

Check update SLO workflow in XTS

Last updated by | Charlene Wang | Jan 3, 2023 at 12:30 AM PST

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Summary

This TSG provides steps helpful in narrowing what might be the problem when dealing with the update SLO workflow. Since the workflow interacts with many entities in the system and uses e.g. creates "new " instances & DB services, copies data using GeoDR stack, interacts with SQL engine via NodeAgent calls to tenant rings, the issue might not be in the workflow itself and the goal of this TSG is to help narrow the focus area.

Sterling CMS Browser XTS view

Update SLO requests in CMS

1. How to find ongoing SLO request details?


These can be found using e.g. CMS Browser view (Sterling CMS Browser.xts). Select `dbo.update_slo_requests` CMS


The corresponding LogicalDatabaseStateMachine is expected to be in either UpdateSloInProgress stable state or

2. What mode is Update SLO executing in?

'mode' column in `update_slo_requests` view answers the question.


ContinuousCopyV2 uses GeoDR stack to copy the data to the new instance.

DetachAttach creates a new physical database / DB service pointing to the original remote blobs (applicable on




Update SLO request in active_workflows pane in CMS Browser view


How to roughly identify what is happening for a specific update SLO request?

By filtering by `request_id` found above (or e.g. from an ICM) one can look at all the active FSMs in the pane:




Sterling Servers and Databases XTS view

1. Where is a good place to start the investigation of a stuck update SLO?

This is a good view to start with and note the state of the database and overall health of the partition and D


2. How to navigate to other useful views?

Double clicking in Partition info will switch to Database Replicas view from HA team, which allows to assess t

3. What can I find in Database Replicas XTS view?

Errors from HA (Management and Data movement) space can often be recognized in this view. The expectation is, InBuild replicas for either source and target for lasting long time might indicate HA / Engine issues.

Note: until seeding is completed it is expected that target secondary replicas are in "InBuild" state.



One place stop for copy mode Update SLO - Sterling GeoDR troubleshooting XTS view

1. How to find the entries related to SLO update requests?

Allows to filter by LinkType = UpdateSLO. Will give a quick update whether seeding is in progress or have prob
![CheckupdateSLOworkflowinXTS3-1.png](/.attachments/CheckupdateSLOworkflowinXTS3-1.png)

2. What to look at in the view?

Repeated errors e.g. during seeding indicate an issue in this area.

Copy progress can be monitored here to see whether the progress is actually being made.

Unavailability during Update SLO

While Geo copy is in progress, the database is expected to be online for user. The unavailability will be observed when the copy is being completed and the swap to the new DB/instance performed.

With the recent changes, the connections to the original source are being disabled at the beginning of the process, so the connections will start failing from the time the disabling connections on source transition is executed to the time the swap is completed.

The swap causes a failover which in turn results in the recovery process. This generally completes quickly (below 30 seconds), but in rare cases could take longer.

How good have you found this content?

