

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.

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