

# Restarting state

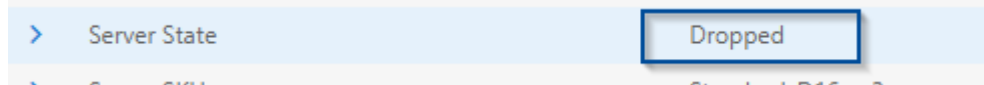
Last updated by | Lisa Liu | Nov 6, 2020 at 10:31 AM PST

**Issue description and symptom** The server was in a restarting state for a long time.

**Cause** Working on it

## Troubleshooting

First, check ASC, on this case, I was able to see the state as Dropped, and it was because the customer deleted the server and re-created a new one with the same name, hence we are perhaps seeing dropped.



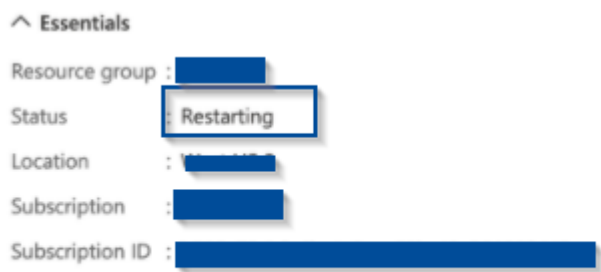
So, you can run the below kusto query and see what the status is:

MonOrcasBreadthCMSSnapshot

| where server\_name =~ "udun"

| project TIMESTAMP, PreciseTimeStamp, ClusterName, LogicalServerName, server\_name, virtual\_machine\_state, SubscriptionId, ResourceGroup, subscription\_id, create\_time, dropped\_time, msft\_location, vnet\_name, subnet\_name

virtual_machine_state
Succeeded
Dropped
Succeeded
Dropped
Succeeded
Dropped
Succeeded
Dropped
Succeeded
Dropped
Succeeded
Dropped



But, the customer status was "Restarting"

What you can do first, it's sync the resource in Jarvis, you can follow this TSG:

[https://sharepoint/sites/servicenet/productsandservices/sqlazure/layouts/15/WopiFrame2.aspx?sourcedoc={781b0ceb-d922-4ecf-855f-bcd2817dc5ad}&action=edit&wd=target\(SOP%2FFrontend.one|D4BA8E58-DA9A-417F-9729-08504369C2EF%2FnorthFESOP022- Synchronize resources in ARM cache|DD5CAA16-EBC4-4789-BB9C-30843D2D6F91%2F\)|](https://sharepoint/sites/servicenet/productsandservices/sqlazure/layouts/15/WopiFrame2.aspx?sourcedoc={781b0ceb-d922-4ecf-855f-bcd2817dc5ad}&action=edit&wd=target(SOP%2FFrontend.one|D4BA8E58-DA9A-417F-9729-08504369C2EF%2FnorthFESOP022- Synchronize resources in ARM cache|DD5CAA16-EBC4-4789-BB9C-30843D2D6F91%2F)|)

If the state didn't change in ASC, go to XTS, select the region, and search the view "orcasbreadth director metadatastore browser.xts" after that, please put the server name and see what is the state of the server.

(In the below screenshot you can see the server as succeeded because the issue has been mitigated); however, if the issue is ongoing, you will be able to see the state as "Restarting" and it means the server is stuck in a restarting state.

The screenshot displays the Visual Studio Code interface with the 'orcasbreadth director metadatastore browser.xts' view. The 'Servers' table shows the 'udun' server in a 'Dropped' state. The 'Actors' table shows the 'PingActor' in a 'Registered' state. The 'CAS commands for Server: udun' panel shows the 'AddActorOnServer' command. The 'ServiceHealthActor Graph' panel shows a graph of the server's health over time.

server_name	STATE	orcas_instance_id	virtual_machine_name	resource_group_name	id	orcas_instance_id
udun	Registered	b6fea4df-a888-49f7-aa11-6d43c290af6f	d7492f62dc29	sspgbreadthwus2rg2	34447	b6fea4df-a888-49f7-aa11-6d43c290af6f
udun	Dropped	29c228d5-09d8-4a24-a4ff-0c7c600f874c	bfb7e7abe15fe	sspgbreadthwus2rg1	34446	29c228d5-09d8-4a24-a4ff-0c7c600f874c

actor_name	interval_in_seconds	is_enabled	status	priority	create_time	last_update_time
PingActor	30	true	Registered	0	2020-10-29T07:22:49.7124547Z	2020-10-29T07:22:49.7124547Z
PlatformMetricsActor	600	true	Registered	2	2020-10-29T07:22:49.8374284Z	2020-11-04T21:10:47T21
ServiceHealthActor	10	true	Registered	0	2020-10-29T07:22:49.9468442Z	2020-10-29T07:22:49.9468442Z
DataBarioInActor	21600	true	Registered	10	2020-10-29T07:22:50.2593373Z	2020-10-29T07:22:50.2593373Z

create_time	snapshot_scheme	sku_name
2020-10-29T07:23:48.2566667Z	Data	Standard_ZRS

config_name	config_value	config_type_name	create_time	last_update_time
PingActorPort	50002	System.Int32	2020-10-29T07:22:49.7124547Z	2020-10-29T07:22:49.7124547Z

subscription_id	resource_group_name	server_name	application_name	power_operation_type	server_entity_id	virtual_machine_entity_id	database_checkpoint_request_id	start_container_request_id	state	stop_container
1550be730-fa2b-4e2b-40c30-1083442	Monitor	udun	PingActor	Restart	719709b-329e-4a53-823a-4894e4a5d186	5a47991-6a34-496e-a95b-f398a2470779	718a7f23-6a8b-4931-6d18-ba8228a28c1c		WaitingForDatabaseCheckpoint	

In the above screenshot, the state was: WaitingForDatabaseCheckpoint, it means that's a power operation stuck waiting for Database checkpoint which was causing the server to show as Restarting.

**Mitigation and solution** The product group restarted Vmagent and the server should be succeeded state.

**Refers to the ICM:** 212434695

**How good have you found this content?**

