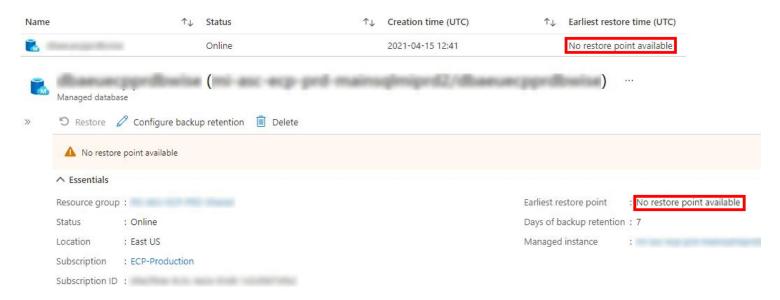
# Earliest Restore Time not available for existing databases

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

# Contents • Issue • Investigation/Analysis • More Information • Mitigation • Blogs • Root Cause Classification

### Issue

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



# 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 <u>Backups are missing</u>.
- 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 quering 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 2.

### **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?

