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

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",
    "id": "xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx",
    "level": "Critical",
    "operationId": "",
    "operationName": {
        "value": "Microsoft.Resourcehealth/healthevent/Activated/action",
        "localizedValue": "Health Event Activated"
    },
    "resourceGroupName": "xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx",
    "resourceProviderName": {
        "value": "Microsoft.Resourcehealth/healthevent/action",
        "localizedValue": "Microsoft.Resourcehealth/healthevent/action"
    },
    "resourceType": {
        "value": "Microsoft.Sql/servers/databases",
        "localizedValue": "Microsoft.Sql/servers/databases"
    },
    "resourceId": "xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx",
    "status": {
        "value": "Active",
        "localizedValue": "Active"
    },
    "subStatus": {
        "value": "",
        "localizedValue": ""
    },
    "submissionTimestamp": "2018-10-08T04:08:46.000123Z",
    "subscriptionId": "Input Subscription ID",
    "properties": {
```

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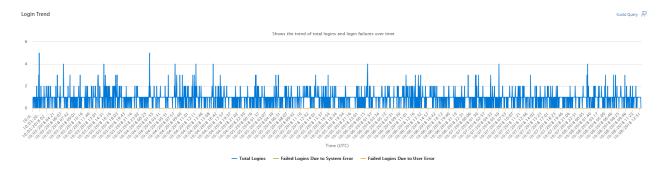

Jarvis shows no error

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?