Error 429 too many create or update requests

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Issue

Customer were sending a lot of deployment requests to this subscription and resource group. They received below error "Cannot process create or update request. Too many create or update operations in progress for subscription "XXXXXXXXXX". Query sys.dm_operation_status for pending operations. Wait till pending create/update requests are complete or delete one of your pending create/update requests and retry your request later."

Troubleshooting

1. Verify the throttling status for customer's subcription

```
MonThrottling
| where originalEventTimestamp between (datetime(2022-02-14)..datetime(2022-02-17))
| where event == "management_service_throttle_subscription_requests"
| where subscription_id == "issue subcription id"
| summarize count() by bin(TIMESTAMP, 1h), operation_name
| order by count_ desc
| render timechart
```

2. Check if massive operation requests are stuck or failed

CMS query to run:

```
select * from management_operations where subscription_id = 'issue subscription id' and state != 'Succeeded'
```

Mitigation

1. Suggest customer to cancel the operation and check from CMS/Kusto again to see if operation was canceled successfully.

2. If operation cannot be canceled from customer's side, check with customer if they prefer us to cancel from backend to get unblocked. If help is needed, raise an ICM to provisioning queue.

Canned RCA

During this time period a backend component became overloaded, and all incoming traffic was throttled for a short time to bring down the load. When a request is throttled, it responds with HTTP status code 429. Azure Sql Db engineers are working to increase the stability of the backend component such that the situation will not re-occur. In the meantime, customers should design retry mechanisms that utilize backoff strategies on their end.

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