Cannot upsert subscription with state Unregistered

Last updated by | Vitor Tomaz | Feb 24, 2023 at 3:24 AM PST

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Issue

Customer tried to unregister the resource provider "Microsoft.Sql" from the subscription, but failed. Azure portal still show "Unregistering" for the resource provider.

Investigation/Analysis

1. From MonManagementOperations kusto table, you could see the full error message.

```
MonManagementOperations
| where subscription_id == "issue_subscription_id"
| where originalEventTimestamp > datetime(2022-03-01 09:47:46.7751079)
| extend ops = parse_xml(operation_parameters)
| extend targetState = tostring(ops.InputParameters.State)
| project originalEventTimestamp, ClusterName, NodeName, event, operation_type, targetState, request_id, elaps
```

Error message is as below: "Cannot upsert subscription 'XXXXXXXXXXXXXXXXXXX' with state 'Unregistered'. Request failed with exception: Invalid value given for parameter state. Specify a valid parameter value."

2. Check with customer if they have dropped the server in last 7 days. Also verify from Kusto for the same.

Mitigation

We prevent subscriptions from unregistering when they still have any logical servers tied to the subscription. When dropping a server we will keep it in a deferred state for 7 days, in case the drop was accidental, and customer want to recover server metadata. This doesn't incur any cost for the customer, for all intents and purposes the server is dropped, however it will prevent the subscription from unregistering until 7 days after the server was dropped.

Nothing to mitigate here, but customer need to wait for the server was dropped completely in the backend, then the resource provider will unregister with no additional action.

RCA (optional)

Internal Reference (optional)

- [Incident 291364077](#) ⬈

Repair Item: [1709847](#) ⬈

Root Cause Classification

Root Cause: /Azure SQL v3/CRUD/Server/Drop failure

How good have you found this content?

😊 ☹️