

Serverless database storage values in the portal reduction when DB is paused

Last updated by | Peter Hewitt | Jun 30, 2022 at 1:28 PM PDT

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Issue

The used space and allocated space for Serverless SQL databases in the Azure Portal displays reduced values when the database is in a paused state.

Investigation/Analysis

In this example, the database storage in the portal when the database is active displays:

Used space: 1.92TB

Allocated space: 2.9TB

However, when the database is paused the storage in the portal now displays:

Used space: 332.53GB

Allocated space: 332.53GB



Database active



Database paused

RCA

This is expected behavior at the moment. When database is deactivated the portal metric will show only the used and allocated space stored locally, meaning it won't count the data files stored in remote storage. **Note: there might be changes to this metric in the future.**

As the database in the above example is General Purpose Serverless, this is a remote storage database with the data files stored using the Azure Storage service. When the database is paused, it only shows the smaller amount of locally stored system files.

Internal Reference

ICM: [306048632: Database storage size changing when it goes to paused state](#)

Root Cause Classification

Cases resolved by this TSG should be coded to the following root cause:

/Root Cause: Azure SQL v3/Telemetry/Portal metrics missing

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