

Maintenance windows are not available in this region

Last updated by | Vitor Tomaz | Jun 8, 2022 at 5:33 AM PDT

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Issue

Customer may see an error message in the portal or management operation stating 'Maintenance windows are not available in this region.'

Investigation/Analysis

While we work on improving the error messages, the message may be misleading since subscription restrictions may also be throwing this error message.

1. Check if region is listed as supported at <https://docs.microsoft.com/en-us/azure/azure-sql/database/maintenance-window#azure-region-support> 
2. Check if SLO is listed as supported at <https://docs.microsoft.com/en-us/azure/azure-sql/database/maintenance-window#supported-service-level-objectives> 
3. Check if subscription is supported, eligible offer types are:
 - Pay-As-You-Go (QuotaId == "PayAsYouGo_2014-09-01")
 - Cloud Solution Provider (CSP) (QuotaId == "CSP_2015-05-01")
 - Microsoft Enterprise Agreement (QuotaId == "EnterpriseAgreement_2014-09-01")
 - Microsoft Customer Agreement (QuotaId == "CSP_MG_2017-12-01")

QuotaId can easily be seen using ASC:

Azure Support Center

2107070010001218

My Cases Case Overview Customer Tools **Resource Explorer** Tenant Explorer AppLens Potential Outages

Subscriptions + Add Subscription
View: Resource Provider

a06789e8-93c4-4bed-89c0-40c0be9f2750 (Subscription)

Show additional status
Completed loading live data of subscription for a06789e8-93c4-4bed-89c0-40c0be9f2750

▼ a06789e8-93c4-4bed-89c0-40c0be9f2750 2

○ Data updated 2 hours ago.
➤ PROVIDERS

a06789e8-93c4-4bed-89c0-40c0be9f2750
Subscription

Properties 3 Availability Zones Availability Sets RP Details Health Operations VM Restarts & Deployments Diagnostics
Insights Azure Monitor Metrics Lighthouse Azure Activity Logs Blueprint Planned Maintenance Advisor Recommendations
Guest Configuration Defender for IoT Azure Automation

ARM Properties Properties Principals Certificates Features Affinity Groups Location Constraints VM Migration Information
Migration Recommendations

ARM Properties

Created Time	9/12/2017 2:15:00 PM
Changed Time	11/17/2020 5:25:42 AM
Entitlement Start Date	9/12/2017 2:15:02 PM
Account Admin PUID	1003000096F2D8C3
Account Admin Email	vitomaz@microsoft.com
Offer Category	Azure_Platform_All;Azure_Paid;Azure_Consumption;Azure_Internal;Azure_MS-AZR-0015P;Individual
Offer Type	Buy
PC Code	P10027064
Cost Category	FX
Id	/subscriptions/a06789e8-93c4-4bed-89c0-40c0be9f2750
Tenant Id	72f988bf-86f1-41af-91ab-2d7cd011db47
ManagedBy Tenant Ids	N/A
Display Name	vitomaz Azure Internal Consumption
State	Enabled
Location Placement Id	Internal_2014-09-01
Quota Id	Internal_2014-09-01 4
Spending Limit	Off

Mitigation

If customer falls in any of these unsupported scenarios we should inform them what's the reason behind it. In case the error message is proven to be misleading, please let customer know we are in process of improving them.

Public Doc Reference

<https://docs.microsoft.com/en-us/azure/azure-sql/database/maintenance-window#cost-and-eligibility> 

<https://docs.microsoft.com/en-us/azure/azure-sql/database/maintenance-window#availability> 

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