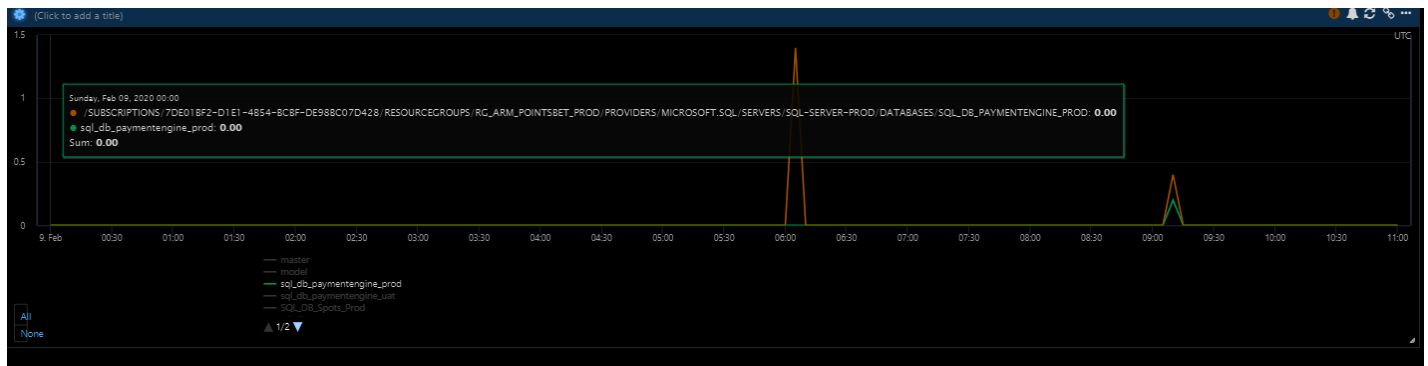
Time (UTC)

— Total Logins — Failed Logins Due to System Error — Failed Logins Due to User Error

In this case we noticed there was a user login failure but no system error compared to here: <https://jarvis-west.dc.ad.msft.net/dashboard/share/85403A0C> [Green line indicates system error, Orange line indicates connection failed. Connection failed is a superset of system error]

https://supportability.visualstudio.com/AzureSQLDB/_wiki/wikis/AzureSQLDB.wiki/439387/Some-failovers-not-reported-to-customer

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5. In all above logs, downtime reported to customer was due to login failure from system error during planned failover at 9am. There was no login failure due to system error occurring at 6am. Therefore, RHC only reported 1 health check event at 9AM.

Canned RCA Your database "Input_database_name" in "Server-Name" experienced failover due to planned maintenance. To ensure high quality of the service and safe execution environment, we roll out the upgrades on a monthly schedule. Typically, upgrade payload includes OS patches and security fixes, new SQL product features and repairs as well as most recent 3rd party bits. Planned failovers are almost always instantaneous and last at most a few seconds and should be handled using retry logic from your application.

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?

