

Unable to Create or Update Server Troubleshooting

Last updated by | Lisa Liu | Nov 6, 2020 at 10:34 AM PST

Unable to Create or Update Server Troubleshooting

Due to capacity limitations in some regions, Customers might face some restrictions while trying to provision an Orcas server. Due to capacity limitations we have some restrictions in some regions, if the customer tried to provision and Orcas server in a restricted region they will get an error as the following:

Single server

Microsoft

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

Subscription * ⓘ

EitA2CockpitProdEU

Resource group * ⓘ

EitA2CockpitProdEU-aks-rg

[Create new](#)

Server details

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

Server name * ⓘ

Enter server name

Data source * ⓘ

None Backup

Location * ⓘ

(Europe) West Europe

✗ Currently, the service is not available in this location for your subscription.

Version * ⓘ

10

Compute + storage ⓘ

General Purpose

4 vCores, 100 GB storage

[Configure server](#)

In Portal

- Currently, the service is not available in this location for your subscription.
- This subscription is restricted from scaling Azure Database for PostgreSQL/MySQL/MariaDB resources in this region.

In Azure CLI or ARM template deployment:

- Gen4 hardware is not supported for this region.
- Gen5 hardware is not supported for this region.
- Service is not available in this region.
- This subscription is restricted from provisioning PostgreSQL/MySQL/MariaDB servers in this region. Please choose a different region or open a support request with service and subscription limits (quotas) issue type.

How to check Regional Features and Subscription Features

Regional Features

CSS (Via Geneva):

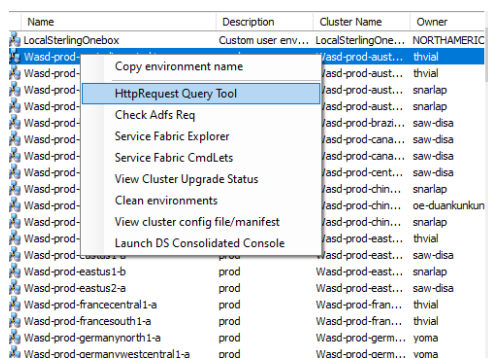
Use **GetElasticServerRegionalFeature** command and provide regional feature name: (You are able to find all regional feature name in the table at bottom)

For example:

```
{
  "featureName": "OrcasOfferRestriction"
}
```

Engineers (in CMS table):

1. Right click the customer region and run the HttpRequest QueryTool



Name	Description	Cluster Name	Owner
LocalSterlingOnebox	Custom user env...	LocalSterlingOne...	NORTHAMERIC
Wasd-prod-...	Copy environment name	Wasd-prod-aust...	thvial
Wasd-prod-...	HttpRequest Query Tool	Wasd-prod-aust...	snarlap
Wasd-prod-...	Check Adfs Req	Wasd-prod-aust...	snarlap
Wasd-prod-...	Service Fabric Explorer	Wasd-prod-brazi...	saw-disa
Wasd-prod-...	Service Fabric CmdLets	Wasd-prod-cana...	saw-disa
Wasd-prod-...	View Cluster Upgrade Status	Wasd-prod-cent...	saw-disa
Wasd-prod-...	Clean environments	Wasd-prod-chin...	snarlap
Wasd-prod-...	View cluster config file/manifest	Wasd-prod-chin...	oe-duankunkun
Wasd-prod-...	Launch DS Consolidated Console	Wasd-prod-east...	thvial
Wasd-prod-eastus1-b	prod	Wasd-prod-east...	snarlap
Wasd-prod-eastus2-a	prod	Wasd-prod-east...	saw-disa
Wasd-prod-francecentral1-a	prod	Wasd-prod-fran...	thvial
Wasd-prod-francesouth1-a	prod	Wasd-prod-fran...	thvial
Wasd-prod-germanynorth1-a	prod	Wasd-prod-germ...	yoma
Wasd-prod-germanwestcentral1-a	prod	Wasd-prod-germ...	yoma

2. Run the following command:

```
select * from elastic_server_regional_features;
```

Subscription Features

CSS (Via Geneva):

Use **GetElasticServerSubscriptionFeature** command and provide "subscription_audience_override" as feature name, subscription id and server type:

For example:

```
{
  "subscriptionId": "ffffffff-ffff-ffff-ffff-ffffffffffffff",
  "serverType": "PostgreSQL.Server.PAL",
  "featureName": "subscription_audience_override"
}
```

Engineers (in CMS table):

1. Right click the customer region and run the HttpRequest QueryTool

Name	Description	Cluster Name	Owner
LocalSterlingOnebox	Custom user env...	LocalSterlingOne...	NORTHAMERIC
Wasd-prod-...	Copy environment name	/asd-prod-aust...	thivial
Wasd-prod-...	HttpRequest Query Tool	/asd-prod-aust...	snarlap
Wasd-prod-...	Check Adfs Req	/asd-prod-brazi...	saw-disa
Wasd-prod-...	Service Fabric Explorer	/asd-prod-cana...	saw-disa
Wasd-prod-...	Service Fabric CmdLets	/asd-prod-cana...	saw-disa
Wasd-prod-...	View Cluster Upgrade Status	/asd-prod-cent...	saw-disa
Wasd-prod-...	Clean environments	/asd-prod-chin...	snarlap
Wasd-prod-...	View cluster config file/manifest	/asd-prod-chin...	oe-duankunkun
Wasd-prod-...	Launch DS Consolidated Console	/asd-prod-east...	thivial
Wasd-prod-eastus1-b	prod	Wasd-prod-east...	saw-disa
Wasd-prod-eastus2-a	prod	Wasd-prod-east...	snarlap
Wasd-prod-francecentral1-a	prod	Wasd-prod-fran...	saw-disa
Wasd-prod-francesouth1-a	prod	Wasd-prod-fran...	thivial
Wasd-prod-germanynorth1-a	prod	Wasd-prod-fran...	thivial
Wasd-prod-germanynorth1-a	prod	Wasd-prod-germ...	yoma
Wasd-prod-germanynorth1-a	prod	Wasd-prod-germ...	yoma

2. Run the following command:

```
select subscription_id, feature_name, feature_value from elastic_server_subscription_features where subscription_id = <subscription id> and feature_name = 'subscription_audience_override'
```

This will show you the list of subscriptions that are whitelisted in that region, if your customer subscription is not whitelisted and they still need to provision server in that region please redirect the ticket to ASMS (quota) team, [using this instructions](#)

SQL Azure Http Query Tool

File Edit Query Window Help

Query - Wasd-prod-australiacentral1-a\bahusse\Untitled

Command Name: CmsDatabase

select subscription_id, feature_name, feature_value from elastic_server_subscription_features where feature_name = 'subscription_audience_override'

1_DB0_Result_Table1	subscription_id	feature_name	feature_value
	24f7cd3-0073-45ad-b7df-0000c23ea1...	subscription_audience_ovemide	AudienceOvemideOrcasOfferRestrictionWhitelisted
	3f16a99-532a-4a47-9e93-00309f6c4...	subscription_audience_ovemide	AudienceOvemideOrcasOfferRestrictionWhitelisted
	bef12514fd2c-447c-9ab2-004aa9196...	subscription_audience_ovemide	AudienceOvemideOrcasOfferRestrictionWhitelisted
	7cd4fec0-8693-47f9-8773-008cb5bba...	subscription_audience_ovemide	AudienceOvemideOrcasOfferRestrictionWhitelisted
	7cd4fec0-8693-47f9-8773-008cb5bba...	subscription_audience_ovemide	AudienceOvemideOrcasOfferRestrictionWhitelisted
	7cd4fec0-8693-47f9-8773-008cb5bba...	subscription_audience_ovemide	AudienceOvemideOrcasOfferRestrictionWhitelisted
	88abe223-c630-4f2c-8782-00bb5be87...	subscription_audience_ovemide	AudienceOvemideOrcasOfferRestrictionWhitelisted
	88abe223-c630-4f2c-8782-00bb5be87...	subscription_audience_ovemide	AudienceOvemideOrcasOfferRestrictionWhitelisted
	815a50b3-97bc-45eb-843a-0169574c...	subscription_audience_ovemide	AudienceOvemideOrcasOfferRestrictionWhitelisted
	82c48ca7-7292-454a-97da-01b3e3a9...	subscription_audience_ovemide	AudienceOvemideOrcasOfferRestrictionWhitelisted
	5270872-3949-469db9a9-01d011257...	subscription_audience_ovemide	AudienceOvemideOrcasOfferRestrictionWhitelisted
	aa2bb138-070e-4690-8c79-021f0e1e8...	subscription_audience_ovemide	AudienceOvemideOrcasOfferRestrictionWhitelisted
	c393625b-0c11-45eb-aaa5-0349f1a2e...	subscription_audience_ovemide	AudienceOvemideOrcasOfferRestrictionWhitelisted
	ebbb4f67b8b4-470e-a1e7-0401faed...	subscription_audience_ovemide	AudienceOvemideOrcasOfferRestrictionWhitelisted
	a8258cb4-9a82-4218-be12-043a349a...	subscription_audience_ovemide	AudienceOvemideOrcasOfferRestrictionWhitelisted
	a8258cb4-9a82-4218-be12-043a349a...	subscription_audience_ovemide	AudienceOvemideOrcasOfferRestrictionWhitelisted
	85985891-0fad-45b1-98af-0488ec23df...	subscription_audience_ovemide	AudienceOvemideOrcasOfferRestrictionWhitelisted
	70a0073a-0dbb-4d18-ad72-0606aa28...	subscription_audience_ovemide	AudienceOvemideOrcasOfferRestrictionWhitelisted
	5ada5b51-22a9-4545-bab2-06172627...	subscription_audience_ovemide	AudienceOvemideOrcasOfferRestrictionWhitelisted
	1da89b07-93e9-4e12-9d88-0677c41d...	subscription_audience_ovemide	AudienceOvemideOrcasOfferRestrictionWhitelisted
	e4665349-69be-4814-8dfc-0679553f...	subscription_audience_ovemide	AudienceOvemideOrcasOfferRestrictionWhitelisted
	01a28134-022c-4de4-bc38-068dbda7...	subscription_audience_ovemide	AudienceOvemideOrcasOfferRestrictionWhitelisted
	c18c952b-9368-48e2-9dcf-0853d272d...	subscription_audience_ovemide	AudienceOvemideOrcasOfferRestrictionWhitelisted
	eaeeec54f-627a-46b0-aab6-0872b2f7f52	subscription_audience_ovemide	AudienceOvemideOrcasOfferRestrictionWhitelisted
	6c4cae0a-e8c4-4752-a251-08ac9b89...	subscription_audience_ovemide	AudienceOvemideOrcasOfferRestrictionWhitelisted

Mitigation Steps for CSS

Get the regional feature, and take corresponding action. Please do NOT raise Sev2 incident.

Reginal Features Name	Reginal Features Value	Subscription
DisableGen4	TRUE	AudienceOver
DisableGen5	TRUE	AudienceOver
DisableOrcas	TRUE	AudienceOver
OrcasOfferRestriction- This feature override all other features (if this exists it will have highest priority)	Level1HubRegion/Level2SatelliteRegion/Level3SatelliteRegion/Level5SatelliteRegion	AudienceOver

How good have you found this content?

