# Connection failures - Health Checker Notification Alerts - False Alarms

Last updated by | Subbu Kandhaswamy | May 24, 2021 at 2:51 PM PDT

## Health Checker Error - 18456 State 5 @customer end due to Proactive Internal Check

Contents

## Symptoms

Customer will receive alerts for our internal proactive check and it will be from Azure SQL DB Health Checker w/ error 18456 state 5.

## Cause

We have automation to proactively detect and mitigate login failures before customers can file a case. As a part of this, we monitor our telemetry for login failures and perform diagnostic queries to help identify root causes and possible mitigations. During the automatic troubleshooting, we perform a dummy login to determine if the database is available. This login will obviously fail and that is what the email indicated. We are working with the Threat Detection team to possibly prevent sending notifications for this particular health checker.

## Additional Information

Further, you may be wondering why we identified an issue that would cause us to run our troubleshooter. It turns out we also perform this troubleshooting when there is a specific absence of telemetry that could be caused by a performance issue on the database. However, it can also be fired for a known issue where our Gateways do not emit telemetry when highly stressed. We believe this is what triggered the automation to perform a login check on your database. We apologize for any alarms and are actively working on fixing this problem.

### Customer may receive alerts similar to this

- Server/Database
    - Server: seahawks.database.windows.net ⤢
    - Database: Library
- The connection came from:
    - Host name: MD0004F99DCE7B

- IP: 10.212.63.170
- Application: Azure SQL DB Health Checker
- Principal name: dummyUserWithRandomString

## Next Steps

This is a known bug, and to suppress this internally generated alerts from customer, PG will be working on repair item, which is at low priority due to dependencies and potentially compounding impact.

We received couple of ICMs so far related to this and the CSS Recommended action is to explain the reason as mentioned above in the cause and [Azure SQL DB Health Checker] is internal application that checks using principal name- [dummyUserWithRandomString]

## Classification

Root cause tree :Azure SQL DB v2\Connectivity\Login Errors

## Reference

Additional information on health check status, and alerts review - How to Use Resource Health to troubleshoot connectivity for Azure SQL Database and Azure SQL Managed Instance

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