Managed schedule maintenance for Azure PostgreSQL- Flexible server

Last updated by | Abhishek Reddy Kumbham | Oct 29, 2021 at 1:59 PM PDT

During planned maintenance in Azure database for PostgreSQL Flexible server the customer will still experience a restart of the server during the maintenance window.

We might get cases where customers ask for RCA on why the server was unavailable or why they could not connect to the server In this scenario, and it is expected during your troubleshooting to check if any maintenance plan was running , and ICM is not required. For these cases, The RCA is "Planned maintenance" and you can check this using different tools :
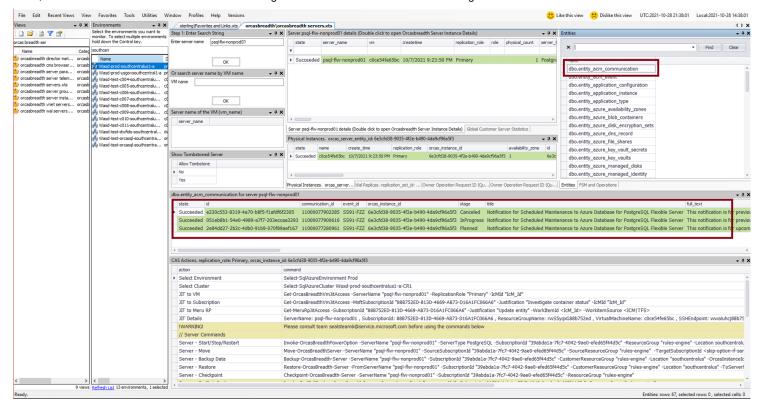
1. Kusto:

```
MonOrcasBreadthCMSSnapshot
| where server_name == "psql-flw-nonprod01"
| summarize max(TIMESTAMP) , min (TIMESTAMP) by code_package_version
```

code_package_version	max_TIMESTAMP	min_TIMESTAMP
15.0.2195.186-WASDA3-4bf260d0	2021-10-23 06:32:43.0970093	2021-10-06 19:39:15.2289996
15.0.2255.112-WASDA3-634e310a	2021-10-28 19:11:32.1763674	2021-10-23 12:54:58.5356094

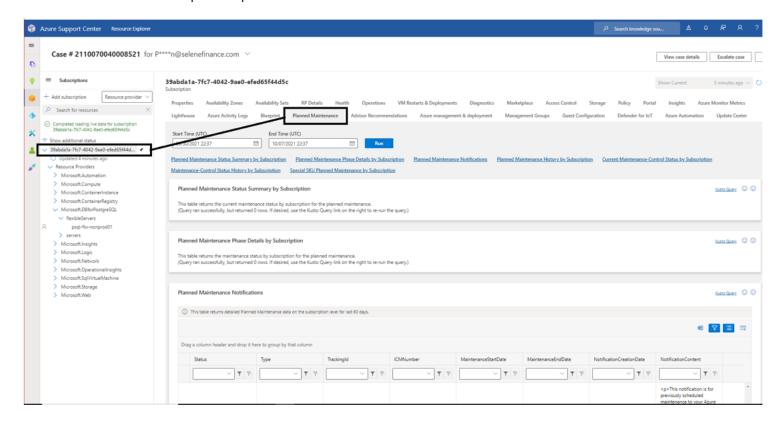You can see the code package version change as above.

2. XTS

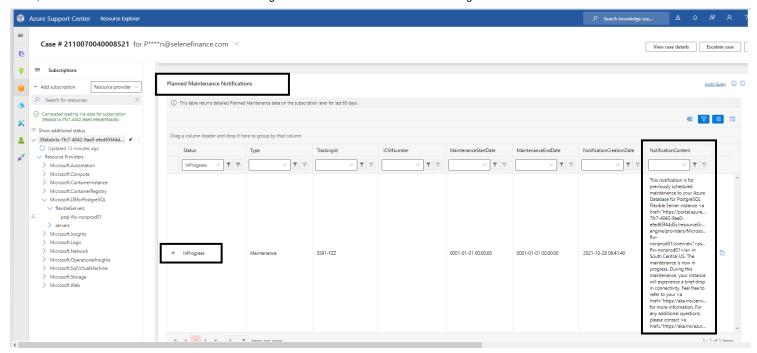You can use orcasbreadth servers.xts view:

3. ASC

Click on customer subscription à planned maintenance tab – and select the date

You can see the maintenance listed below

What can we share and recommend the customer on this case?

You can share with the customer that this is a planned maintenance where we perform periodic maintenance to keep your managed database secure, stable, and up-to-date. During maintenance, the server gets new features, updates, and patches.

Next steps :-

- Ask the customer to setup a notification for upcoming maintenance using Azure Service Health .

https://docs.microsoft.com/en-us/azure/service-health/service-notifications ↗

- He can create a custom maintenance window if the current schedule setting impacting his business , with custom schedule, he can specify maintenance window for the server by choosing the day of the week and a one-hour time window.

https://docs.microsoft.com/en-us/azure/postgresql/flexible-server/concepts-maintenance ↗