

Earliest Restore Time not available for existing databases

Last updated by | Radhika Shah | Jan 25, 2023 at 8:53 PM PST


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Issue


We are noticing that for some new or restored MI databases the earliest restore time is showing "No restore point available".

Name	↑↓ Status	↑↓ Creation time (UTC)	↑↓ Earliest restore time (UTC)
 DatabaseName	Online	2021-04-15 12:41	No restore point available

 **DatabaseName** (**MI-acc-ecp-prod-mainprodprod02/DatabaseName**) ...

Managed database

»  Restore  Configure backup retention  Delete

 No restore point available

^ Essentials

Resource group : **MI-acc-ecp-prod-mainprodprod02**

Status : Online

Location : East US

Subscription : ECP-Production

Subscription ID : **MI-acc-ecp-prod-mainprodprod02**

Earliest restore point : No restore point available

Days of backup retention : 7


Managed instance : **MI-acc-ecp-prod-mainprodprod02**

Investigation/Analysis


1. Check if the MI in question is a Primary MI or a failover Secondary MI or was a secondary at some point in past. If the MI is geo-secondary or was geo-secondary in the past, see [Backups are missing](#).
2. If the MI is primary, continue with below investigation.

Check if the backups are being done using the following Kusto query or using ASC.

```
MonBackup
| where originalEventTimestamp >= ago (1d)
| where LogicalServerName == "...
| where database_name == "8aee05a6-...-2afcb8fa1483"
| where event_type == "BACKUP_START" or event_type == "BACKUP_END"
| summarize count() by LogicalServerName, database_name, event_type, backup_type
```

Customer can confirm that the backups are being done by querying the ErrorLog, they can use this script [sp_mibackupinfo](#) .

Be alerted that if there was a reconfiguration the ErrorLog will start again, and all the previous information will not be available.

Customer can also check if/when auto-backups were taken using [Monitor backup activity](#) .

More Information

Sometimes CMS filed first_backup_time in managed_databases table is not populated when new DB is created and first backup is taken. If the first_backup_time is missing, we have automation that backfills it. If the automation fails, we get an LSI.

Mitigation

If the restore point is missing, check for an LSI on queue. Check for the status of LSI - PG team is closely monitoring and mitigating these LSI. If there is no LSI, create an ICM to mitigate the issue.

Blogs

[Why no restore point available?](#) 

Root Cause Classification

Cases resolved by this TSG should be coded to the following root cause:
Azure SQL v3\Backup/Restore\Automated backups

How good have you found this content?



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