Some failovers not reported to customer

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

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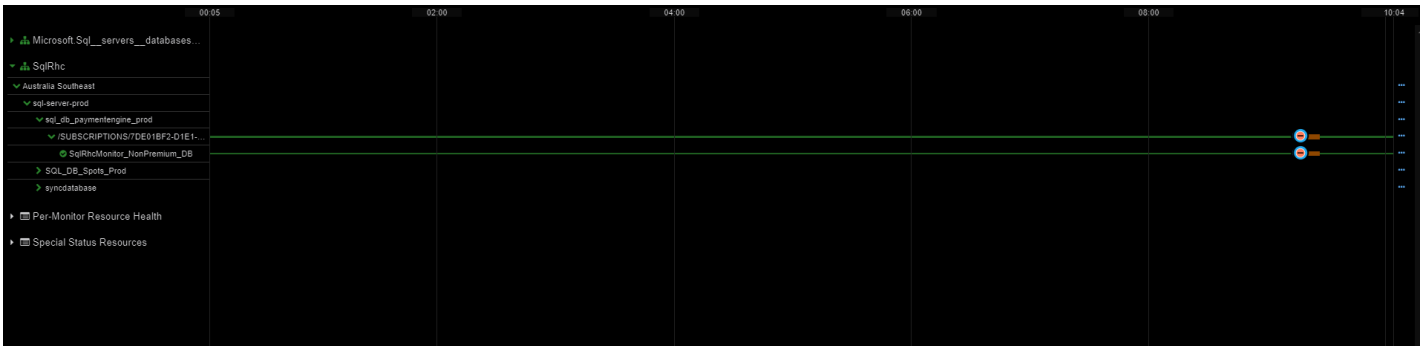
Issue

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

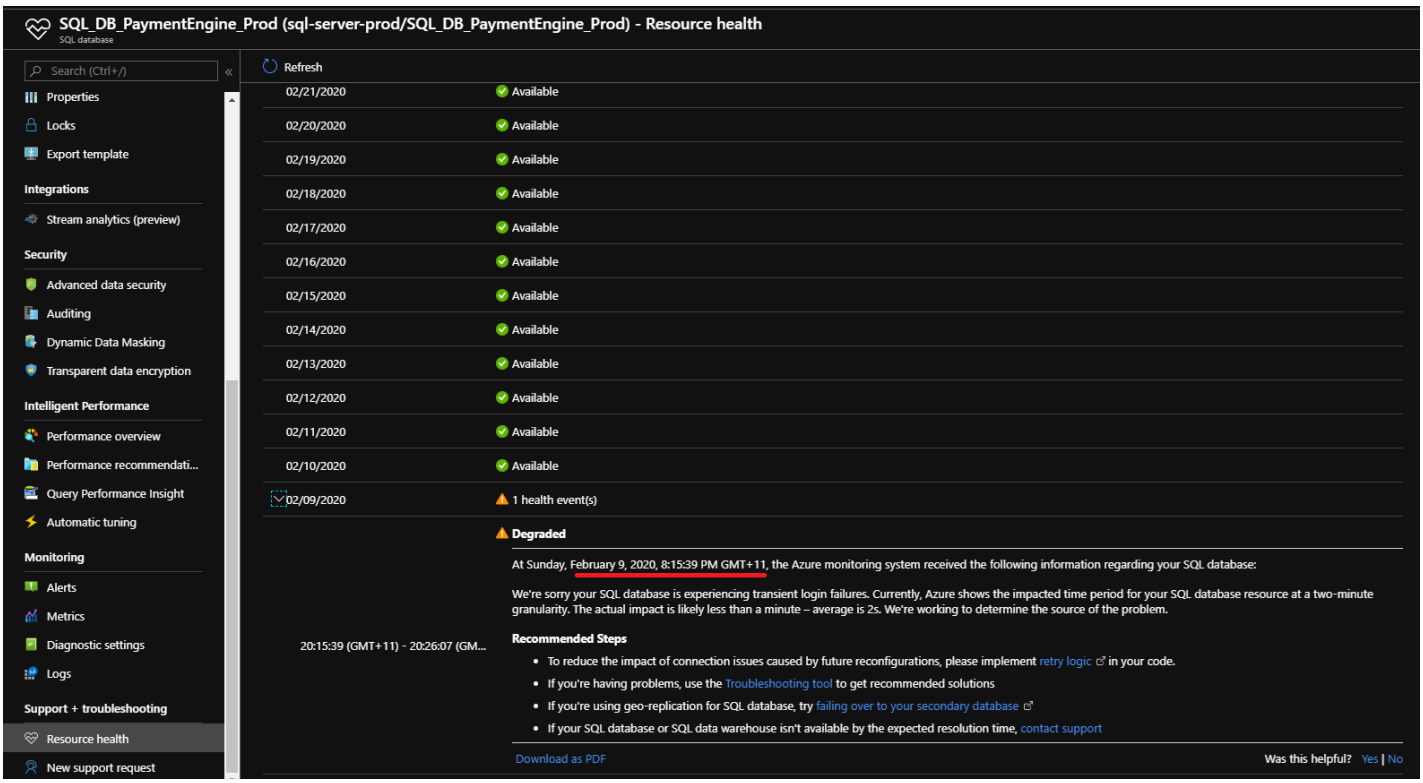
1. Failovers are not always the direct cause for RHC downtime annotations. RHC only tracks logins failing due to system errors (this includes failovers). Thus, we cannot always expect failovers to be reported to customer if they cause no noticeable impact. If there is no login, RHC will show Available.

2. Using this link: https://jarvis-west.dc.ad.msft.net/E35929F4?genevatraceguid=d12e6a20-66bf-48d9-ace6-af68782af4c0

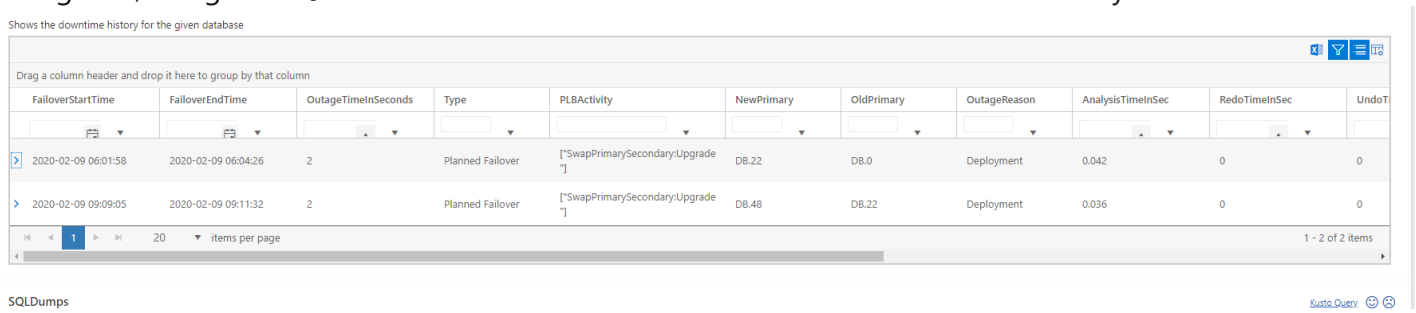


a. Switch to the regional account for the uri. b. Replace the URI to investigate RHC annotations. This is what

will be reflected to the customer here:

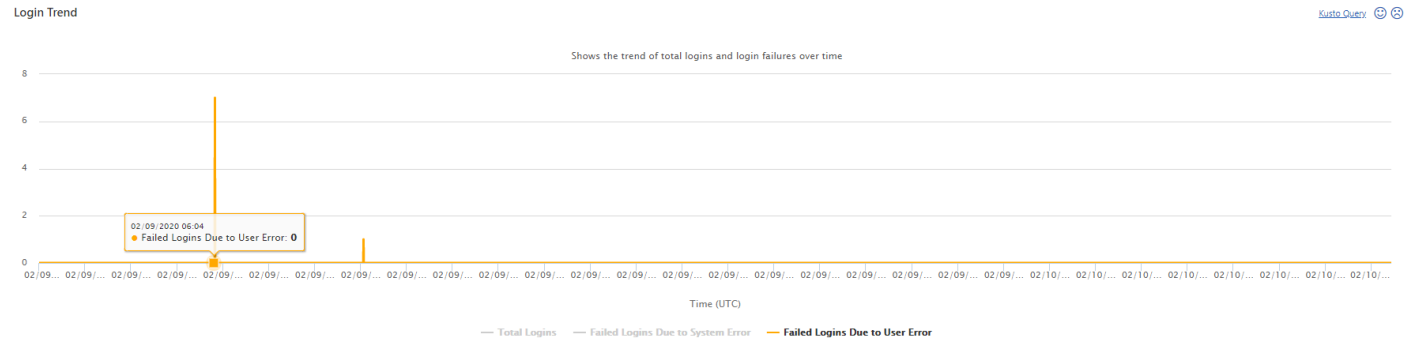


3. Using ASC, navigate: SQL Troubleshooter -> Downtime Reasons -> Downtime History

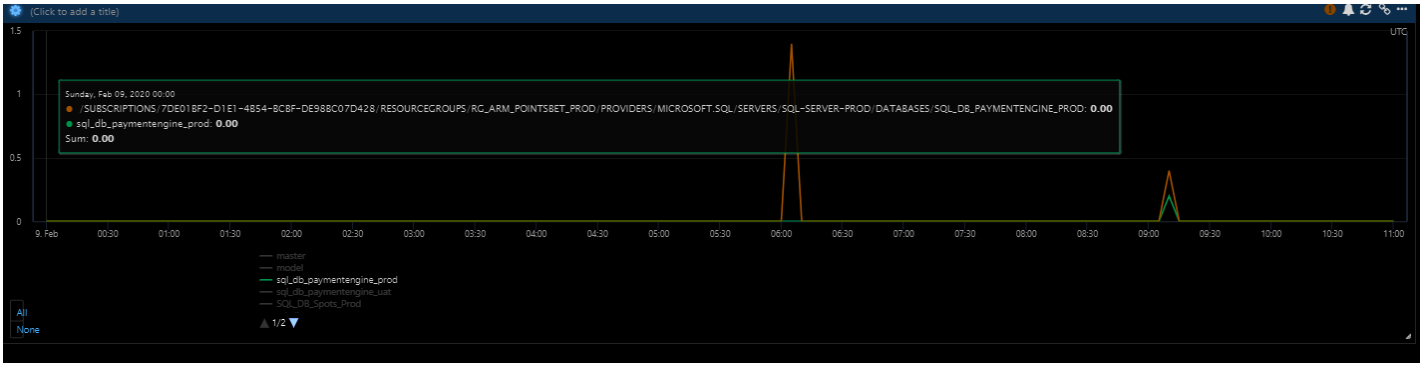


From above screenshot, there are two failovers happened at 6AM and 9AM.

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



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]



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?