

# Single Server Offer Restriction for new subscriptions & customers

Last updated by | Hamza Aqel | Jan 26, 2022 at 10:20 AM PST

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## Offer restriction - Background

As we want customers to adopt Flexible PG instead of Single Server, one of the actions we are taking is to restrict new customers/subscriptions from creating new Single Servers. No restriction to the existing customers and subscriptions. Prior to placing the restriction, we allow list existing customers. So, mostly you may receive cases from

- a) New customers
- b) Existing customers with new subscriptions.

## Error Message

### Portal message

 The service is not available for your subscription. Please consider deploying Flexible Server instead. [Learn more](#) 

**Ok - Create Flexible server**

### CLI/API message

*This subscription is restricted from provisioning PostgreSQL servers in this region. Please choose a different region or open a support request with service and subscription limits (quotas) issue type.*

### Conditions:

Consider the conditions before sending to CM.

Customers/Subscription type	Action	Remarks
EA customers	Send to CM	No need to ask for more details
Existing Single Server customers	Send to CM	They should have been allow listed. No need to ask for more details
S500 customers	1. Send <b>probe message</b> (see below). 2. For any reason, if they still need Single server, send to CM. If not send the <b>rejection message</b> (See below)	Conditional CM forward
Others	1. Send the <b>probe message</b> . 2. If they escalate with details like features non-availability, regions support, application incompatibility etc. then send to CM. If not, send the <b>rejection message</b> .	Restriction in place

To check the customer subscription offering , you can use the ASC and check the Quota ID as below :

The screenshot shows the Azure portal interface. On the left, the 'Subscriptions' list is visible, with the subscription '60f088df-b9f5-49b8-9cec-6879be50f0cb' selected. The main pane displays the 'ARM Properties' of this subscription. The 'Quota Id' is highlighted with a red box, showing the value 'EnterpriseAgreement\_2014-09-01'. Other properties like 'Created Time', 'Entitlement Start Date', and 'Offer Category' are also visible.

## Probe message

Dear Customer,

Thank you for contacting Microsoft Support. We would like to let you know that you don't have the option to create our Single Server offering under your subscription in the region <region>, but we would encourage you to consider our Azure database for PostgreSQL Flexible server offering, which is a result of many years of learnings from your challenges and expectations around the Single Server offering.

[Azure Database for PostgreSQL - Flexible Server | Microsoft Docs](#) is the next generation Azure PostgreSQL Managed Service offers richer set of capabilities and solves some of the limitations in the current Single Server offering architecture, trying to deliver you the simplicity of a managed database service together with maximum control and flexibility.

We look forward to hearing if this option will help you to meet your current requirements and goals, if not, please feel free to share with us your justifications about why your business/application requiring our single server offering.

Thank you for your interest in our PostgreSQL managed services and looking forward to hearing from you!

## Rejection note

Dear Customer,

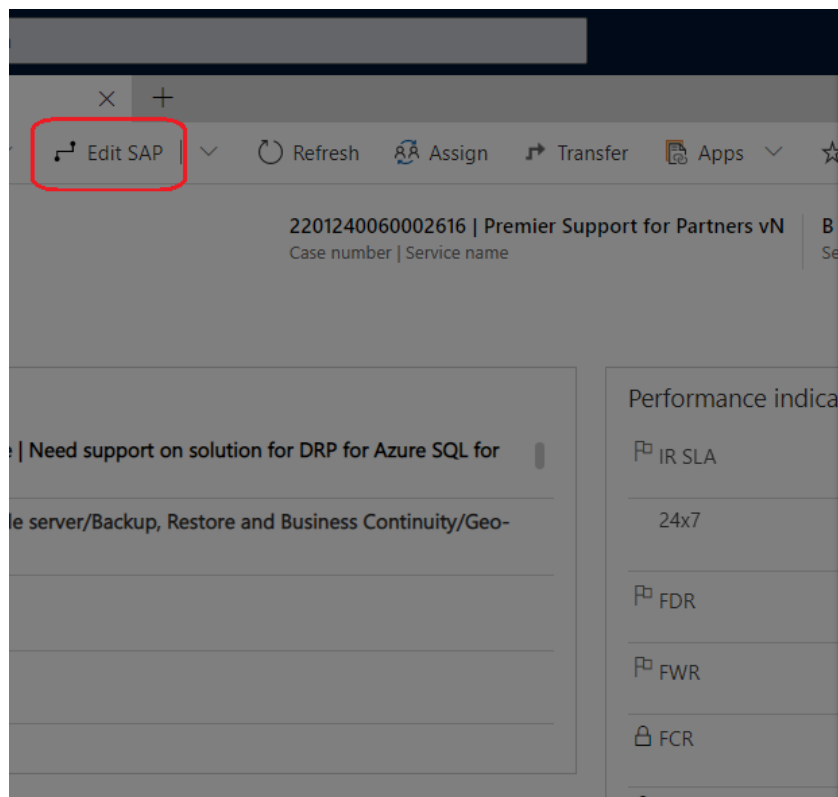
After careful consideration, we unfortunately will not be able to allow your subscription to create Single Server. Please consider adopting our Flexible server offering.

Thank you for your interest in our PostgreSQL managed services and please reach out to us if you have any further questions or concerns!

### Note:

When sending your case to CM/quota team , follow the below steps :

1- update the support area path of your case as below :




**Support Area Path**

SAP selections must be made to the Product Version and/ or Product Name levels

Product Family	Azure
Product Name	Service and subscription limits (q
Product Version	---
Category	Azure Database for Postg...
Sub Category	---

2- transfer the case , and at the end it will look like this :

Support area path	*	Azure/Service and subscription limits (quotas)/Azure Database for PostgreSQL
Email CC list	---	
Current Queue	*	 Azure Subscription limit/quota support (English) - Non CSS