

Title:	RCA - SQL Database - Japan East
Tracking ID:	8SSV-LS8
Event type:	サービスの問題
Status:	解決済み
Service(s):	SQL Database
Region(s):	Japan East
Start time:	2021-02-12T00:31:39Z
Resolve time:	2021-02-14T15:00:00Z
Last update time:	2021-02-14T15:00:00Z
Impacted subscriptions:	

Last update:

Summary of Impact: Between 23:00 UTC on 11 Feb 2021 and 15:00 UTC on 14 Feb 2021, a subset of customers using Azure SQL Database and Azure SQL Synapse Data Warehouse in Japan East region may have experienced issues connecting to resources. Additionally, a limited number of other Azure services that leverage Azure SQL Database may have experienced downstream impact during this time.

Root Cause: A subset of the Azure SQL Database service VMs in Japan East region received an erroneous configuration deployment that resulted in inter- component communications to start failing. Due to caching behavior of configuration the impact of the misconfiguration appeared after the deployment had rolled- out beyond the initial upgrade domains and thus not automatically detected and blocked from rolling out further. The misconfiguration resulted in inability of customers to connect to a subset of databases in the Japan East region that were hosted on the impacted VMs.

Mitigation: A new deployment was pushed onto the impacted VMs to correct the misconfiguration. Due to the misconfiguration impacting inter- component communications it hampered the rollout of the corrective deployment. Engineers had to take alternative and manual measures to correct the misconfiguration thus lengthening the time to mitigation.

Next Steps: We apologize for the impact to affected customers. We are continuously taking steps to improve the Microsoft Azure Platform and our processes to help ensure such incidents do not occur in the future. In this case, this includes (but is not limited to):

The Azure SQL DB team will expedite the following improvements:

Fix process and procedures and automated checks to avoid such misconfigurations

Improve deployment rollback mechanisms to make them more resilient to unhealthy cluster state

Provide Feedback: Please help us improve the Azure customer communications experience by taking our survey: <https://aka.ms/AzurePIRSurvey>

Update history: 2021-02-19T07:13:38Z

Summary of Impact: Between 23:00 UTC on 11 Feb 2021 and 15:00 UTC on 14 Feb 2021, a subset of customers using Azure SQL Database and Azure SQL Synapse Data Warehouse in Japan East region may have experienced issues connecting to resources. Additionally, a limited number of other Azure services that leverage Azure SQL Database may have experienced downstream impact during this time.

Root Cause: A subset of the Azure SQL Database service VMs in Japan East region received an erroneous configuration deployment that resulted in inter- component communications to start failing. Due to caching behavior of configuration the impact of the misconfiguration appeared after the deployment had rolled- out beyond the initial upgrade domains and thus not automatically detected and blocked from rolling out further. The misconfiguration resulted in inability of customers to connect to a subset of databases in the Japan East region that were hosted on the impacted VMs.

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Fix process and procedures and automated checks to avoid such misconfigurations

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Provide Feedback: Please help us improve the Azure customer communications experience by taking our survey:

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2021-02-14T17:39:28Z

Summary of Impact: Between 03:40 UTC on 12 Feb 2021

and 15:00 UTC on 14 Feb 2021, you were identified as a customer using SQL

Database in Japan East who may have experienced intermittent difficulties connecting to resources hosted in this region. Some customers may have also experienced intermittent failure notifications when performing service management operations.

Retries may have been successful.

Preliminary Root cause: A sub-set of the SQL Database

service VMs in Japan East region received an incorrect configuration change

that resulted in inter-component communications to start failing. Due to

delayed impact the misconfiguration had rolled-out beyond the initial upgrade domains and thus not automatically detected and blocked for further rollout.

The misconfiguration resulted in inability of customers to connect to a subset of databases in Japan East region.

Mitigation: A new deployment was pushed onto the impacted VMs to correct the misconfiguration. The nature of the misconfiguration was such that it hampered the rollout of the corrective deployment thus lengthening the time to mitigation. As these mitigation steps progressed, customers would have begun to experience signs of recovery.

Next Steps: We will continue to investigate to establish the full root cause and prevent future occurrences. Stay informed about Azure service issues by creating custom service health alerts: <https://aka.ms/ash-videos> for video tutorials and <https://aka.ms/ash-alerts> for how-to documentation.

2021-02-14T16:59:51Z

Summary of Impact: Between 03:40 UTC and 15:00 UTC on 12 Feb 2021, you were identified as a customer using SQL Database in Japan East who may have experienced intermittent difficulties connecting to resources hosted in this region. Some customers may have also experienced intermittent failure notifications when performing service management operations. Retries may have been successful.

Preliminary Root cause: A sub-set of the SQL Database service backend infrastructure in Japan East region received an erroneous configuration change that resulted in inter-service communications to start failing. Due to delayed impact, the misconfiguration was deployed beyond the initial upgrade domains and was not automatically detected and/or blocked from further deployment. The misconfiguration impeded the ability of customers to connect to a subset of databases in Japan East region.

Mitigation: A new configuration was deployed to the impacted backend infrastructure to correct the erroneous configurations previously made. The nature of the misconfiguration was such that it hampered the rollout of the corrective deployment contributing to a longer time to mitigation. As the mitigation deployment progressed, customers would have begun to experience signs of recovery.

Next Steps: We will continue to investigate to establish the full root cause and prevent future occurrences. Stay informed about Azure service issues by creating custom service health alerts: <https://aka.ms/ash-videos> for video tutorials and <https://aka.ms/ash-alerts> for how-to documentation.

2021-02-14T15:32:27Z

Starting at 03:40 UTC on 12 Feb 2021 you have been identified as a customer using SQL Database in Japan East who may experience intermittent difficulties connecting to resources hosted in this region. Additionally, attempting to perform service management operations may encounter intermittent failure notifications.

Current Status: The underlying database that Azure Synapse Analytics relies on became unavailable due to an ongoing SQL incident. The SQL database team is currently working on multiple work-streams to mitigate the issue and have determined that full mitigation will be a time intensive task. As mitigation continues to be applied customers will start seeing signs of recovery. The next update will be provided in 6 hours or as events warrant.

2021-02-14T09:42:25Z

Starting at 03:40 UTC on 12 Feb 2021 you have been identified as a customer using SQL Database in Japan East who may experience intermittent difficulties connecting to resources hosted in this region. Additionally, attempting to perform service management operations may encounter intermittent failure notifications.

Current Status: We are continuing to apply mitigation steps. Impacted customers may see recovery as these steps are taken.

The next update will be provided in 6 hours, or as events warrant.

2021-02-14T02:17:43Z

Starting at 03:40 UTC on 12 Feb 2021 you have been identified as a customer using SQL Database in Japan East who may experience intermittent difficulties connecting to resources hosted in this region. Additionally, attempting to perform service management operations may encounter intermittent failure notifications.

Current Status: We are continuing to apply mitigation steps. Impacted customers may see recovery as these steps are taken.

The next update will be provided in 7 hours, or as events warrant.

2021-02-13T20:11:16Z

Starting at 03:40 UTC on 12 Feb 2021 you have been identified as a customer using SQL Database in Japan East who may experience intermittent difficulties connecting to resources hosted in this region. Additionally, attempting to perform service management operations may encounter intermittent failure notifications. Retries for these operations may be successful.

Current Status: We are working on various workstreams to apply mitigation. Impacted customers may start seeing signs of recovery as mitigation steps are taken.

The next update will be provided in 6 hours, or as events warrant.

2021-02-13T14:02:52Z

Starting at 03:40 UTC on 12 Feb 2021 you have been identified as a customer using SQL Database in Japan East who may experience intermittent difficulties connecting to resources hosted in this region.

Current Status: We are continuing to apply mitigation steps. Impacted customers may see recovery as these steps are taken.

The next update will be provided in 6 hours, or as events warrant.

2021-02-13T08:05:38Z

Starting at 03:40 UTC on 12 Feb 2021 you have been identified as a customer using SQL Database in Japan East who may experience intermittent difficulties connecting to resources hosted in this region.

Current Status: We are continuing to apply extended mitigation and customers may begin seeing signs of recovery. We will continue to monitor during this extended mitigation phase. The next update will be provided in 6 hours, or as events warrant.

2021-02-13T02:33:24Z

Starting at 03:40 UTC on 12 Feb 2021

you have been identified as a customer using SQL Database in Japan East who may experience intermittent difficulties connecting to resources hosted in this region.

Current Status: We are continuing to apply extended mitigation and customers may begin seeing signs of recovery. We will continue to monitor during this extended mitigation phase. The next update will be provided in 5 hours, or as events warrant.

2021-02-12T21:25:23Z

Starting at 03:40 UTC on 12 Feb 2021 you have been identified as a customer using SQL Database in Japan East who may experience intermittent difficulties connecting to resources hosted in this region.

Current Status: We are continuing to apply extended mitigation and will continue to monitor during this extended mitigation phase.

The next update will be provided in 5 hours, or as events warrant.

2021-02-12T11:24:30Z

Starting at 03:40 UTC on 12 Feb 2021 you have been identified as a customer using SQL Database in Japan East who may experience intermittent difficulties connecting to resources hosted in this region.

Current Status: We continue to apply mitigation steps and will continue to monitor during this extended phase. Some customers may see signs of recovery during this time.

The next update will be provided in 10 hours, or as events warrant.

2021-02-12T10:12:11Z

Starting at 03:40 UTC on 12 Feb 2021 you have been identified as a customer using SQL Database in Japan East who may experience intermittent difficulties connecting to resources hosted in this region.

Current Status: We have identified a preliminary root cause and are currently applying mitigation steps. The next update will be provided in 60 minutes, or as events warrant.

2021-02-12T09:13:49Z

Starting at 03:40 UTC on 12 Feb 2021 you have been identified as a customer using SQL Database in Japan East who may experience intermittent difficulties connecting to resources hosted in this region.

Current Status: We are aware of this issue and are actively investigating. The next update will be provided in 60 minutes, or as events warrant.