

# Server drop common errors and Known issues

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Connection attempts from the internet and Azure must pass through the firewall before they reach your server or database.

## 1 Stuck in DroppingSqlInstanceGroup state

### Symptom

Logical server is stuck in **DroppingSqlInstanceGroup** with exception Could not raise the event 'Drop' on state machine SqlInstanceGroupStateMachine: [{server name}]: Creating, currently in the state Creating.

Telemetry:

Check the sql\_instance\_groups and find the stuck record, the members should have empty members <Members /> with exception Unable to initialize requested Finite State Machine dictionary already contains entry Microsoft.SqlServer.Management.Service.FiniteStateMachines.SecretsStateMachine with key [{server name}]. [InstanceGroup].[BluemoonCertificate].[1]

XTS view: `sterling cms browser.xts`

CMS query: `select * from sql_instance_groups where name = '{server_name}'`

Output example:

members	last_exception
<Members />	<Exception><Message>Unable to initialize requested Finite State Machine as State Machines dictionary already contains entry Microsoft.SqlServer.Management.Service.FiniteStateMachines.SecretsStateMachine with key [REDACTED].[InstanceGroup].[BluemoonCertificate].[1]<

## Cause

The underlying issue is the bluemoon cert. is not being properly dropped.

This is due to the issue when MS trains is rolled back. When a new secret/cert is added, it causes stuck workflows when MS is rollback.

## Mitigation

Open IcM to engage PG help.

EngHub TSG for similar issue: [SERVER CRUD 0007 Stuck server drop in DroppingSqlInstanceGroup \[Bluemoon\]](#) 

## 2 Stuck in DroppingTombstones state


### Symptom

Logical server is stuck in **DroppingTombstones** and due to the logical database is in **InitiatingTailLogBackup** which is also stuck by physical database is dropped or removed.

Look at the **sterling cms browser.xts** view, the exception would be like `Couldn't find physical database for logical server {}, logical database {}`.

### Mitigation

Open IcM to engage PG help.

EngHub TSG for similar issue: [SERVER CRUD 0008 Stuck server drop in DroppingTombstones with database InitiatingTailLogBackup](#) 

## 3 Stuck in WaitingForCommunicationToDrop state


### Symptom

Stuck server drop in **WaitingForCommunicationToDrop** state. This is usually due to some other issues e.g. SF is stuck in Resolving, which causes the logical server to start rollback.

However, the rollback could be stuck in `WaitingForServerCommunicationToDrop*` as that state is waiting for the completion of the stuck creation. Check the active workflow of the stuck request **sterling cms browser.xts** and make sure the next state machine of `tbl_logical_servers` is `tbl_sql_logical_databases` with state **WaitingForChildLogicalDatabaseCreation**.

## Mitigation

Open IcM to engage PG help.

EngHub TSG for similar issue: [SERVER CRUD 0003 Stuck server drop in WaitingForServerCommunicationDrop\\*](#) 

## 4 Stuck in WaitFinishingDisableLogicalMasterForDeferredDrop state

### Symptom

Stuck server drop in **WaitFinishingDisableLogicalMasterForDeferredDrop** state. This is due to the logical master cannot be disabled by several reasons. The principal is to look at the **sterling cms browser.xts** view and find out the exception is stuck in where. But commonly it's due to unhealthy SF node such that node agent can't notify on deny external connections change.

### Mitigation

Open IcM to engage PG help.

EngHub TSG for similar issue: [SERVER CRUD 0004 Stuck server drop in WaitFinishingDisableLogicalMasterForDeferredDrop](#) 

## 5 Stuck in WaitFinishingDisableLogicalMasterForDeferredDrop state

### Symptom

Logical server is stuck in **WaitFinishingDisableLogicalMasterForDeferredDrop** and the state of logical master is **ExternalConnectionsDisabled**.

You should see exception in the dropping workflow where `tbl_sql_logical_databases` throws `Could not raise event 'Disable' on state machine LogicalDatabaseStateMachine`.

### Cause

This is usually due to unexpected workflows or regression of `UpdateCopyLinkRole` in `DisasterRecovery` story which disabled database external connections and should enable it back.

If not, then we should re-enable the connection and let the workflow resume.

### Mitigation

Open IcM to engage PG help.

EngHub TSG for similar issue: [SERVER CRUD 0009 Stuck server drop in WaitFinishingDisableLogicalMasterForDeferredDrop with master ExternalConnectionsDisabled](#) 

## How good have you found this content?

