

Error: 983 - database replica is not in the PRIMARY or SECONDARY role

Last updated by | Vitor Tomaz | Sep 15, 2020 at 7:45 AM PDT

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Issue

Customer suspected they had geo-repl issue because SQL error log reported below errors two times

System.Data.SqlClient.SqlException (0x80131904): Unable to access availability database 'X' because the database replica is not in the PRIMARY or SECONDARY role. Connections to an availability database is permitted only when the database replica is in the PRIMARY or SECONDARY role. Try the operation again later.

Investigation/Analysis

Kusto/XTS showed there was no geo-repl failover during the problem times.

Monlogin reviewed below connection errors:

Error 983 "DB is neither PRIMARY nor SECONDARY"

The error was due to the primary database reconfiguration processes.

PG confirmed the analysis:

The first event on Monday was a result of infrastructure upgrade, which was executed by another Azure team.

The second event on Thursday was a result of SQL bits upgrade which was executed by Managed Instance team, and we tried to fit in the upgrade within the night window in Canada, but due to an issue missed the window by 30 minutes.

Mitigation

Treat the events as transient faults and implement retry logic

Classification

Root cause tree:

How good have you found this content?

