PGFlex handling capacity cases

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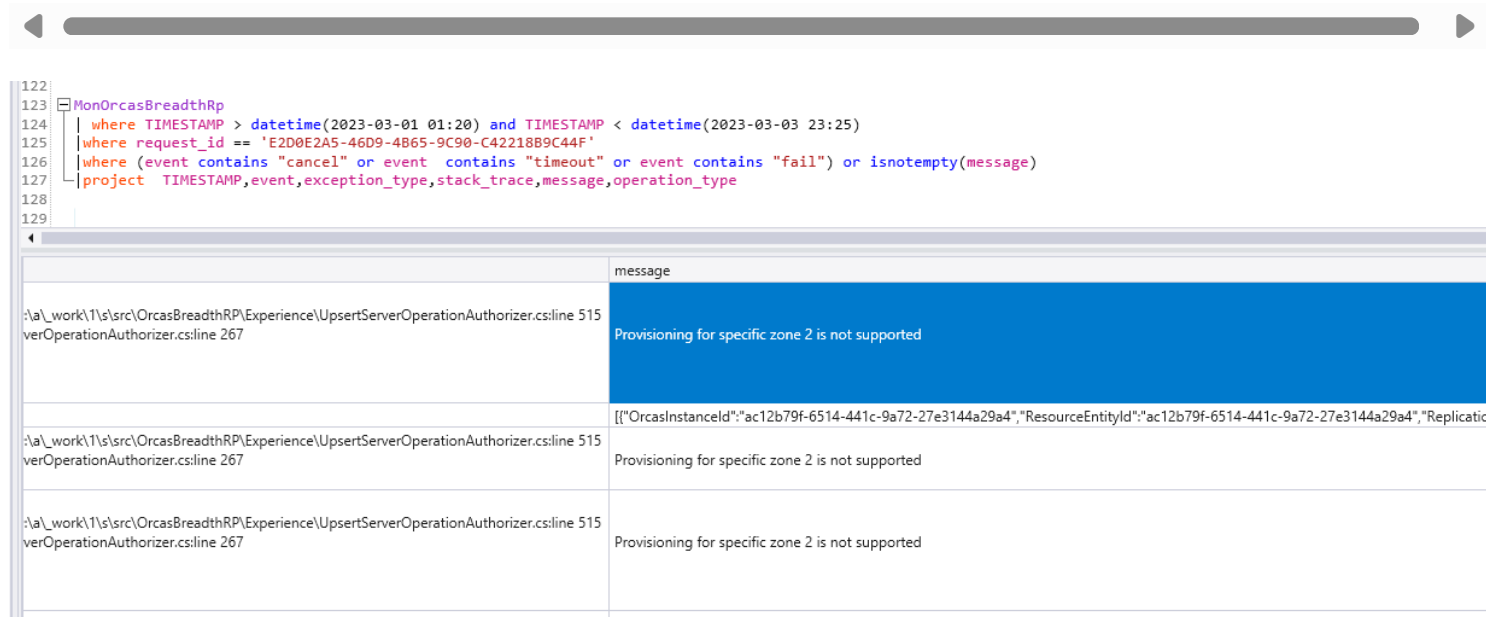

Note: This applies for PostgreSQL

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
```

```
122
123 ⊟MonOrcasBreadthRp
124   | where TIMESTAMP > datetime(2023-03-01 01:20) and TIMESTAMP < 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
```

	message
:\a_work\1\s\src\OrcasBreadthRP\Experience\UpsertServerOperationAuthorizer.cs:line 515 verOperationAuthorizer.cs:line 267	Provisioning for specific zone 2 is not supported
	[{"OrcasInstanceId":"ac12b79f-6514-441c-9a72-27e3144a29a4","ResourceEntityId":"ac12b79f-6514-441c-9a72-27e3144a29a4","Replicatio
:\a_work\1\s\src\OrcasBreadthRP\Experience\UpsertServerOperationAuthorizer.cs:line 515 verOperationAuthorizer.cs:line 267	Provisioning for specific zone 2 is not supported
:\a_work\1\s\src\OrcasBreadthRP\Experience\UpsertServerOperationAuthorizer.cs:line 515 verOperationAuthorizer.cs:line 267	Provisioning for specific zone 2 is not supported

1. **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 opti

❌ 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 * ⓘ | Rajani-css-subscription   ⌄ |

   Resource group * ⓘ | rajani-postgres-resourcegroup   ⌄ |
                            Create new

Server details

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

Server name * ⓘ | gwcentral   ✓ |

Region * ⓘ | Germany West Central   ⌄ |
                            ❌ 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**

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

[Review + create]   [Next : Networking >]

2. **HA Restrictions:**

How to Transfer a Case to Quota Team if you receive any PostgreSQL Flexible server Capacity Restricted requests.?
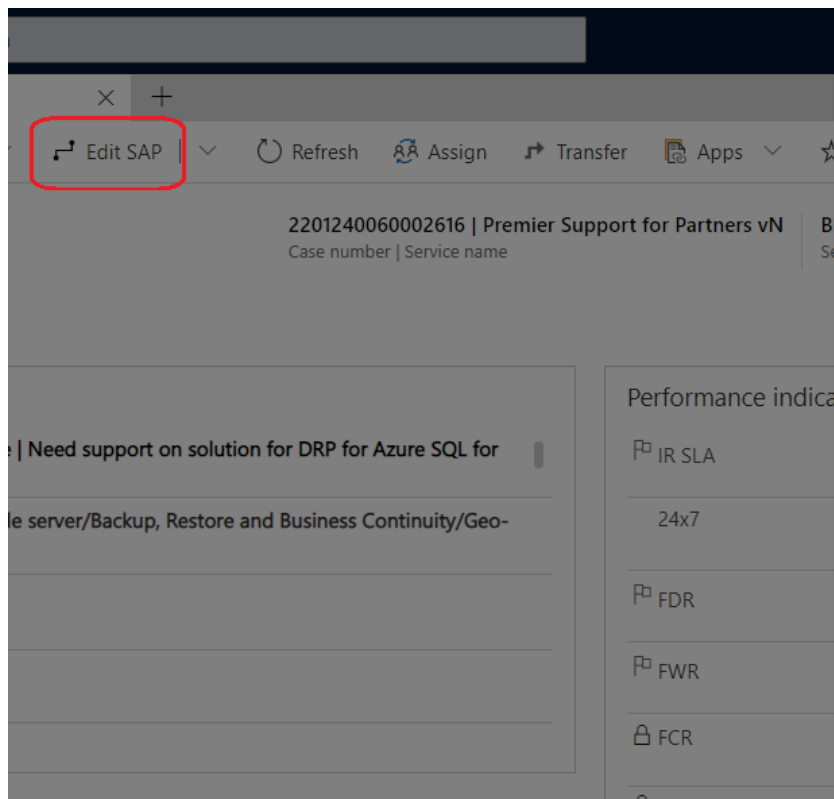
When sending your case to CM/quota team, follow the below steps:

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.

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

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