

Management Service Update Stuck Workflow

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Background

The update workflow allows changing the following properties: name, maxsize, edition/SLO. Each update workflow performs few high level steps. First, the initial validation is performed to check whether the update should be started. If the input parameters and the state of a database are valid, the operation is initialized. The sequence of operations is as follows: change name, change maxsize, change edition. Some combinations are invalid, so typically one would see change name separately or change edition etc.. There is special handling for the change of edition/SLO with maxsize.

Many changes happen during the state transitions of LogicalDatabaseStateMachine, but for SLO change due to its long running nature another state machine is created (UpdateSloStateMachine) and LogicalDatabaseStateMachine is transitioned into UpdateSloInProgress state.

The majority of crucial actions in the workflow interact with either the logical master database, the physical database for a given logical database or both. This means that for the workflow to complete successfully, the target database has to be in a reasonably good health, accepting connections and allowing the executing of few spec procs.

Alert

The alert indicates that the part of the workflow which is before initiating SLO change (if applicable) is taking longer than expected. This often means the workflow is stuck repeatedly failing an action. In this case there could be exception stored in CMS which should provide additional info. If a failure occurs when contacting node agent on a backend node, it is often recommended to check the health of the target database (and the logical master).

A single alert means one user database is impacted, depending on the state the impact to user might be limited. This means the incident should start as Sev3 if created for this alert.

Crucial states

UpdatingMetadata

- o In this state, the rows visible in sys.databases are being updated. There are two rows which have to be updated
- o This steps calls via NodeAgent into the backend node hosting the user database and executes: sp_cloud_update
- o Failures in this state could indicate problems connecting / executing a statement either in a user db or mas
- o It is crucial that the metadata is consistent and correct prior to entering this state; if it is not, the st



NotifyingReplicas

- o In this state all the replicas are notified to refresh a new logical name from the corresponding WinFabPrope



UpdatingMaxsize

- o The max size of database files is updated via a call to NA. Again, it uses the named pipe connection.

How good have you found this content?



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