Geo-Restore SLA

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Contents

Introduction

Geo-restore is the most basic disaster-recovery solution available in SQL Database and SQL Managed Instance. It relies on automatically created geo-replicated backups with a recovery point objective (RPO) up to 1 hour and an estimated recovery time of up to 12 hours. It doesn't guarantee that the target region will have the capacity to restore your databases after a regional outage, because a sharp increase of demand is likely. If the application uses relatively small databases and is not critical to the business, geo-restore is an appropriate disaster-recovery solution.

Geo-Restore SLA

Azure SQL Databases store backups in a geo-redundant storage account as well as replicate backups to geo-paired regions. There is no SLA for geo-restore as we rely on Azure Storage to replicate the backups to the secondary region and Azure Storage does not provide an SLA for this process - it depends on the bandwidth available. In most cases, it is about one hour, but there's no guarantee. If customer experiences more than a few hours delay we can investigate.

Public Doc Reference

SLA for Storage Accounts (Relevant section):
Geo Replication Lag for GRS and RA-GRS Accounts is the time it takes for data stored in the Primary Region of the storage account to replicate to the Secondary Region of the storage account. Because GRS and RA-GRS Accounts are replicated asynchronously to the Secondary Region, data written to the Primary Region of the storage account will not be immediately available in the Secondary Region. You can query the Geo Replication Lag for a storage account, but Microsoft does not provide any guarantees as to the length of any Geo Replication Lag under this SLA.

Business-critical considerations

For business-critical applications that require large databases and must ensure business continuity, use Auto-failover groups. It offers a much lower RPO and recovery time objective, and the capacity is always guaranteed.

For more information about business continuity choices, see Overview of business continuity.

Internal Reference

IcM: 298235672 - Lag for geo-backup restore

Root Cause Classification

Cases resolved by this TSG should be coded to the following root cause:
Azure SQL v3/Backup/Restore/Geo-Restore/Product Limitation

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