

Troubleshooting & Support

If you need support, there is a full **knowledge base** and **ticketing site** here:

<https://support.sandboxstudiosoftware.com/>

Below are some common problems identified during installation.

- [Investigating accounts in Quarantine state](#)
- [Resolving clean-up failures](#)

Investigating accounts in Quarantine state

When the Sandbox Studio solution detects an issue with one of its sandbox accounts, the account is moved to a `Quarantine` state and an email is sent to the solution administrators indicating that action be taken to resolve the account's quarantine status.

Note: If the account clean-up mechanism fails to automatically delete resources at the end of an active lease, you might have accounts in a Quarantine state. We highly recommend investigating quarantined accounts as quickly as possible, as these accounts can incur costs for resources running inside these accounts.

To resolve the quarantined status:

- Log in to the Web UI as an Administrator, and from the left, under **Administration**, select **AWS Accounts**.
- Verify the accounts in `Quarantine` Status, and decide whether to clean up the account and return to the account pool, or to eject the account from the solution.
 - To clean-up the account and return it to the account pool, select the account, and under **Actions**, select **Retry cleanup**.
 - To eject the account, select the account, and under **Actions**, select **Eject account**. For more information, refer to Uninstall the solution section.

If the account is in quarantine if the retry clean up failed, refer to the Resolving cleanup failures section.

Resolving clean-up failures

If the cleanup process fails to completely clean an account at the end of a lease, Sandbox Studio will move the account into a Quarantine state, and email the Administrators notifying them of the issue.

To resolve an account that has failed clean-up:

1. Log in to the Web UI as an Administrator, and from the left, under **Administration**, select **AWS Accounts**.
2. Confirm the account that has failed the clean-up process. You can preview the error by hovering your mouse over the "Clean-up error" text

The screenshot shows the 'AWS Accounts (2)' management page. At the top, there is a breadcrumb 'Home > Accounts' and a subtitle 'Manage registered AWS accounts in the account pool'. Below this is an 'Accounts Summary' section with a horizontal bar chart showing 'Quarantined: 1 (50%)' in red and 'In Use: 1 (50%)' in blue. A table below lists two accounts. The first account, with ID '014300012003', is in a 'Clean-up error' state, indicated by a red warning triangle and the text 'Clean-up error'. A tooltip is displayed over this error, showing the message: 'States.TaskFailed Failed to create or verify CodeBuildDeployRole: User: arn:aws:sts::082355733511:assumed-role/SandboxStudio-Sandbox-OrgMgtRole/SsSessionThroughIntermediateRole is not authorized to perform: sts:AssumeRole on resource: arn:aws:iam::814300012665:role/OrganizationAccountAccessRole'. The second account, with ID '981248129242', is in an 'IN USE' state. The table columns include 'Last Modified' and 'Name'.

For a detailed view of the error, you need to access the AWS Console and look at the "AccountCleaner" step functions

State machines (3)

🔍 Search for state machines

Name

[SandboxStudio-AccountCleaner](#)

See log details:

1. Log in to the AWS Console using the **Hub account**, and navigate to the **CloudWatch > Logs Insights** page.
2. From the right pane, under Sample queries, select the **SS-Sandbox** group, and from the dropdown, choose the `AccountCleanupLogs` saved query, and **Apply**.

▼ SS-Sandbox (3)

`AccountCleanupLogs - CWLI` ●

`ErrorLogs - CWLI`

`LogQuery - CWLI`

3. Change the time frame to match the execution you want to get the logs for:

5m 30m 1h 3h 12h Custom (2d) Compare (Off)

Absolute | **Relative**

Minutes	<input type="text" value="5"/>	<input type="text" value="10"/>	<input type="text" value="15"/>	<input type="text" value="30"/>	<input type="text" value="45"/>	
Hours	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="6"/>	<input type="text" value="8"/>	<input type="text" value="12"/>
Days	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>	<input type="text" value="5"/>	<input type="text" value="6"/>
Weeks	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>		

Duration Unit of time

Up to 4 digits.

Cancel

4. Update the query to copy the last cleanup process ID:

```
1 #Sandbox Studio Account Cleanup Logs
2 #Remember to set the time range for this log query in the widget above
3 fields @timestamp, @message, message.errorMessage, errorMessage
4 | filter message != 'Lambda invocation event'
5 | filter @message like /05690aec-830d-4f8d-91e6-1743907e5ff3/
6 | sort @timestamp desc
7 | display @timestamp, level, concat(message, message.errorMessage, errorMessage) as msg
```

You can get the cleanup process ID from the '**Last Cleanup ReferenceID**'.

Select **Run query** to see related events. The log information is displayed under the *Logs* tab.