

Azure SQL Managed Instance Pricing Information missing for Gen 4 SKU - Limited Customers & Region - Code-Fix Deployed

Last updated by | Soma Jagadeesh | Nov 13, 2020 at 4:31 PM PST

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Code-Fix applied and customers confirmed, i will monitor this for next 2 weeks and archive this TSG on September 28th 2020

Issue

Customers report that they can't see pricing information <for their server | subscription> in the Azure portal. This is identified in majority with respective to Gen 4 SKU

 Uploaded Image


Investigation/Analysis

Regions Impacted:

AU Central, AU Central 2, AU East, AU Southeast, BR South, FR Central, FR South, IN Central, IN South, JA West, KR Central, KR South, UK North, UK South, UK South 2, UK West, US West 2, US West Central

Mitigation

CSS Support Engineers:

If you receive any cases further, please don't create a new ICM, tag all the cases to Parent ICM [178398121](#)  and update customer on the status with ETA for the fix.

RCA (optional)

During an audit performed in September 2019 it was confirmed by Engineering that the meters and SKUs in the below event could be decommissioned as there was no usage for over a year and those regions would not be

used. This means all the SKUs in the below event were discontinued as of 9/1/2019 (Gen 4 currently identified as impacting). Due to modern rating when a SKU is discontinued we can no longer charge customers.

Event [5840206:Clean](#) ☑ up sku mapping for meter that are no longer in use - Global GA - no prioritization needed

More Information (optional)

Detailed information/background that may be useful but isn't strictly required for troubleshooting. Often this is the "verbose" details that one usually doesn't need

Public Doc Reference (optional)

External documentation that may be beneficial to the engineer or customer reporting this issue.

Internal Reference (optional)

PG has submitted the required CR for 112 Train to reactivate the SKUs and set the meter status to Deprecated and set SKU Quoting Status on the SKU to Deprecated. The timeline to get this fixed is 7/1/2020.

Root Cause Classification

SQL engineering authorized certain billing meters related to offers for Gen4 servers to be disabled. Some existing customers continue to use those offers, but since the billing meter was retired they do not see their pricing.

How good have you found this content?

