

LTR Backups retained are not visible

Last updated by | Keith Elmore | Apr 5, 2021 at 7:56 AM PDT

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LTR Backups retained are not visible

Summary ;

Customers are unable to see their available LTR backups through the Available Backups blade in the portal. A couple of IcMs have been raised related to this with the same resolution:

<https://icm.ad.msft.net/imp/v3/incidents/details/94660134/home>

<https://icm.ad.msft.net/imp/v3/incidents/details/94787257/home>

All troubleshooting steps here are courtesy of Ange Salsaa (thanks Ange!!)

Details:

Check the customer's LTR configuration to make sure they should have some available and then check that their portal view is empty.

Analysis/Troubleshoot :

1- Check Customer has subscription owner role

2- XTS: LTR V2 overview

| LTR enabled databases under server [unipark] with server id [fef7989e-605b-4238-bb86-3040ecc81c6a] | | | | | | | | | |
|--|-----------------------|-------------------------------------|-----------------------|--------------|------------------|-------------------|------------------|--------------|--------------------|
| state | logical_database_name | logical_database_id | created_time | dropped_time | weekly_retention | monthly_retention | yearly_retention | week_of_year | max_retention_in_d |
| Ready | Unipark_LT | 64ee7db7-11a4-44a0-a0ce-7ffc30b6bae | 3/20/2017 11:43:03 AM | | P4W | P12M | P52W | 1 | |

CMS:

With LtrBackupsInLast2Weeks as (

```
select lb.logical_server_id, lb.logical_database_id, min(backup_time) as first_backup, max(backup_time) as last_backup, count(*) as num_backups, sum(backup_size_in_bytes) as total_backup_bytes
```

```
from ltr_configurations lc join ltr_backups lb on lc.logical_server_id = lb.logical_server_id and
lc.logical_database_id = lb.logical_database_id
```

```
group by lb.logical_server_id, lb.logical_database_id
```

```
)
```

```
select lc.state, lc.logical_database_name, lc.logical_database_id, lc.logical_database_created_time as
created_time, lc.dropped_time,
```

```
lc.weekly_retention, lc.monthly_retention, lc.yearly_retention, lc.week_of_year, lc.max_retention_in_days,
geolink.local_replication_role as geodr,
```

```
lb.first_backup, lb.last_backup, lb.num_backups, lb.total_backup_bytes,
```

```
lc.logical_server_name, lc.logical_server_id
```

```
from ltr_configurations lc left join LtrBackupsInLast2Weeks lb on lc.logical_server_id = lb.logical_server_id and
lc.logical_database_id = lb.logical_database_id
```

```
left join logical_database_copy_links geolink on lc.logical_database_id = geolink.logical_database_id
```

```
where lc.logical_database_id <> '00000000-0000-0000-0000-000000000000'
```

```
and lc.logical_server_id = '<logical server ID>'
```

1 record returned

```
select * from ltr_configurations
```

```
where logical_server_id = '<logical server ID>'
```

2 records returned for master and user DB with create time = <createTime>

```
select * from ltr_backups
```

```
where logical_server_id = '<logical server ID>'
```

no records returned

KUSTO:

```
MonManagementArchivedBackup | where logical_server_name == "<logical serverName>"
```

Check the data that is returned, if any

```
MonBackup | where logical_server_name == "<logical serverName>" | where event_type contains 'LTR'
```

No records

If the results returned from the above are the same as detailed then at this point raise an IcM to the Backup/Restore team using one of the 2 IcMs detailed above as a template.

Cause

LTR is currently affected by a widespread issue where new LTR backups are not being shown to the customer in all UIs (Portal, PowerShell, REST API). This is because the process that discovers recently taken LTR backups and publishes them to become visible to the customer is not happening at regularly scheduled intervals due to a yet to be determined reason. This means that even before the mitigation is executed the backups have been successfully transferred and retained correctly but are invisible.

Classification

Root Cause: Azure SQL DB v2\Backup/Restore\Service Issue\RestoreFail\LTR\Other

How good have you found this content?

