Revalidation_Key_Issues
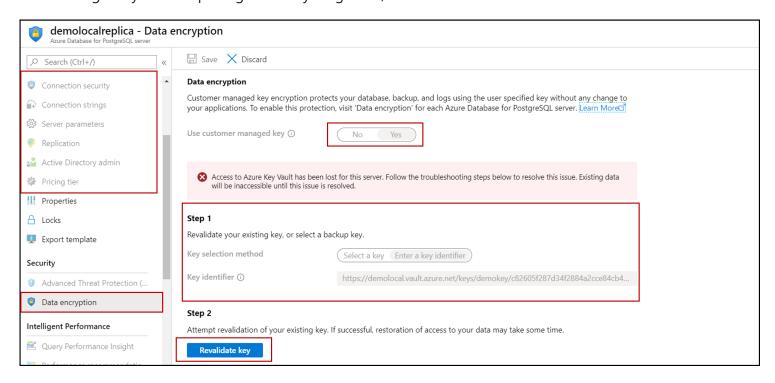
Last updated by | Lisa Liu | Nov 6, 2020 at 10:36 AM PST

Issue

Customer is attempting to revalidate the key after Restore , for a Replica, After recovering a key and the Revalidating a key not completing for a very long time /Error

Investigation and Analysis

Check the state -

```
MonAnalyticsElasticServersSnapshot
| where name == "{REPLACE_HERE}"
| summarize min(TIMESTAMP), max(TIMESTAMP) by ['state'], bin(TIMESTAMP, 1h)
```

For any failed operation from the customer side to enable this feature , we are going to use the normal troubleshooting steps once we get the tracking ID from the customer side of that failed operation from the activity Log: Example:

```
HttpIncomingRequests
| where subscriptionId =="13ef485e-ff37-448c-ad35-7b06b9bd6eb9" | where serviceRequestId ==
"93452b9c-ec8d-4a96-a523-40588e8cfc2e"
```
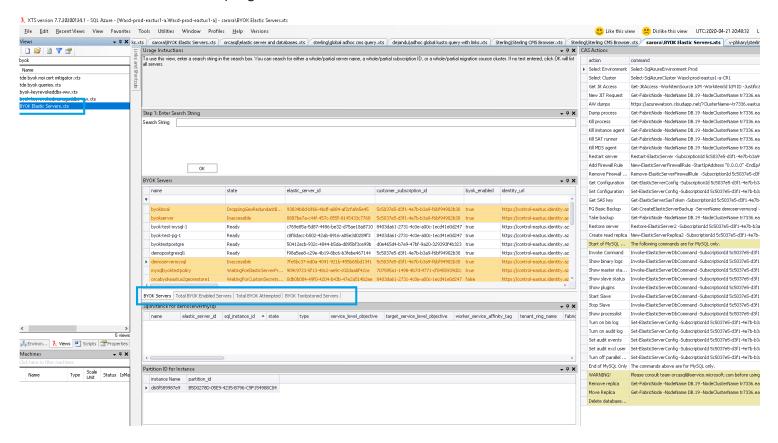
We can see that the request_id = 083621aa-2fe1-4d43-aea6-0df87ffc1a9f

```
MonManagement
| where request_id ==toupper("083621aa-2fe1-4d43-aea6-0df87ffc1a9f")
| project originalEventTimestamp, NodeName, event, ['state'] , fsm_event , caller_state_machine_type
, state_machine_type , exception_type , old_state , new_state , error_message , operation_type,
exception, error , error_classification , error_code , error_message_format , error_number ,
stack_trace, elastic_server_name, operation_parameters
```

and engage the product group based on the above results.

You can also check XTS for the progress

If the error is related to Permissions , Key Vault issues kindly check further here

[Issues with Permissions & Key Vault](#) If it is stuck or we receive a error message unrelated to customer issues open an ICM

Mitigation

You will need to file an ICM with the Engineering Team if we have any issues here

RCA (optional)

Will depend on the specific scenario and can be checked with the Engineering team.

Root Cause Classification

Azure Open Source DB V2\Security\User Issue/Error\Data Encryption\Revalidating a key not completing/Error

How good have you found this content?

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