How to find why a database restore failed in Managed Instance

Last updated by | Balaji Barmavat | Nov 28, 2020 at 4:16 PM PST
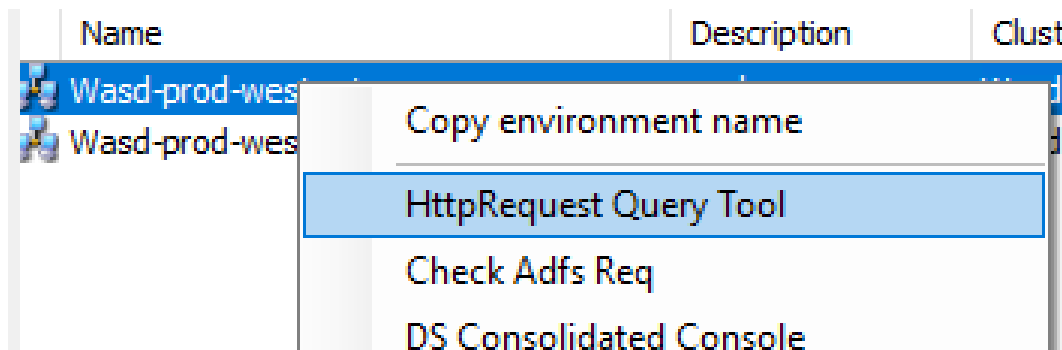

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Issue

The PITR was failing with the following error message:
"No backups were found to restore the database to the point in time 11/12/2018 2:21:16 PM (UTC). Please contact support to restore the database."

Investigation/Analysis

1. Open XTS and access the CMS database (per region via) HttpRequest Query Tool as shown below:

The tool is a simple SSMS like query editor that runs T-SQL against CmsDatabase

2. Run the following query, using the customer's subscription ID:

select managed_server_id,physical_instance_name, resource_group, name, vnet_dns_record_name,subnet_id,edition, service_level_objective,is_stable_state, is_error_state

from managed_servers ms

where customer_subscription_id= 'Input Subscription Id here'
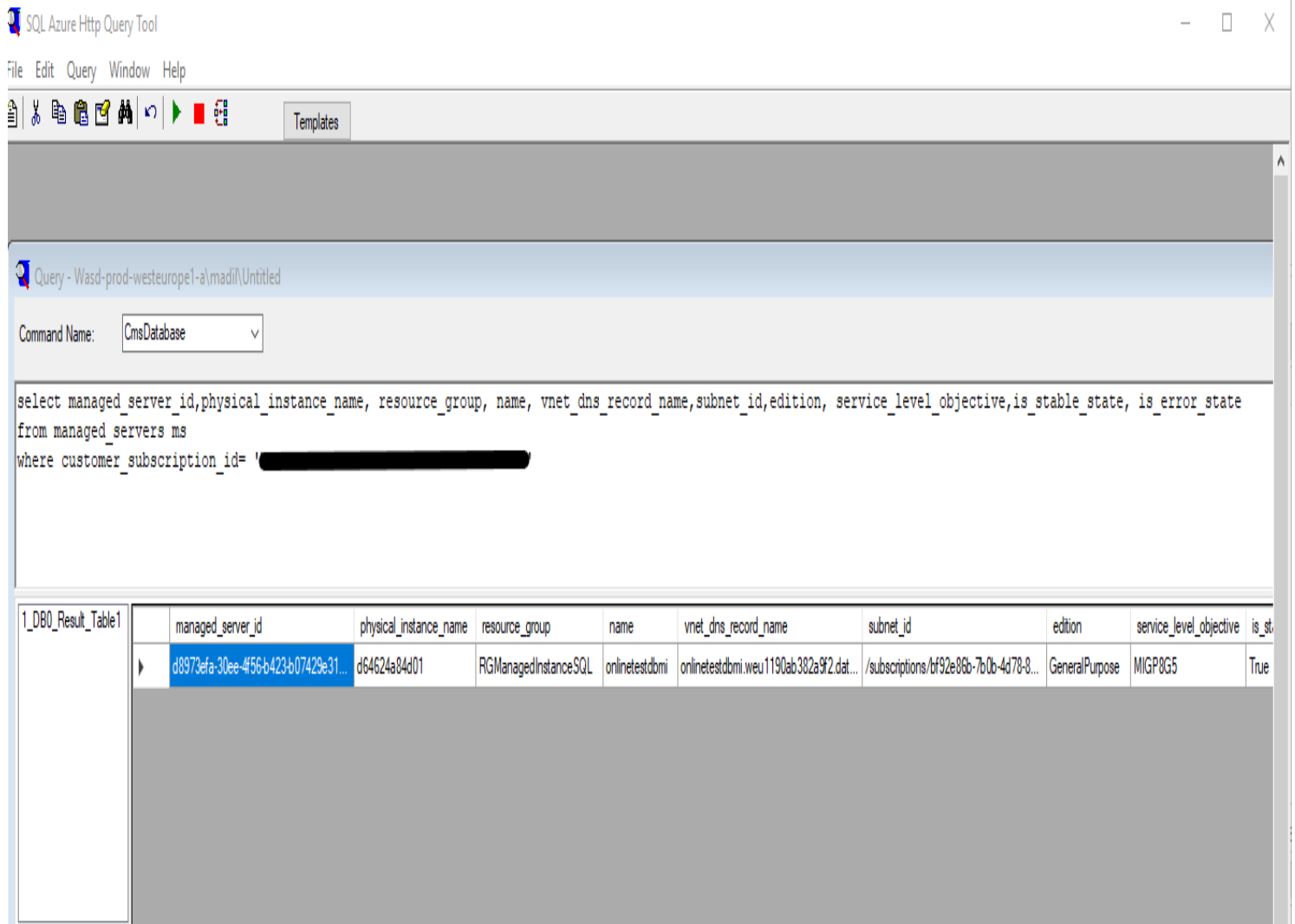
3. Identify the managed instance server on which they had the problem and get its ID.

4. Run the following query (using the managed_server_id)

select restore_id,target_managed_server_name, target_managed_database_name, target_managed_database_id, type, point_in_time, create_time

from managed_restore_requests

where target_managed_server_id= 'd8973efa-30ee-4f56-b423-b07429e3131b'

This will allow you to find the restores that were initiated on this server. We will check the one with the point_in_time that we saw in the customer error message:

11/12/2018 2:21:16 PM

SQL Azure Http Query Tool

File   Edit   Query   Window   Help

Templates

Query - Wasd-prod-westeurope1-a\madil\Untitled

Command Name: CmsDatabase

```
    select restore_id,target_managed_server_name, target_managed_database_name, target_managed_database_id, type, point_in_time, create_time
    from managed_restore_requests
where target_managed_server_id= 'd8973efa-30ee-4f56-b423-b07429e3131b'
```

1_DB0_Result_Table1	restore_id	target_managed_server_name	target_managed_database_name	target_managed_database_id	type	point_in_time	create_time
	a075878d-bead-4b59-b388-25e2aa13...	onlinetestdbmi	Ori.Online.Sitecore.Core_2018-10-25T...	7427a34c-6644-4ff3-aabb-3a134548c...	Restore	10/25/2018 8:14:00 AM	10/29/2018 9:21:11 AM
	d0acd4e3-3087-489c-b599-d0b83880...	onlinetestdbmi	Ori.Online.TenantsData1	fd5446d2-dbfa-48ce-b533-40cc26aae...	Restore	11/5/2018 2:22:47 PM	11/5/2018 2:23:09 PM
	77902a12-1661-49aa-81d6-9829dca7...	onlinetestdbmi	Ori.Online.TenantsData1	5fbe4bab-9385-4159-a0b9-5138bb29d...	Restore	11/12/2018 12:14:03 PM	11/12/2018 11:19:17 AM
	cc59a89b-5fe5-4e22-a363-1b2c0b35b...	onlinetestdbmi	Ori.Online.TenantsData1	b64bd52e-8977-4ef7-84a8-5c1c67ad3...	Restore	11/1/2018 12:47:44 PM	11/1/2018 11:47:50 AM
	5fc016f6-8db7-4f29-99c4-146a3ece79...	onlinetestdbmi	Ori.Online.Sitecore.Core1	738fb583-ac48-41d4-9310-747eeb635...	Restore	10/30/2018 9:47:07 AM	10/30/2018 8:47:13 AM
	4a6ea99b-f6b2-473a-a441-dd882e83c...	onlinetestdbmi	Ori.Online.TenantsData1	50c07410-77e1-4f0c-b7a3-8917eca4d...	Restore	11/1/2018 1:27:16 PM	11/1/2018 12:28:26 PM
	5a413823-5be4-4ae3-8651-6de1357e...	onlinetestdbmi	Ori.Online.Sitecore.Core1	3091fbe4-566e-44fb-b68d-89c4caffe274	Restore	10/30/2018 11:58:23 AM	10/30/2018 11:58:27 AM
	0788127f-e264-4c5d-b8dc-be44097c4...	onlinetestdbmi	Ori.Online.Sitecore.Core1	0551f9cc-3b6d-47e7-9f34-bd491df22e...	Restore	10/30/2018 10:40:28 AM	10/30/2018 9:40:38 AM
	2f9708d1-7b4b-461d-998e-5c06aa753...	onlinetestdbmi	Ori.Online.TenantsData1	be8ab32b-eec9-4152-9246-c34871f13...	Restore	11/5/2018 2:28:48 PM	11/5/2018 1:39:04 PM
	5a90a014-6955-48f7-b2fb-ff2b4ead99d0	onlinetestdbmi	Ori.Online.Sitecore.Core1	969f3515-0d0e-4ba9-9566-c5fcf37a04...	Restore	10/30/2018 9:31:36 AM	10/30/2018 11:32:36 AM
	69e81667-4199-47e6-9376-01ebdc94f...	onlinetestdbmi	Ori.Online.TenantsData1	5743ca9a-a7f5-47b2-93d8-fc1782554...	Restore	11/12/2018 2:21:16 PM	11/12/2018 1:22:28 PM

Grids   Messages

Query batch completed.   Environment   madil   Result Replica   Result Server   1

5. After we get the restore_id, we open Kusto and run the following query:

MonRestoreEvents
| where tolower(restore_request_id) == "69e81667-4199-47e6-9376-01ebdc94f8d4"
| project originalEventTimestamp, event, restore_database_progress, message, restore_configuration_info,
restore_database_result, exception_type, stack_trace, level

originalEventTimestamp   event   restore_database_progress   message

2018-11-12 13:53:01.5913808   restoring_database_failure   No backups were found to restore the database to the point in time 11/12/2018 2:21:16 PM (UTC). Please contact support to restore the database.

In the results, we can see that the customer initiated the restore at 1:53 PM and chose a PITR from the future 2:21 PM, therefore this is the reason why the restore failed.

More details: this type of restore failure could only appear when using PowerShell. The portal does not allow choosing an incorrect PIT.

How good have you found this content?