

# Create Managed Instance stuck due to IPV6 in route table

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## Issue

Customer are trying to deploy a managed instance, but the deployment stuck for 12 hours or more.

## Troubleshoot

1. Verify the provisioning workflow stuck on which state from sterling\sterling cms browser v2.xts.

You will see the workflow is stuck in PCCM(private\_cluster\_capacity\_management), CreateAndSetIntentPolicy.

The screenshot shows the Sterling CMS browser v2.xts interface. The 'Active Workflows' table lists a workflow with request\_id 'a84fa673-aa93-4402-baef-8a9f3299cfd9', active\_fsm\_count 3, priority 1, create\_time 27/01/2021 19:57:36, last\_update\_time 27/01/2021 19:57:49, name 'UpsertManagedServerA...', owner 'SQL Cloud Lifter', owner\_alias 'sqlcloudlifter@microsoft.com', and fsm\_context\_instance\_n 'ManagementService\_9'. Below this, the 'Workflow Stack Trace' table shows the following steps:

type	workflow_position	fsm_instance_id
private_cluster_capacity_management	/0/1/3/	cd88db9d-fee7-44e7-8e02-4358ff00928e
upsert_managed_server_requests	/0/1/	8153e1ab-a61d-4761-a0ed-116d137ddf64
management_operations	/0/	b2902243-e50a-4105-8557-ab782db3b16b

The 'Active State Machine Details' table shows the state 'CreateAndSetIntentPolicy' for the workflow.

2. Verify the detail error from MonManagement

MonManagement

```
| where event startswith "nrp_fail"
| where request_uri contains '<subscription_id>' or network_resource_id contains '<subscription_id>'
| extend Response = nrp_response_body
| project PreciseTimeStamp, operation, request_uri, Response, ClusterName = substring(ClusterName, 4, 30), eve
| take 5
```

You see "InternalServerError" is returned as below:

PreciseTimeStamp	operation	request_uri
2021-01-28 05:28:14.8320998	PrepareNetworkIntentPolicy	<a href="https://management.azure.com/subscriptions/subede6-4901-99f1-7478eb521cf0?api-version=2019-">https://management.azure.com/subscriptions/subede6-4901-99f1-7478eb521cf0?api-version=2019-</a>

This internal error is quite ambiguous and whenever you see this, please check the subnet settings including NSG and route table to see if any IPV6 address is included.

**How good have you found this content?**

