

Known Issue: Customer view Audit logs from portal is failing

Last updated by | Vitor Tomaz | Feb 24, 2023 at 3:24 AM PST

Issue:

Some customers see an error message "An unknown error has occurred." when they try to view Audit logs from the portal.

Issue analysis:

There is an unhandled exception occurring in ManagementService code, while parsing the filenames of audit log files, which causes some "GET/MODULES/SUBSCRIPTIONS/RESOURCEGROUPS/PROVIDERS/MICROSOFT.SQL/SERVERS/DATABASES/AUDITRECORDS" requests to fail.

How to Identify the issue:

We can use a query to HttpIncomingRequests like this, to get the list of requests failing with server-side errors:

```
let logicalServerName = "da-sql-gatherings-dev";
HttpIncomingRequests
| where TIMESTAMP > ago(7d)
| where targetResourceProvider == "MICROSOFT.SQL"
| where targetResourceType contains "AUDIT"
| where targetUri has_any (logicalServerName)
| where operationName == "GET/SUBSCRIPTIONS/RESOURCEGROUPS/PROVIDERS/MICROSOFT.SQL/SERVERS/DATABASES/AUDITRECORDS"
// | where TaskName != "HttpIncomingRequestStart" and TaskName != "HttpIncomingRequestEndWithSuccess"
| where TaskName == "HttpIncomingRequestEndWithServerFailure"
| project TIMESTAMP, TaskName, operationName, httpMethod, httpStatusCode, targetUri, exceptionMessage, errorCo
```

From the results of the above query, take a few clientRequestId(s), and use them in a query to MonManagementResourceProvider like this -

```
MonManagementResourceProvider
| where client_request_id in (
    "342ab6aa-4ab5-44aa-a899-178d3fe1d09e", "342ab6aa-4ab5-44aa-a899-178d3fe1d0a0", "342ab6aa-4ab5-44aa-a899-178d3fe1d0a1"
)
| project logical_server_name, logical_database_name, exception_type, message, stack_trace, headers
```

Workaround or Mitigation to share with customers:

- No known mitigation as of now, for viewing logs through the portal.
- Suggestions to the customer is to use sys.fn_get_audit_file in SSMS to view the audit logs.
- Here is the documentation for it: [sys.fn_get_audit_file \(Transact-SQL\) - SQL Server](https://docs.microsoft.com/en-us/sql/relational-databases/system-functions/sys-fn-get-audit-file-transact-sql) ☑

Root Cause to Share with customers, ETA for permanent fix:

This is a known issue, and the Product group is working on adding telemetry and a "possible" fix. Which should get deployed around mid-late January (due to the deployment freezes in the holiday season)

Once the deployment is done, there is a possibility it would mitigate the issue. However, since we don't have any way to get to the exact root cause right now, we cannot formally commit to having it fixed around mid/late January. But it should give us enough info to be able to figure out and work on the fix and provide a reliable ETA.

Master ICM to tag any new incidents.

- <https://portal.microsofticm.com/imp/v3/incidents/details/349078003/home> 

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