Table of Contents

Azure resource health overview

6/27/2017 • 3 min to read • Edit Online

Resource health helps you diagnose and get support when an Azure issue impacts your resources. It informs you about the current and past health of your resources and helps you mitigate issues. Resource health provides technical support when you need help with Azure service issues.

Whereas Azure Status informs you about service issues that affect a broad set of Azure customers, resource health provides you with a personalized dashboard of the health of your resources. Resource health shows you all the times your resources were unavailable in the past due to Azure service issues. This makes it simple for you to understand if an SLA was violated.

What is considered a resource and how does resource health decides if a resource is healthy or not?

A resource is an instance of a resource type offered by an Azure service through Azure Resource Manager, for example: a virtual machine, a web app, or a SQL database.

Resource health relies on signals emitted by the different Azure services to assess if a resource is healthy or not. If a resource is unhealthy, resource health analyzes additional information to determine the source of the problem. It also identifies actions Microsoft is taking to fix the issue or what actions you can take to address the cause of the problem.

Review the full list of resource types and health checks in Azure resource health for additional details on how health is assessed.

Health status provided by resource health

The health of a resource is one of the following statuses:

Available

The service has not detected any events impacting the health of the resource. In cases where the resource has recovered from unplanned downtime during the last 24 hours you will see the **recently recovered** notification.
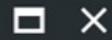
Unavailable

The service has detected an ongoing platform or non-platform event impacting the health of the resource.

Platform events

These events are triggered by multiple components of the Azure infrastructure and include both scheduled actions like planned maintenance and unexpected incidents like an unplanned host reboot.

Resource health provides additional details on the event, the recovery process and enables you to contact support even if you don't have an active Microsoft support agreement.

Resource health
rija - PREVIEW

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↻ Refresh

Resource health watches your resource and tells you if it's running as expected. Learn more

🛑 **Unavailable** - View History   Last updated: 12/6/2016, 10:12:26 AM ⓘ

We're sorry, your virtual machine isn't available because of a problem in the Azure compute infrastructure

Report incorrect health status

Microsoft wasn't able to recover your Virtual machine

An unexpected problem with the host is preventing us from automatically recovering your virtual machine

✔ Detect problem	3/19/2017, 12:00:14 PM	
✔ Determine cause	3/19/2017, 12:00:14 PM	
✖ Resolve Issue	3/19/2017, 12:25:14 PM	

Please take the following actions

1. Redeploy this virtual machine to a different host
2. To get help recovering your virtual machine, contact support

Non-Platform events

These events are triggered by actions taken by users, for example stopping a virtual machine or reaching the maximum number of connections to a Redis Cache.

Unknown

This health status indicates that resource health has not received information about this resource for more than 10 minutes. While this status is not a definitive indication of the state of the resource, it is an important data point in the troubleshooting process:

- If the resource is running as expected the status of the resource will update to Available after a few minutes.
- If you are experiencing problems with the resource, the Unknown health status may suggest the resource is impacted by an event in the platform.

Report an incorrect status

If at any point you believe the current health status is incorrect, you can let us know by clicking **Report incorrect health status**. In cases where you are impacted by an Azure problem, we encourage you to contact support from the resource health blade.

Historical Information

You can access up to 14 days of historical health data by clicking **View History** in the Resource health blade.

Getting started

To open Resource health for one resource

1. Sign in into the Azure portal.
2. Navigate to your resource.
3. In the resource menu located in the left-hand side, click **Resource health**.
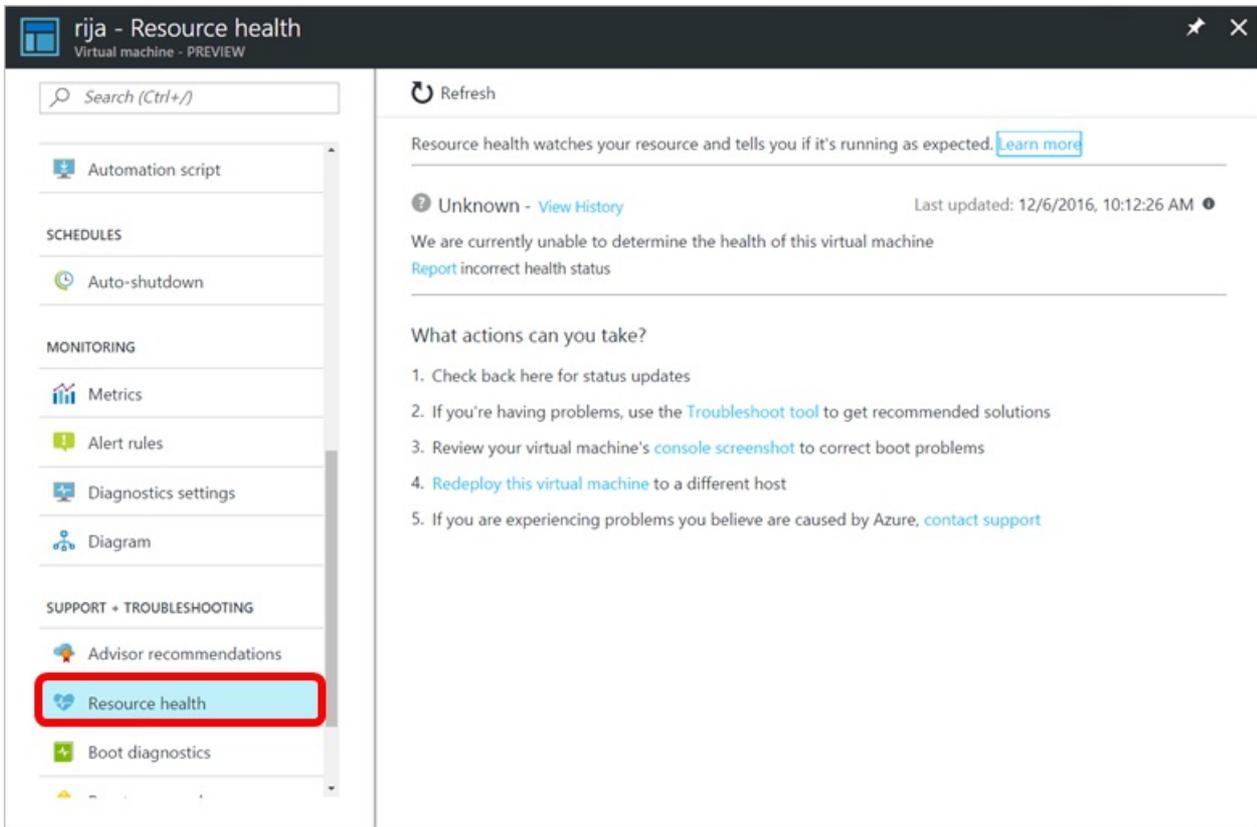
You can also access resource health by clicking **More services**, and typing **resource health** in filter text box to open the **Help + Support** blade. Finally click **Resource health**.
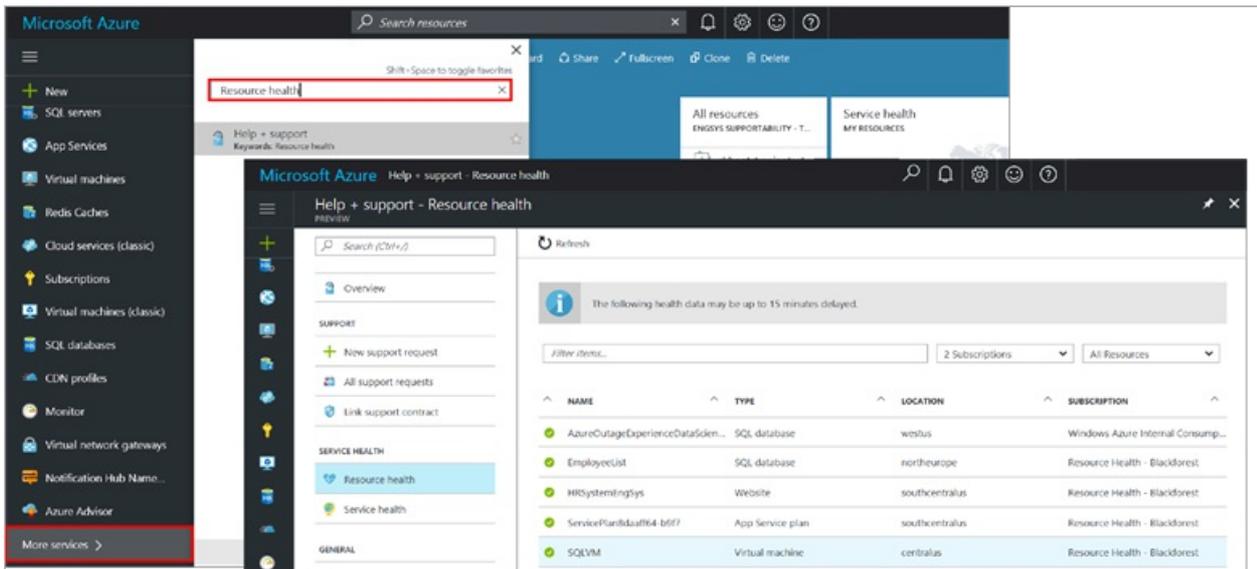
Next steps

Check out these resources to learn more about resource health:

- Resource types and health checks in Azure resource health
- Frequently asked questions about Azure resource health

Azure Resource health FAQ

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Learn the answers to common questions about Azure resource health.

Frequently asked questions

- What is Azure resource health?
- What is the resource health intended for?
- What health checks are performed by resource health?
- What does each of the health status mean?
- What does the unknown status mean? Is something wrong with my resource?
- How can I get help for a resource that is unavailable?
- Does resource health differentiate between unavailability cased by platform problems versus something I did?
- Can I integrate resource health with my monitoring tools?
- Where do I find resource health?
- Is resource health available for all resource types?
- What should I do if my resource is showing available but I believe it is not?
- Is resource health available for all Azure regions?
- How is resource health different from the Service Health Dashboard or the Azure portal service notifications?
- Do I need to activate resource health for each resource?
- Do we need to enable resource health for my organization?
- Is resource health available free of charge?
- What are the recommendations that resource health provides?

What is Azure resource health?

Resource health helps you diagnose and get support when an Azure issue impacts your resources. It informs you about the current and past health of your resources and helps you mitigate issues. Resource health provides technical support when you need help with Azure service issues.

What is the resource health intended for?

Once an issue with a resource has been detected, resource health can help you diagnose the root cause. It provides help to mitigate the issue and technical support when you need more help with Azure service issues.

What health checks are performed by resource health?

Resource health performs various checks based on the resource type. These checks are designed to implement three types of issues:

1. Unplanned events, for example an unexpected host reboot
2. Planned events, like scheduled host OS updates
3. Events triggered by user actions, for example a user rebooting a virtual machine

What does each of the health status mean?

There are three different health statuses:

1. Available: There aren't any known problems in the Azure platform that could be impacting this resource
2. Unavailable: Resource health has detected issues that are impacting the resource
3. Unknown: Resource health can not determine the health of a resource because it has stopped receiving information about it.

What does the unknown status mean? Is something wrong with my resource?

The health status is set to unknown when resource health stops receiving information about a specific resource. While this status is not a definitive indication of the state of the resource, in cases where you are experiencing problems, it may indicate there is an Azure problem.

How can I get help for a resource that is unavailable?

You can submit a support request from the resource health blade. You do not need a support agreement with Microsoft to open a request when the resource is unavailable because platform events.

Does resource health differentiate between unavailability cased by platform problems versus something I did?

Yes, when a resource is unavailable, resource health identifies the root cause within one of these categories:

1. User initiated action
2. Planned event
3. Unplanned event

In the portal, user initiated actions are shown using a blue notification icon, while planned and unplanned events are shown using a red warning icon. More details are provided in the resource health overview.

Can I integrate resource health with my monitoring tools?

Resource health is a service designed to help you diagnose and mitigate Azure service issues that impact your resources. While you can use the resource health API to programmatically obtain the health status, we recommend you use metrics to monitor your resources. Once an issue is detected, resource health helps you determine the root cause and guides you through actions to address them. Visit Azure Monitor to learn more about how you can use metrics to check your resources.

Where do I find resource health?

After you log in to the Azure portal, there are multiple ways you can access resource health:

1. Navigate to your resource. In the left-hand navigation, click **Resource health**.
2. Go to the Azure Monitor blade. In the left-hand navigation, click **Resource health**.
3. Open the **Help + Support** blade by clicking the question mark in the upper right corner of the portal and then selecting **Help + Support**. Once the blade opens, click **Resource health**

You can also use the resource health API to obtain information about the health of your resources.

Is resource health available for all resource types?

The list of health checks and resource types supported through resource health can be found here

What should I do if my resource is showing available but I believe it is

not?"

When checking the health of a resource, right under the health status you can click **Report incorrect health status**. Before submitting the report, you have the option of providing additional details on why you believe the current health status is incorrect.

Is resource health available for all Azure regions?

Resource health is available in across all Azure geos except the following regions:

- US Gov Virginia
- US Gov Iowa
- US DoD East
- US DoD Central
- Germany Central
- Germany Northeast
- China East
- China North

How is resource health different from the Service Health Dashboard or the Azure portal service notifications?

The information provided by resource health is more specific than what is provided by the Azure Service Health Dashboard.

Whereas Azure Status and the portal service notifications inform you about service issues that affect a broad set of customers (for example an Azure region), resource health exposes more granular events that are relevant only to the specific resource. For example, if a host unexpectedly reboots, resource health alerts only those customers whose virtual machines were running on that host.

It is important to notice that to provide you complete visibility of events impacting your resources, resource health also surfaces events published in Service notifications and the Service Health Dashboard.

Do I need to activate resource health for each resource?

No, health information is available for all resource types available through resource health.

Do we need to enable resource health for my organization?

No. Azure resource health is accessible within the Azure portal without any setup requirements.

Is resource health available free of charge?

Yes. Azure resource health is free of charge.

What are the recommendations that resource health provides?

Based on the health status, resource health provides you with recommendations with the goal of reducing the time you spent troubleshooting. For available resources, the recommendations focus on how to solve the most common problems customers encounter. If the resource is unavailable due to an Azure unplanned event, the focus will be on assisting you during and after the recovery process.

Next steps

Check out these resources to learn more about resource health:

- Azure resource health overview
- Resource types and health checks available through Azure resource health

Resource types and health checks in Azure resource health

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Below is a complete list of all the checks executed through resource health by resource types.

Microsoft.CacheRedis/Redis

EXECUTED CHECKS

- Are all the Cache nodes up and running?
- Can the Cache be reached from within the datacenter?
- Has the Cache reached the maximum number of connections?
- Has the cache exhausted its available memory?
- Is the Cache experiencing a high number of page faults?
- Is the Cache under heavy load?

Microsoft.CDN/profile

EXECUTED CHECKS

- Has any of the endpoints been stopped, removed, or misconfigured?
- Is the supplemental portal accessible for CDN configuration operations?
- Are there ongoing delivery issues with the CDN endpoints?
- Can users change the configuration of their CDN resources?
- Are configuration changes propagating at the expected rate?
- Can users manage the CDN configuration using the Azure portal, PowerShell, or the API?

Microsoft.classiccompute/virtualmachines

EXECUTED CHECKS

- Is the host server up and running?
- Has the host OS booting completed?
- Is the virtual machine container provisioned and powered up?
- Is there network connectivity between the host and the storage account?
- Has the booting of the guest OS completed?
- Is there ongoing planned maintenance?

Microsoft.cognitiveservices/accounts

EXECUTED CHECKS

- Can the account be reached from within the datacenter?
- Is the Cognitive Services Resource Provider available?
- Is the Cognitive Service available in the appropriate region?
- Can read operations be performed on the storage account holding the resource metadata?
- Has the API call quota been reached?
- Has the API call read-limit been reached?

Microsoft.compute/virtualmachines

EXECUTED CHECKS

- Is the server hosting this virtual machine up and running?
- Has the host OS booting completed?
- Is the virtual machine container provisioned and powered up?
- Is there network connectivity between the host and the storage account?
- Has the booting of the guest OS completed?
- Is there ongoing planned maintenance?

Microsoft.datalakeanalytics/accounts

EXECUTED CHECKS

- Can users submit jobs to Data Lake Analytics in the region?
- Do basic jobs run and complete successfully in the region?
- Can users list catalog items in the region?

Microsoft.datalakestore/accounts

EXECUTED CHECKS

- Can users upload data to Data Lake Store in the region?
- Can users download data from Data Lake Store in the region?

Microsoft.documentdb/databaseAccounts

EXECUTED CHECKS

- Have there been any database or collection requests not served due to a DocumentDB service unavailability?
- Have there been any document requests not served due to a DocumentDB service unavailability?

Microsoft.network/connections

- Is the VPN tunnel connected?
- Are there configuration conflicts in the connection?
- Are the pre-shared keys properly configured?
- Is the VPN on-premise device reachable?
- Are there mismatches in the IPSec/IKE security policy?
- Is the S2S VPN connection properly provisioned or in a failed state?
- Is the VNET-to-VNET connection properly provisioned or in a failed state?

Microsoft.network/virtualNetworkGateways

- Is the VPN gateway reachable from the internet?
- Is the VPN Gateway in standby mode?
- Is the VPN service running on the gateway?

Microsoft.NotificationHubs/namespace

- Can runtime operations like registration, installation, or send be performed on the namespace?

Microsoft.PowerBI/workspaceCollections

- Is the host OS up and running?
- Is the workspaceCollection reachable from outside the datacenter?
- Is the PowerBI Resource Provider available?
- Is the PowerBI Service available in the appropriate region?

Microsoft.search/searchServices

- Can diagnostics operations be performed on the cluster?

Microsoft.SQL/Server/database

- Have there been logins to the database?

Microsoft.StreamAnalytics/streamingjobs

EXECUTED CHECKS

- Are all the hosts where the job is executing up and running?
- Was the job unable to start?
- Are there ongoing runtime upgrades?
- Is the job in an expected state (for example running or stopped by customer)?
- Has the job encountered out of memory exceptions?
- Are there ongoing scheduled compute updates?
- Is the Execution Manager (control plan) available?

Microsoft.web/serverFarms

EXECUTED CHECKS

- Is the host server up and running?
- Is Internet Information Services running?
- Is the Load balancer running?
- Can the Web Service Plan be reached from within the datacenter?
- Is the storage account hosting the sites content for the serverFarm available??

Microsoft.web/sites

EXECUTED CHECKS

- Is the host server up and running?
- Is Internet Information server running?
- Is the Load balancer running?
- Can the Web App be reached from within the datacenter?
- Is the storage account hosting the site content available?

See these resources to learn more about resource health:

- Introduction to Azure resource health
- Frequently asked questions about Azure resource health