Restore database fails with an 'unknown' error

Last updated by | Balaji Barmavat | Nov 28, 2020 at 4:19 PM PST

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Issue

When restoring a database it fails after some time with an 'unknown' error. The example restore command is as follows

Server

From <https://icm.ad.msft.net/imp/v3/incidents/details/90352662/home>

The error returned is as follows

Deployment failed. Correlation ID: bae53e30-c440-45ee-884b-a9ccd6383372. An unexpected error occured while processing the request. Tracking ID: '77d1a428-f92f-4a6f-9431-0cdd837dac1c'

Investigation/Analysis

HttpIncomingRequests

| filter subscriptionId == "*Input SubscriptionId here**"

| filter correlationId == "bae53e30-c440-45ee-884b-a9ccd6383372"

|project TIMESTAMP , TaskName , armServiceRequestId , commandName ,operationName ,contentType ,durationInMilliseconds

Issue Start Time YYYY-MM-DD HH:MM (UTC): 2018-11-02 03:34:20

Issue End Time YYYY-MM-DD HH:MM (UTC) [if not an ongoing issue]:

Customer /Company Name:- Flemming Adler

Subscription ID:- *Input SubscriptionId here**

Region:- West Europe

MI Server Name:- revisionrestoretest

MI Database Name(if applicable):- FaciliaDatabaseRestoreProd

Vnet ID:- Paste in Resource URI from Portal

Error Message/Problem Description:-

This cmd:

az sql midb restore --dest-name FaciliaDatabaseRestoreProd --managed-instance faciliaprod-sqlser

vermi --name FaciliaDatabase --resource-group RG-Prod-Db --time '2018-11-01T11:00:00' --dest-mi revisionrestoretest --dest-resource-group RG-Prod-Db

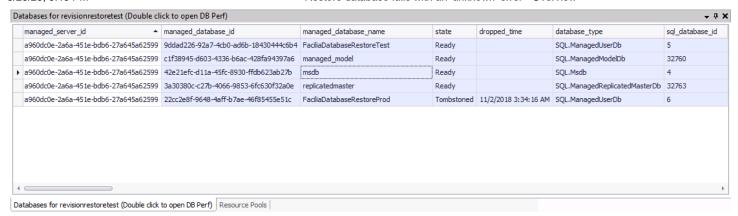It runs for a long time, but then it fails with the following:

Deployment failed. Correlation ID: bae53e30-c440-45ee-884b-a9ccd6383372. An unexpected error occured while processing the request. Tracking ID: '77d1a428-f92f-4a6f-9431-0cdd837dac1c'

az sql midb restore

  --dest-name FaciliaDatabaseRestoreProd

  --managed-instance faciliaprod-sqlservermi

  --name FaciliaDatabase

  --resource-group RG-Prod-Db

  --time '2018-11-01T11:00:00'

  --dest-mi revisionrestoretest

  --dest-resource-group RG-Prod-Db

We can see that this target DB appears to be tombstoned

managed_database_id dropped_time	managed_database_name	state	
9ddad226-92a7-4cb0-ad6b-18430444c6b4	FaciliaDatabaseRestoreTest	Ready	
c1f38945-d603-4336-b6ac-428fa94397a6	managed_model	Ready	
42e21efc-d11a-45fc-8930-ffdb623ab27b	msdb	Ready	
3a30380c-c27b-4066-9853-6fc630f32a0e	replicatedmaster	Ready	
22cc2e8f-9648-4aff-b7ae-46f85455e51c 3:34:16 AM	FaciliaDatabaseRestoreProd	Tombstoned	11/2/2018

Databases for revisionrestoretest (Double click to open DB Perf)   ▾ ⇊ ✕

managed_server_id	managed_database_id	managed_database_name	state	dropped_time	database_type	sql_database_id
a960dc0e-2a6a-451e-bdb6-27a645a62599	9ddad226-92a7-4cb0-ad6b-18430444c6b4	FaciliaDatabaseRestoreTest	Ready		SQL.ManagedUserDb	5
a960dc0e-2a6a-451e-bdb6-27a645a62599	c1f38945-d603-4336-b6ac-428fa94397a6	managed_model	Ready		SQL.ManagedModelDb	32760
▸ a960dc0e-2a6a-451e-bdb6-27a645a62599	42e21efc-d11a-45fc-8930-ffdb623ab27b	msdb	Ready		SQL.Msdb	4
a960dc0e-2a6a-451e-bdb6-27a645a62599	3a30380c-c27b-4066-9853-6fc630f32a0e	replicatedmaster	Ready		SQL.ManagedReplicatedMasterDb	32763
a960dc0e-2a6a-451e-bdb6-27a645a62599	22cc2e8f-9648-4aff-b7ae-46f85455e51c	FaciliaDatabaseRestoreProd	Tombstoned	11/2/2018 3:34:16 AM	SQL.ManagedUserDb	6

◂   ▸

Databases for revisionrestoretest (Double click to open DB Perf) | Resource Pools

HttpIncomingRequests

| filter subscriptionId == "*Input SubscriptionId here**"

| filter correlationId == "bae53e30-c440-45ee-884b-a9ccd6383372"

|project TIMESTAMP , TaskName , armServiceRequestId , commandName ,operationName ,contentType ,durationInMilliseconds

TIMESTAMP   TaskName   armServiceRequestId   commandName operationName contentType   durationInMilliseconds

2018-11-02 03:34:20.1967695   HttpIncomingRequestStart   sql midb restore GET/SUBSCRIPTIONS/PROVIDERS/MICROSOFT.SQL/LOCATIONS/MANAGEDDATABASEAZUREASYNCOPERATION/   -1

2018-11-02 03:34:20.2133746   HttpIncomingRequestEndWithSuccess 86cf05c2-0882-4415-8f80-a4a7498300a7   sql midb restore GET/SUBSCRIPTIONS/PROVIDERS/MICROSOFT.SQL/LOCATIONS/MANAGEDDATABASEAZUREASYNCOPERATION/   application/json; charset=utf-8 16

MonManagement

| where request_id contains "6FB854DA-36F8-4891-B027-EBBF12986025"

| order by originalEventTimestamp desc

| limit 1000

event operation_result

management_operation_failure <?xml version="1.0"?>

<OutputParameters xmlns:xsd="http://www.w3.org/2001/XMLSchema ↗" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance ↗">

   <RestoreRequestId>083f04f8-b68f-4254-874b-5de84439cde0</RestoreRequestId>

   <RestoreType>Restore</RestoreType>

<OperationDetails>The managed instance has reached its storage limit.</OperationDetails>

<TargetManagedDatabaseId>22cc2e8f-9648-4aff-b7ae-46f85455e51c</TargetManagedDatabaseId>

 <TargetManagedServerId>a960dc0e-2a6a-451e-bdb6-27a645a62599</TargetManagedServerId>

 <TargetManagedServerName>revisionrestoretest</TargetManagedServerName>

 <TargetManagedDatabaseName>FaciliaDatabaseRestoreProd</TargetManagedDatabaseName>

 <SubscriptionId>*Input SubscriptionId here*</SubscriptionId>

 <ResourceGroup>RG-Prod-Db</ResourceGroup>

 <ManagedDatabaseId>baadf00d-baad-baad-baad-f0000000000d</ManagedDatabaseId>

 <CreatedDate>2018-11-02T03:34:16.3685239Z</CreatedDate>

</OutputParameters>

This error is currently not passed back to the user at the moment.

Also look at

MonRestoreEvents

| where ClusterName contains "tr248.westeurope1-a.worker.database.windows.net ↗"

| where restore_request_id contains "083f04f8-b68f-4254-874b-5de84439cde0"

Note there is another bug where the size required is calculated incorrectly (2x actual) so restoring a DB >4GB is not possible at all.

More info here: TSGCL0049: Restore investigation (Web view).

How good have you found this content?

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