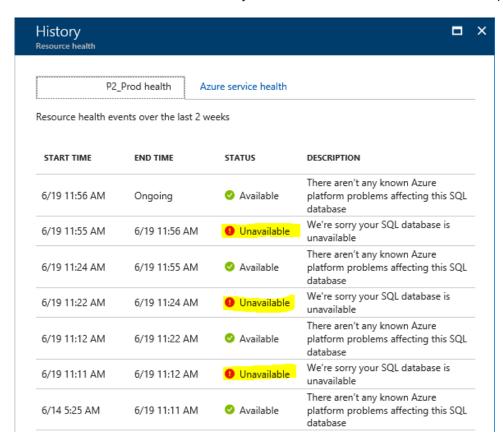# Database Unavailable

Last updated by | Vitor Tomaz | Aug 5, 2020 at 12:43 PM PDT

If the Portal Resource health history shows database Unavailable in small periods like below:

Those short period (less that 2-3 minutes) of "Unavailable" message is not a definitive indication that there is something wrong with the database. It could be due to transient faults that affected the portal receiving signals from the database. If the unavailable periods last only 2-3 minutes, and SQL database resource is healthy, it is expected the status changes back to Available at next monitoring period, as the screenprint shows.

In detail, there are two signals to determine the output of the display - Logins + Heartbeats.

Logins – if there are any failed logins due to system errors during a minute, we will mark that minute as down

Heartbeats - coming from the database once per minute. If there is a gap of two minutes, we'll mark those minutes as Down.

After the Down is counted 2-3 times, the portal will display the <database unavailable> as above.   If the Unavailable period last longer, investigation is needed.

How good have you found this content?