ServerNameAlreadyExists

Last updated by | Hamza Aqel | Feb 25, 2022 at 7:52 AM PST

This TSG is part of GT for any change please contact haaqel@microsoft.com

Issue :

Customer trying to provision a new server , but it is failing with the server name already exist although it does not exist

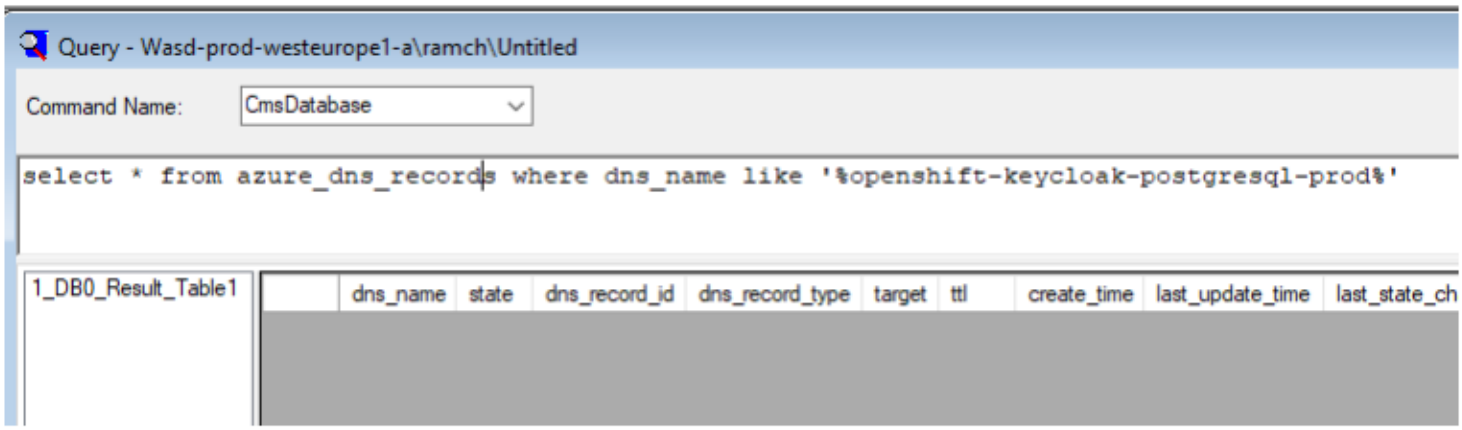
Error message received by customer :

```
{
    'code': 'ServerNameAlreadyExists',
    'message': 'Specified server name '<servername>' is already used. Please use a different name and try again.'
}
```

Mitigation steps :

Step 1 : Query CMS table azure_dns_records to check if there is any existing record for this servername

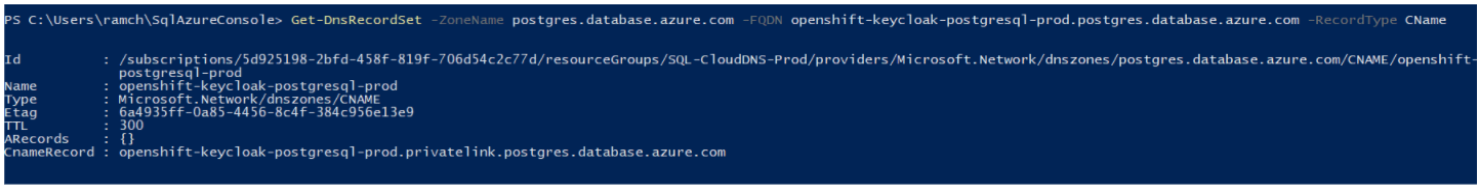
select * from azure_dns_records where dns_name like '%<servername>%'



If a record exist, then a previous server has not been dropped yet. Investigate if the previous server was dropped properly
If no record exists, proceed to step 2 :

Step 2 : Check if there is any CNAME record for this server using the following CAS command :

Get-DnsRecordSet -ZoneName postgres.database.azure.com -FQDN <servername>.postgres.database.azure.com -RecordType CName



If there exists a CNAME record ending with "privatelink.postgres.database.azure.com", then this is a known issue with Azure DNS when record is being updated and then dropped.

Run the following command to remove the CNAME record :

Remove-ArbitraryDnsRecordFromCloudDNS -dnsName <servername>.postgres.database.azure.com -RecordType CName -value <servername>.privatelink.postgres.database.azure.com

Once the above command is successful, Get-DnsRecordSet command should give empty results. Now the customer should be able to use the servername.

If you face permession issues during executing the above commands , please feel free to file an ICM to fix it .