

# PGFlex handling capacity cases

Last updated by | Hamza Aqel | Mar 8, 2023 at 2:27 AM PST

## Note: This applies for PostgreSQL

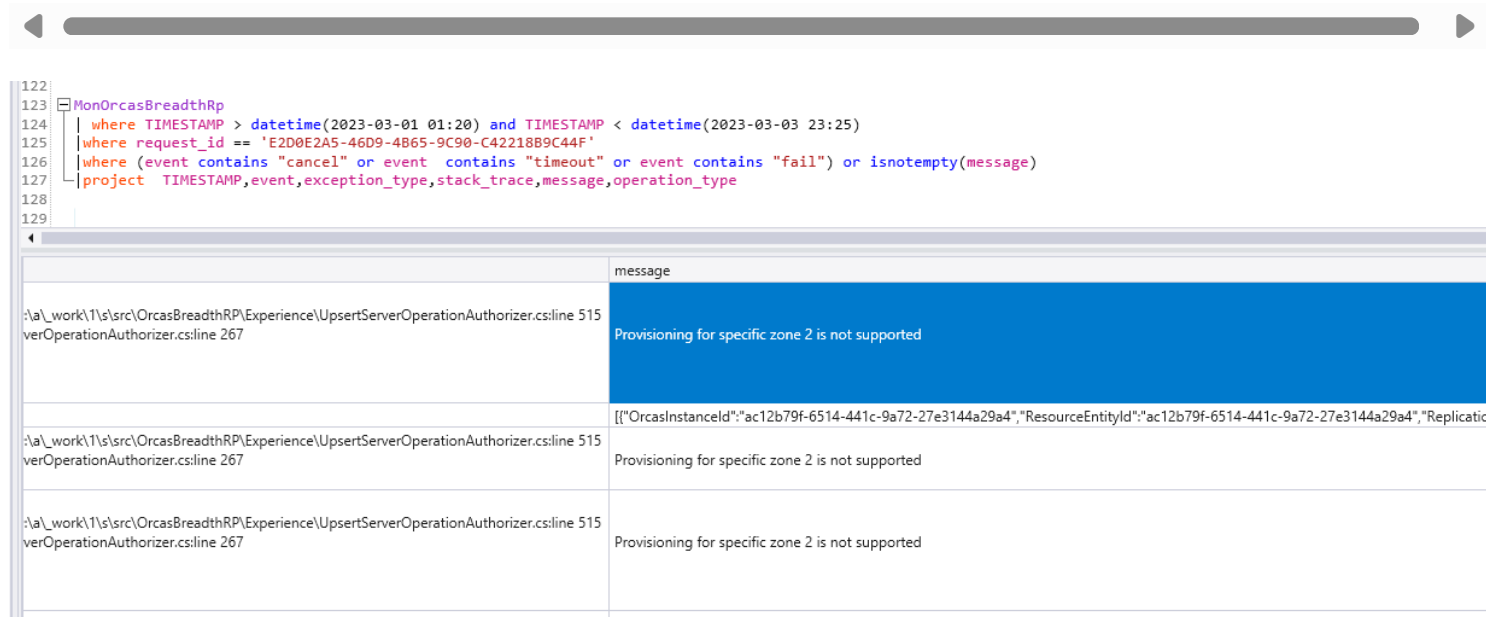
If you receive any cases related to capacity restrictions, please transfer them to GCT (Global Capacity Team) using the steps below:

**Please NOTE: All cases including HA enable/ Disable requests and PITR failures will be handled by GCT and should be transferred.**

## How to Identify if a case is a capacity constraint when customer is trying to scale CPU cores, enable HA for their server

- Check **MonOrcasBreadthRp** of their failed request by capturing the request ID as below:

```
MonOrcasBreadthRp
| where TIMESTAMP > datetime(2023-03-01 01:20) and TIMESTAMP < datetime(2023-03-03 23:25)
| where request_id == 'E2D0E2A5-46D9-4B65-9C90-C42218B9C44F'
| where (event contains "cancel" or event contains "timeout" or event contains "fail") or isnotempty(message)
| project TIMESTAMP,event,exception_type,stack_trace,message,operation_type
```



	message
<pre> 122 123 MonOrcasBreadthRp 124   where TIMESTAMP &gt; datetime(2023-03-01 01:20) and TIMESTAMP &lt; datetime(2023-03-03 23:25) 125   where request_id == 'E2D0E2A5-46D9-4B65-9C90-C42218B9C44F' 126   where (event contains "cancel" or event contains "timeout" or event contains "fail") or isnotempty(message) 127   project TIMESTAMP,event,exception_type,stack_trace,message,operation_type 128 129 </pre>	Provisioning for specific zone 2 is not supported
<pre> 122 123 MonOrcasBreadthRp 124   where TIMESTAMP &gt; datetime(2023-03-01 01:20) and TIMESTAMP &lt; datetime(2023-03-03 23:25) 125   where request_id == 'E2D0E2A5-46D9-4B65-9C90-C42218B9C44F' 126   where (event contains "cancel" or event contains "timeout" or event contains "fail") or isnotempty(message) 127   project TIMESTAMP,event,exception_type,stack_trace,message,operation_type 128 129 </pre>	[[{"OrcasInstanceId":"ac12b79f-6514-441c-9a72-27e3144a29a4","ResourceEntityId":"ac12b79f-6514-441c-9a72-27e3144a29a4","Replicatio
<pre> 122 123 MonOrcasBreadthRp 124   where TIMESTAMP &gt; datetime(2023-03-01 01:20) and TIMESTAMP &lt; datetime(2023-03-03 23:25) 125   where request_id == 'E2D0E2A5-46D9-4B65-9C90-C42218B9C44F' 126   where (event contains "cancel" or event contains "timeout" or event contains "fail") or isnotempty(message) 127   project TIMESTAMP,event,exception_type,stack_trace,message,operation_type 128 129 </pre>	Provisioning for specific zone 2 is not supported
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- Provisioning Restrictions:** Subscription is not allowed to provision in a region.

Home > Azure Database for PostgreSQL flexible servers >

## Flexible server

Microsoft

⚠ Server names, networking connectivity method and backup redundancy cannot be changed after server is created. Review these options.

✖ Basics Networking Security Tags Review + create

Create an Azure Database for PostgreSQL flexible server. [Learn more](#)

### Project details

Select the subscription to manage deployed resources and costs. Use resource groups like folders to organize and manage all your resources.

Subscription \* ⓘ

Resource group \* ⓘ  [Create new](#)

### Server details

Enter required settings for this server, including picking a location and configuring the compute and storage resources.

Server name \* ⓘ  ✓

Region \* ⓘ  ▼

✖ Subscription 'Rajani-css-subscription' is not allowed to provision in 'Germany West Central'.

PostgreSQL version ⓘ

Workload type

☒ Production (Small / Medium-size)

☐ Production (Large-size)

☐ Development

**i** Suitable for production, pre-production or testing small to medium size databases with low-medium concurrency requirements.

[Review + create](#) [Next : Networking >](#)

## 2. HA Restrictions:

**Development**

**i** Suitable for production, pre-production or testing small to medium size databases with low-medium concurrency requirements.

**Compute + storage** ⓘ

**General Purpose, D2ds\_v4**  
2 vCores, 8 GiB RAM, 128 GiB storage  
**Geo-redundancy : Disabled**  
[Configure server](#)

**Availability zone** ⓘ

No preference ▼

**High availability**

Zone redundant high availability deploys a standby replica in a different zone with automatic failover capability. You can also specify high availability options in 'Compute + storage'.

**Enable high availability** ⓘ ☒

**High availability mode** ⓘ

☒ Same zone - a standby server is always available within the same zone as the primary server

☐ Zone redundant - a standby server is always available within another zone in the same region as the primary server

## How to Transfer a Case to Quota Team if you receive any PostgreSQL Flexible server Capacity Restricted requests.?

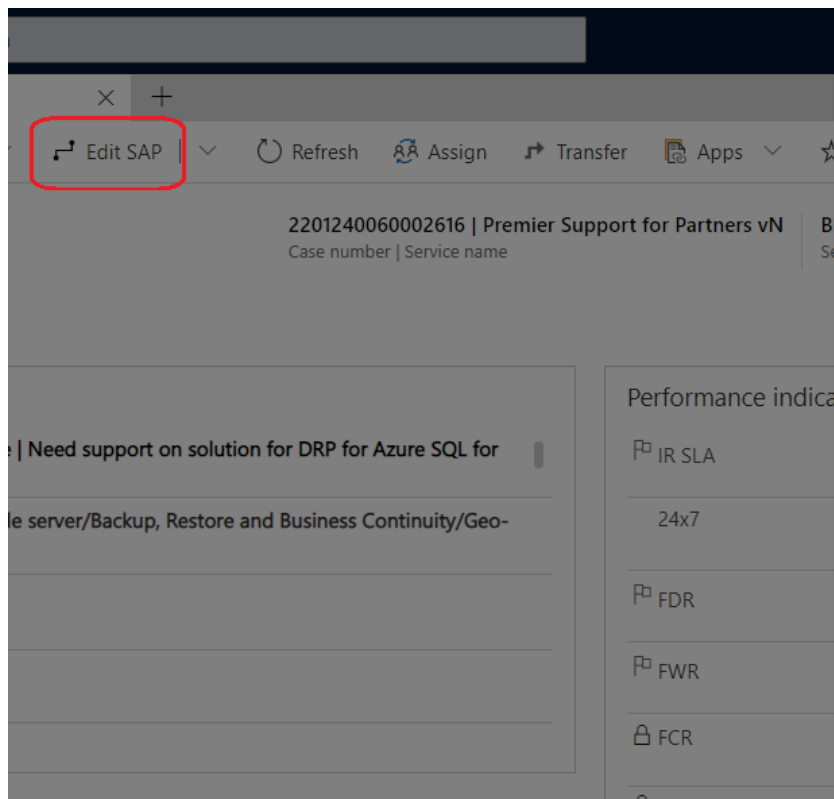
When sending your case to CM/quota team, follow the below steps:

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

a. **Edit SAP**

b. Select **Product Name**: Service and Subscription Limits (quota)

c. Select **Category**: Azure Database for PostgreSQL Flexible server.



### Support Area Path

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

Product Family	<a href="#">Azure</a>
Product Name	<a href="#">Service and subscription limits (quotas)</a>
Product Version	---
Category	<a href="#">Azure Database for PostgreSQL Flexible</a> X
Sub Category	---

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

General	
Internal title	<b>**IMPORTANT SMC FLASH INFORMATION IN NOTES _ PLEASE REVIEW** SMC   Azure/Azure Database for PostgreSQL flexible server   SEVERITY AT FINITEITY INFORMATION SERVICES (IS GIORA)</b>
Support area path	* <a href="#">Azure/Service and subscription limits (quotas)/Azure Database for PostgreSQL Flexible Server</a>
Current Queue	* <a href="#">DTP DGP OPDBS Strategic Queue</a>

Please reach out to EEE's if you have any further questions.