# Troubleshooting Geo Restore issues

Last updated by | Hamza Aqel | Dec 13, 2021 at 11:40 AM PST

This TSG is part of GT , please contact EEE haaqel@microsoft.com for any updates.

Please follow the same instructions as in our [PITR TSG](#) ⧉.

additional step(s):

We have active runners that run periodically that create servers and GeoRestore them. If there are no requests from them it means that those runners are not running. Investigate why they are failing.
:

1. Use the table below to find out the active runner name (focus on GeoRestore):

elastic_server_type	elastic_server_create_mode	IsPFS	elastic_server_edition	Active Runner Name
MariaDB.Server.PAL	Restore	0	Basic	AzureSQLDB.Csm.MariaDBRestoreM
MariaDB.Server.PAL	Restore	0	MemoryOptimized	AzureSQLDB.Csm.MariaDBServerPoi
MySQL.Server.PAL	GeoRestore	0	MemoryOptimized	AzureSQLDB.Csm.MySqlGeoRestorel
MySQL.Server.PAL	Restore	0	MemoryOptimized	AzureSQLDB.Csm.MySqlRestoreMen
MySQL.Server.PAL	Restore	0	Basic	AzureSQLDB.Csm.MySqlRestoreBasi
MySQL.Server.PAL	Restore	1	GeneralPurpose	AzureSQLDB.Csm.MySqlRestorePfsR
PostgreSQL.Server.PAL	GeoRestore	0	MemoryOptimized	AzureSQLDB.Csm.PostgreSQLGeoRes
PostgreSQL.Server.PAL	Restore	0	Basic	AzureSQLDB.Csm.PostgreSQLRestore
PostgreSQL.Server.PAL	Restore	0	MemoryOptimized	AzureSQLDB.Csm.PostgreSQLRestore
PostgreSQL.Server.PAL	Restore	1	GeneralPurpose	AzureSQLDB.Csm.PostgreSQLRestore
PostgreSQL.Server.PAL	GeoRestore	1	MemoryOptimized	AzureSQLDB.Csm.PostgreSQLGeoRes

Note : the above table is for East ASia , if you want another region like WestEurop for example , change the name to be for example AzureSQLDB.Csm.PostgreSQLGeoRestorePfsRunner.Europe.WestEurope

2. ivestigate why the runner is failing , from XTS view (Orcas Active Runner Troubleshooter.xts):

sterling\Favorites and Links.xts | **orcasql\orcas active runner troubleshooter.xts**

1. Runner Name

Search String: MySql

OK

2. Look Back Time

Time
12h
1d
7d
30d

3. Environment

Cloud	Kusto Uri	Kusto Database	Table Name
Prod & Stage	https://sqlazureeas2.kustomfa.windows.net	sqlazure1	GetSqlRunnerStdOut
Fairfax	https://sqlazureusg.kusto.usgovcloudapi.net	Fairfax	SqlRunnerStdOut
Mooncake	https://sqlazurechi2.chinanorth2.kusto.chinacloudapi.cn	Mooncake	SqlRunnerStdOut
Blackforest	https://sqlazureger.kusto.cloudapi.de	Blackforest	SqlRunnerStdOut

4. Matching Active Runners - Prod & Stage - 12h

PostgreSQ — Find — Clear

Name	Environment
AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Australia.Aus...	Production
AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Australia.Aus...	Production
AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Canada.Cana...	Production
AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Canada.Cana...	Production
AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.North...	Production
AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.West...	Production
AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.France.Franc...	Production
AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.France.Franc...	Production

Summary - AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope - Prod & Stage - 12h

Name	Environment	Start Time	End Time	Iteration Number	Result
AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope	Production	12/10/2021 6:14:25 AM	12/10/2021 6:55:53 AM	65	Success
AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope	Production	12/10/2021 10:14:25 AM	12/10/2021 10:53:53 AM	66	Success
AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope	Production	12/10/2021 2:14:25 PM	12/10/2021 2:52:36 PM	67	Success

Console Logs -AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope -Prod & Stage

TIMESTAMP	Runner Name	Environment	Message
12/10/2021 6:14:25 AM	AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope	Production	Started new iteration: 65
12/10/2021 6:14:25 AM	AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope	Production	Cleanup servers orphaned by previous iterations of runners
12/10/2021 6:14:25 AM	AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope	Production	Building subscription manager for 'Default' resource stack tag...
12/10/2021 6:14:25 AM	AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope	Production	Getting the list of the servers...
12/10/2021 6:14:25 AM	AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope	Production	Session has expired because the last request was sent 03:21:12.0463391 ago
12/10/2021 6:14:25 AM	AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope	Production	Successfully get the token from AAD
12/10/2021 6:14:25 AM	AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope	Production	Starting GetSqlServers
12/10/2021 6:14:29 AM	AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope	Production	0 servers in the subscription: ce721e16-134f-4781-b3e0-78650d086fd8, that match given pattern: .
12/10/2021 6:14:29 AM	AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope	Production	Building subscription manager for 'Default' resource stack tag...
12/10/2021 6:14:29 AM	AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope	Production	Creating new server for PointInTime Restore
12/10/2021 6:14:29 AM	AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope	Production	[GetElasticServerPerformanceTiers] Fetching Elastic server performance tiers
12/10/2021 6:14:29 AM	AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope	Production	[GetElasticServerPerformanceTiers] Getting performance tiers using Uri = https://management.az...
12/10/2021 6:14:29 AM	AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope	Production	[GetElasticServerPerformanceTiers] Completed fetching Elastic server performance tiers
12/10/2021 6:14:29 AM	AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope	Production	Performance tiers Result for Region West Europe: {'value':[{'id':'Basic','serviceLevelObjectives':[{...
12/10/2021 6:14:29 AM	AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope	Production	GetSupportedSkuName: SkuName returned: MO_Gen5_2
12/10/2021 6:14:29 AM	AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope	Production	Creating a server on subscription ID: 'ce721e16-134f-4781-b3e0-78650d086fd8'
12/10/2021 6:14:29 AM	AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope	Production	Getting the runner default resource group using Uri = https://management.azure.com:443/subscri...
12/10/2021 6:14:30 AM	AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope	Production	Failed to get resource group. Exception = The remote server returned an error: (404) Not Found.
12/10/2021 6:14:30 AM	AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope	Production	Creating a new resource group using Uri = https://management.azure.com:443/subscriptions/ce7...
12/10/2021 6:14:30 AM	AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope	Production	RequestBody (with secrets omitted) = {
12/10/2021 6:14:30 AM	AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope	Production	
12/10/2021 6:14:30 AM	AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope	Production	'name': 'ElasticRG637747136699278510',
12/10/2021 6:14:30 AM	AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope	Production	

Console Logs -AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope -Prod & Stage | Summary Logs - AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope - Prod & Stage |

Console Logs -AzureSQLDB.Csm.PostgreSQLRestoreMemoryOptimizedV2Runner.Europe.WestEurope -Prod Stage: rows: 188, selected rows: 0 , selected