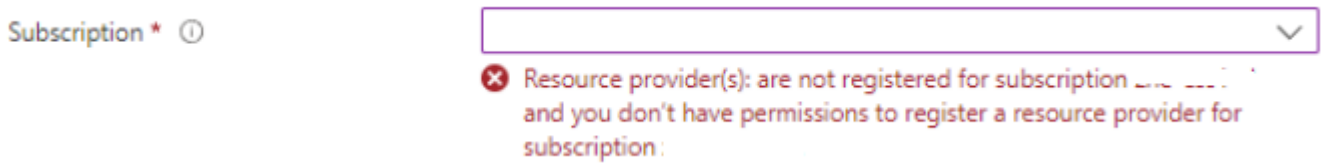
Synchronize subscription resources for resource provider

Last updated by | Hamza Aqel | Jan 30, 2023 at 5:47 AM PST

Contents

Scenario

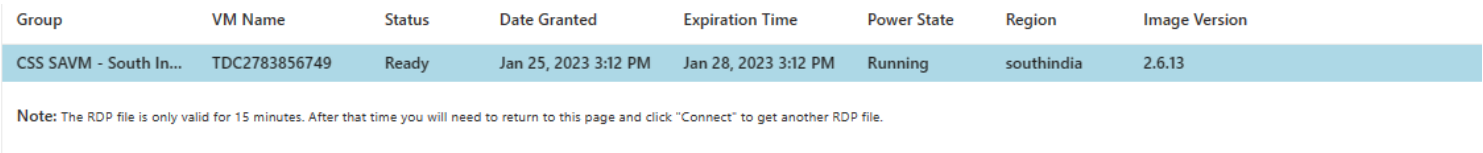
In specific scenarios, customer might have an orphaned object, such as a solution, a saved search or similar, which can't be deleted through the portal, PowerShell or other method, and the customer might face error messages like "**The resource provider is not registered under subscription and You do not have permission to register the resource provider for subscription"**



Note: this process is also known as ARM cache refresh or ARM sync.

Prerequisites

Navigate to https://tdc.azure.net/ , and request a VM. This acts as a virtual SAW since Jarvis/Geneva actions do not work on non-SAW machines.



Group	VM Name	Status	Date Granted	Expiration Time	Power State	Region	Image Version
CSS SAVM - South In...	TDC2783856749	Ready	Jan 25, 2023 3:12 PM	Jan 28, 2023 3:12 PM	Running	southindia	2.6.13

Note: The RDP file is only valid for 15 minutes. After that time you will need to return to this page and click "Connect" to get another RDP file.

Once a VM is assigned, an RDP file is downloaded that can help you login to the VM. This RDP file is valid for 15 min, and new ones can be downloaded from the above portal using the "Connect" button. You can login to the VM using your corp credentials.

High level steps

- Access Jarvis Actions in **Public**

- Navigate to **Azure Resource Manager > Resource Synchronization > Synchronize subscription resources from specific provider**

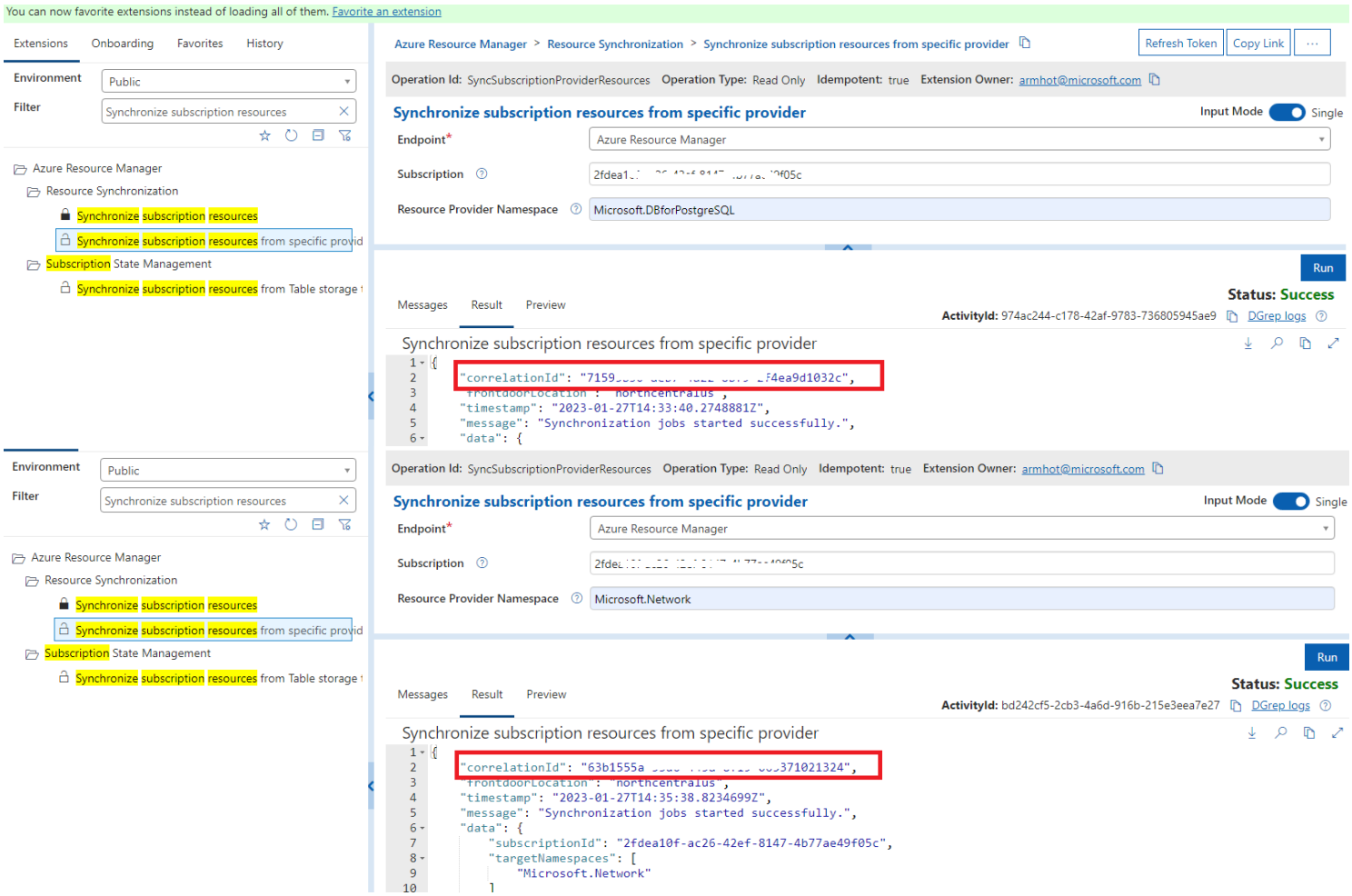
Navigate to synchronize subscription resources for resource provider

- [ ] After selecting Actions, go to Azure Resource Manager > Resource Synchronization > Synchronize subscription resources from specific provider and select either/both of the below options based on your case:

1 - RP for PostgreSQL is Microsoft.DBforPostgreSQL and for Network is Microsoft.Network

2 - RP for MySQL is Microsoft.DBforMySQL and for Network is Microsoft.Network

- [ ] Input the subscriptionID and the resource provider as below:



You can monitor the activity using these queries:

```
cluster('armprod.kusto.windows.net').database('ARMProd').JobTraces
| where TIMESTAMP > ago(6h)
| where correlationId in ("CorrelatioID1","CorrelationID2")
//| where message contains "begin provisioning"
| project PreciseTimeStamp, Level, ActivityId, subscriptionId, correlationId, operationName,
  jobPartition, jobId, message, exception, RowKey
| sort by PreciseTimeStamp asc
```

```
cluster('armprod.kusto.windows.net').database('ARMProd').HttpOutgoingRequests
| where TIMESTAMP > ago(6h)
| where correlationId in ("CorrelatioID1","CorrelationID2")
```

These Jobs can take up to 2 hours, so if the issue still persists you can refer to our CRI Incident 361362945 and tag the CRI owner for help.

Workaround(s)

The customer can use Azure CLI as workaround, as he should be able to do his operation without an issue.