Error: Managed Instance creation is not available for the selected subscription type

Last updated by | Vitor Tomaz | Nov 16, 2022 at 12:58 PM PST

Contents

Issue

Managed Instance already created but customer is not able to modify any configuration.

Our customer has a SQL Managed Instance with 512GB of data, and customer would like to have it resized to 1024GB, as supported according to the documentation.

However, the Pricing Tier blade is greyed out in the portal, and Set-AzSqlInstance Powershell cmdlet returns the following error:

'Set-AzSqlInstance : Long running operation failed with status 'Failed'. Additional Info:'Managed Instance creation is not available for the selected subscription type. Please try again with a different subscription, or request the subscription upgrade through Microsoft Support.''

Investigation/Analysis

I did this troubleshooting to review the situation.

- Using **Jarvis->Subscription Details** I found that this customer has the following offering: 0000000000000000, OfferType:CAS_EA_20160912, OfferCategories:Azure_Platform_All;Azure_Hidden;Azure_Consumption;Azure_CSP;Azure_MS-AZR-0145P;Individual
- **However in CMS Database**-> select top 10 * from subscriptions where subscription_id='bd577b97-d7f6-xxxxxxxxxxxxxxxx' I found that our customer has a special column called subscription/quota_Id with value: **CSP_MG_2017-12-01**
- That is the real restriction that our customers has that our customer even having a Managed Instance they cannot create or modify anything &# 128521; Our PG confirmed this. So, They added this subscription in a special allow_listed .

- I have a remote session and I saw that they are not able to change the pricing tier because the option in the portal is greyed-out and using PowerShell the message is clear:

    - 'Set-AzSqlInstance : Long running operation failed with status 'Failed'. Additional Info:'Managed Instance creation is not available for the selected subscription type. Please

try again with a different subscription, or request the subscription upgrade through Microsoft Support.''

- I discussed if they performed any change in their subscription and they mentioned that they changed in Last September from EA to CSP and the managed instance was created this last Dec.

- I reviewed the options but:

- In this URL mentioned that CSP is not possible to create MI - https://docs.microsoft.com/en-us/azure/cloud-solution-provider/overview/azure-csp-available-services

- But in this yes, https://docs.microsoft.com/en-us/azure/sql-database/sql-database-managed-instance-resource-limits#_supported-subscription-types

Classification

Root cause tree:

How good have you found this content?

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