

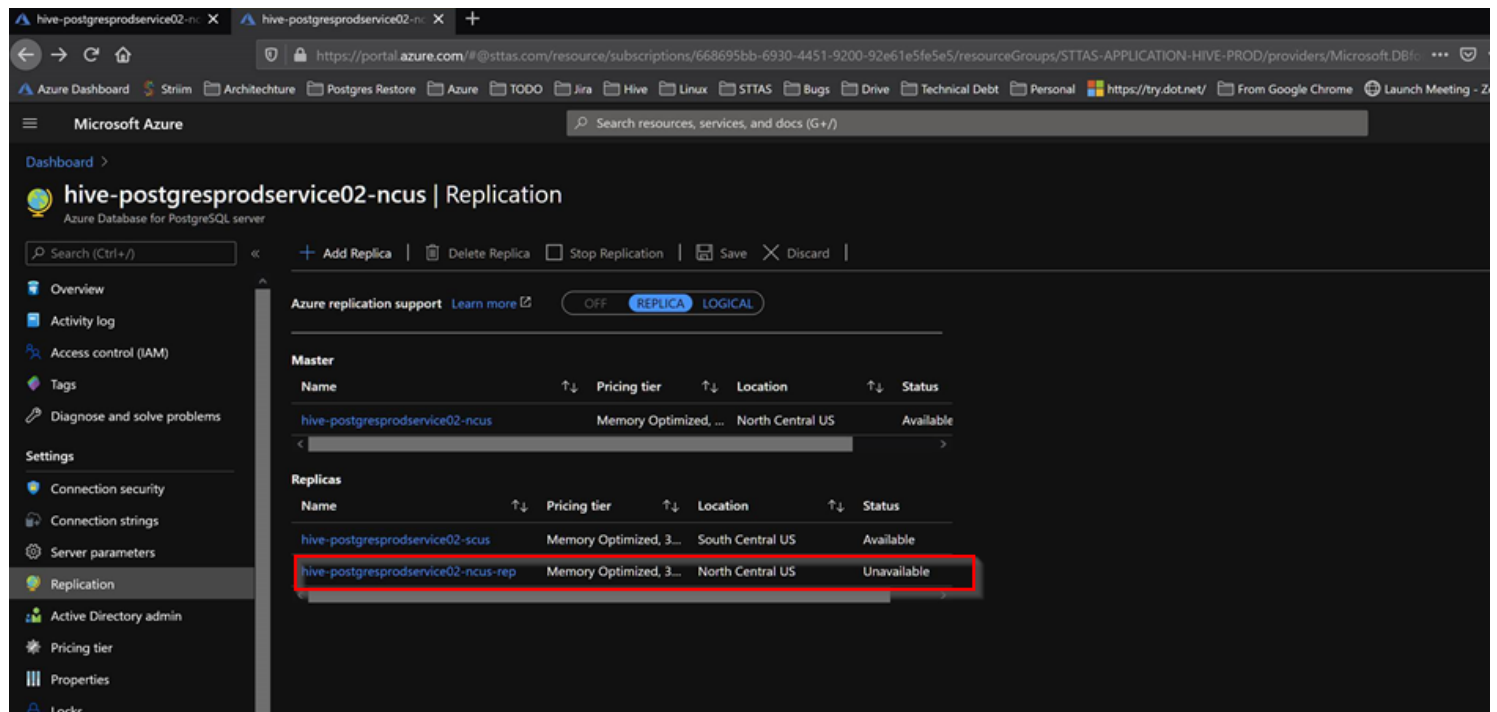
[XIO storage] Replica or PITR server unavailable

Last updated by | Lisa Liu | Nov 6, 2020 at 10:33 AM PST

Issue: On XIO storage[4 tb small storage] server when ,

1. Customer is trying to create the read replica or perform GEO or PITR server status become unavailable.
2. Customer is requesting for create new replica or PITR server.

Example:



Troubleshooting:

Verify server storage is XIO storage

Kusto

MonRdmsPgSqlSandbox

| where LogicalServerName == "hive-postgresprodservice02-ncus-rep"

| where TIMESTAMP >= ago(2d)

|where text contains "could not read directory"

|project TIMESTAMP,text

TIMESTAMP ▲	text ▼
2020-08-23 03:52:10.2701102	2020-08-23 03:52:06 UTC-5f41e7da.20-FATAL: could not read directory "base/pgsql_tmp": No such file or directory
2020-08-23 15:27:07.4183633	2020-08-23 15:27:06 UTC-5f428abe.20-FATAL: could not read directory "base/pgsql_tmp": No such file or directory
2020-08-24 02:58:25.3529761	2020-08-24 02:58:22 UTC-5f432cc3.20-FATAL: could not read directory "base/pgsql_tmp": No such file or directory
2020-08-24 14:15:06.8859390	2020-08-24 14:15:03 UTC-5f43cb5b.20-FATAL: could not read directory "base/pgsql_tmp": No such file or directory



IF customer has already created the and hitting above bug then, let customer know the product team will drop the existing replica server and create new one. After verifying above, open an IcM with above troubleshooting and reference IcM.

ELSE



IF it's new replica server request then open an IcM with replica/server name and request the product team to create replica from the customer.

Please collect below details for new/replica servers and include in IcM:

1. Resource URI from source and destination server
2. Region of source and destination server
3. New server/replica server name

Ref. case: <https://servicedesk.microsoft.com/#/customer/cases?caseNumber=120081224002974> 
<https://servicedesk.microsoft.com/#/customer/cases?caseNumber=120082424003041> 

Ref. IcM:

<https://portal.microsofticm.com/imp/v3/incidents/details/200694559/home> 
<https://portal.microsofticm.com/imp/v3/incidents/details/202165595/home> 

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