UpdateSLO slow due to Basic SO S1 Slo

Last updated by | Charlene Wang | Jan 3, 2023 at 12:30 AM PST

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Issue

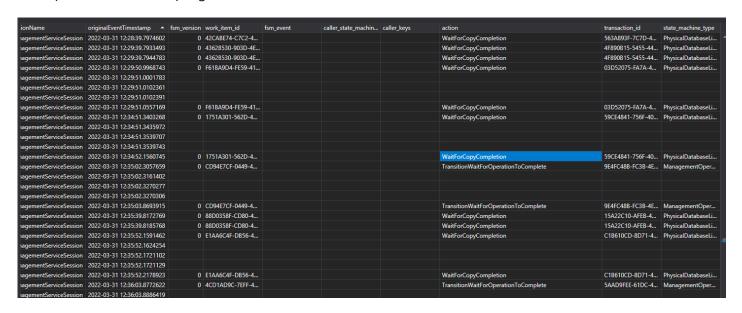
Update SLO operations took more than 20 hours to complete.

Investigation/Analysis

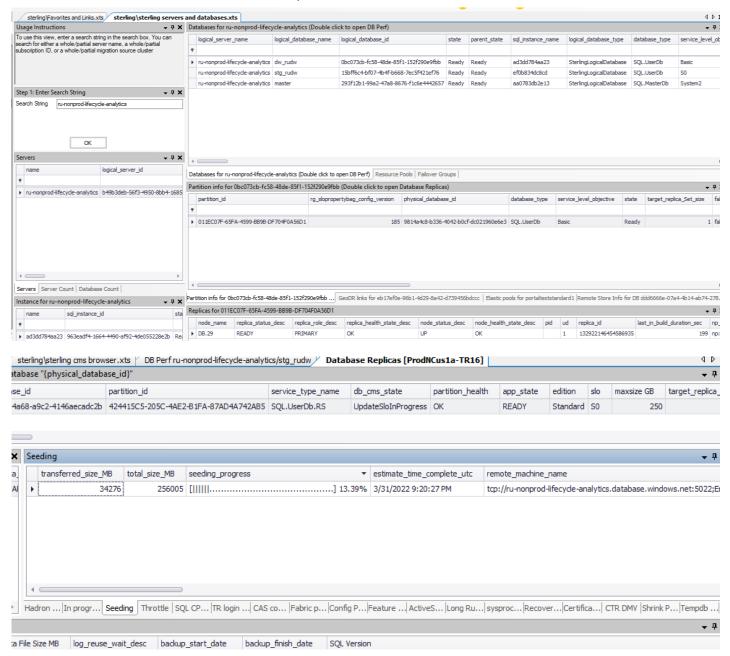
1. From MonManagement, you can get the operation status

```
MonManagement
//| where subscription_id == 'e5282183-61c9-4c17-a58a-9442db9594d5'
| where request_id == 'request_id'
//| where action == 'EventCancel'
| project TIMESTAMP, event, fsm_event, caller_state_machine_type, caller_keys, action, state_machine_type
```

The operation shows in progress.



2. From XTS "sterling\Database Replicas", you can see the database seeding progress is progressing with no errors.



3. Jump into the DB Perf XTS view, you can see the disk IO wait time is quite high and source SLO is Basic, SO or S1.

Mitigation

There is no error during the updateSLO operations, so no mitigation is needed. Wait for the operations complete.

RCA (optional)

Basic, S0 or S1 are using stanard azure storage which uses hard disk drive(HDD)-based storage media. Update SLO from <Source SLO> to <Target SLO> requires an copy operation which is highly impacted by disk performance. The update SLO is progressing normally under such service tier. To avoid getting impacted by standard storage latency, please choose higher service tier for you Azure SQL Database.

Public Doc Reference (optional)

DTU-based purchasing model overview [2]

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