Flexible Server PG HA enablement playbook

Last updated by | Shinil Mannadath | Feb 1, 2023 at 6:31 AM PST

Background

Due to ongoing capacity issues in West Europe, East US 2, SouthEast Asia, Switzerland North, WUS2 and South India, Azure compute has placed capacity restrictions and hence Flexible PG HA creation is blocked in those regions. However, we can allow-list EA/S500 subscriptions where they can self-provision HA. So, for EA and S500 customers like Fidelity, Snowflake, Cathay Pacific, Salesforce, Amdocs, Adobe etc. we can follow the playbook.

1. Customer to contact support with a request to configure HA. [Internally, CSS will raise an ICM] Please use "Request to enable HA" in the ICM title. Please include the subscription Id and the projected skus and number of servers they plan to create or enable.
2. Azure team will do necessary work to enable HA in that region for General Purpose SKUs only. Please expect a lead time of up to 3 business days.
3. Azure team/support will inform customer that they can provision HA.

We are now receiving one or two cases per week asking us to enable HA for their servers in these regions. We can follow the below conditions:

Conditions:

Customers/Subscription type	Action	Remarks
EA customers	Allow HA – as long as we have the SKUs available. If not, send the customer message (SKU unavailable).	No need to ask for more details
S500 customers	(1) Send the customer message. (2) If they escalate, allow HA.	Conditional allow
Others / new customers	Send the customer rejection message.	Restriction in place

Customer message (General)

Dear Customer,

Thank you for contacting Microsoft Support. To prioritize on capacity, Azure compute has placed restrictions that prohibits us to allow zone-redundant HA creation in that region. For your new servers, please consider using a nearby region that supports zone-redundant HA. Please note that even without configuring high availability, your server is protected with uptime SLA and also has resiliency and availability.

We look forward to hearing if these options will help you to meet your current requirements and goals, if not, please feel free to share more details.

Thank you for your interest in our PostgreSQL managed services and looking forward to hearing from you!

Customer message (SKU not available)

Dear Customer,

Thank you for contacting Microsoft Support. To prioritize on capacity, Azure compute has placed restrictions that prohibits us to allow zone-redundant HA creation in that region. Unfortunately, we do not have a way to allow creation of servers using the SKU that you are requesting. For your new HA servers, please consider using Same zone HA (Overview of high availability with Azure Database for PostgreSQL - Flexible Server | Microsoft Learn) Or using a nearby region that supports zone-redundant HA. Azure Database for PostgreSQL Flexible Server provides the same availability and resiliency service level agreement (SLA) for servers configured with same zone, zone redundant, and standalone instances. The SLA guarantees a certain level of uptime and availability for the service, regardless of the HA configuration..

We look forward to hearing if these options will help you to meet your current requirements and goals, if not, please feel free to share more details.

Thank you for your interest in our PostgreSQL managed services and looking forward to hearing from you!

Customer rejection message

Dear Customer,

Thank you for contacting Microsoft Support. To prioritize on capacity, Azure compute has placed restrictions that prohibits us to allow zone-redundant HA creation in that region. Unfortunately, we are not able to enable HA for your server(s) in this region.

For your new servers, please consider using a nearby region that supports zone-redundant HA. Please note that even without configuring high availability, your server is protected with uptime SLA and also has resiliency and availability.

Thank you for your interest in our PostgreSQL managed services and looking forward to hearing from you!