

# Azure Postgres Single Server to Flexible server Troubleshooting

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**Please use this TSG to understand the error and respective actions from CSS**

FSM State Name	FSM State Description	Troubleshooting tips
CreatingEntity	Performs pre-requisite steps like creating static objects which store input details to use across the migration workflow	It is very unlikely to fail in this state. In case of a failure, create an ICM.
ValidatingCreateRequest	Validates the input request provided. Specifically checks if the resource groups provided exist and are valid for source and target servers.	Check if resource groups provided for source and target exist and have sufficient AAD privileges.
ValidatingSourceServerRequest	Validates if the source server supplied exists or not.	Check if the source server exists with the right AAD privileges
ValidatingTargetServerExistence	Validates if the target server supplied exists or not.	Check if the target server exists with the right AAD privileges
CollectingDBServerMetadata	Collects the source server and target server's metadata	Not possible to fail in this state.
CheckingIfLogicalReplicationSetupRequired	Checks if the logical Replication setup is required on the source server or not	Not possible to fail in this state.
SettingUpLogicalReplicationOnSourceDB	Sets up the logical replication on source server	Not possible to fail in this state.
WaitingForLogicalReplicationSetupCompletion	Waits for the logical replication setup on the source server to complete. Workflow will continue to	Valid only migrations triggered through CLI. Ask

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	wait in this state for 10 minutes before timing out and eventually erroring out.	the customer to manually enable the logical replication on source through portal or through Azure CLI command which will trigger a database server restart. Once the server is up, ask them to create a new migration between source and target servers.
IdentifyingDMSSpecs	This state will identify which resource group to use to create resources. This state will identify the names to be assigned to the newly created DMS service, DMS project, public ip, nsg, vnet and subnets. If vnet creation is required workflow will move to CreatingVnetForDMS state else will move to creating DMS state	Not possible to fail in this state.
CreatingVnetForDMS	This state kicks off the Vnet creation Process by firing the vnet creation request.	Not possible to fail in this state.
WaitingForVnetForDMSCreation	This state waits for the Vnet creation. Max wait time is 1 minute.	Create an ICM

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CreatingSubnetForDMS	This state kicks off the subnet creation process by firing the subnet creation request.	Not possible to fail in this state.
WaitingForSubnetForDMSCreation	This state waits for the Subnet creation. Max wait time is 3 minutes.	Create an ICM
CreatingDMS	This state will create the DMS.	Not possible to fail in this state.
WaitingForDMSCreation	This is the waiting state for DMS creation. The migration workflow will continue to wait in this state for 30 minutes before timing out and eventually erroring out. If DMS service creation fails for some reason this state will retry 3 times before giving up and failing with appropriate errors for failing. NOTE: During all the waiting states workflow will poll for new changes every 10 sec. If static public ip is required, then we create the nsg else we proceed for DMS Project creation	Proper error messages will be shown to the user stating the reason for failure. If it is not very clear, raise an ICM.
CreatingNsgForDMS	This state kicks off the NSG creation process by firing the NSG creation request.	Not possible to fail in this state.
WaitingForNsgForDMSCreation	This state waits for the NSG creation to be completed.	Create an ICM

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CreatingPublicIPForDMS	This state creates a static public IP for the DMS	Not possible to fail in this state.
WaitingForPublicIPForDMSCreation	This state waits for the public ip Creation. Max wait time is 10 min before erroring out.	Create an ICM
AssociatingPublicIPToDMSNIC	This state starts the Public IP association to DMS.	Not possible to fail in this state.
WaitingForPublicIPToDMSAssociationToComplete	This state waits for the public association process to complete. Max wait time is 5 minutes. Once the association is complete, we move to firewall rule addition if both the servers are publicly accessible	Create an ICM.
AddingFirewallRuleToTargetDBServer	This state adds the firewall rule to the target server	Not possible to fail in this state.
WaitingForTargetDBServerFirewallRuleCreation	This state waits for firewall rule addition in target server. Max wait time is 5 min	Create an ICM
AddingFirewallRuleToSourceDBServer	This state adds the firewall rule to the source server.	Not possible to fail in this state.
WaitingForSourceDBServerFirewallRuleCreation	This state waits for firewall rule addition. Max wait time is 5 min	Create an ICM
CreatingDMSProject	This state creates a DMS Project inside the DMS service created in the previous steps.	Not possible to fail in this state.

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WaitingForDMSProjectCreation	This state waits for DMS Project creation to complete. Max wait time is 5 minutes.	Create an ICM
StartingConnectToSourceDMSTask	This state creates a task called connecttosourceDMS to check connection from DMS to Source.	Not possible to fail in this state.
WaitingForConnectToSourceDMSTaskToComplete	This state waits for connecttosourceDMS task to complete.	DMS is not able to connect to the source. Please check if the source exists and has connectivity from the subnet in which DMS is deployed.
StartingConnectToTargetDMSTask	This state creates a task to check connection from DMS to Target	Not possible to fail in this state.
WaitingForConnectToTargetDMSTaskToComplete	This state waits for the ConnectToTargetDMS Task to be completed.	DMS is not able to connect to target. Please check if the target exists has connectivity from the subnet in which DMS is deployed.
CopyingDBsToMigrate	Copying the names of the databases in source server to the secret properties of the Finite state machine.	Not possible to fail in this state

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ValidatingDBsAreNotAlreadyInActiveMigration	This state validates if the current databases in migration are not involved in any other migration	Appropriate error messages are shown to the user that there is an active migration for the database(s) involved in the migration. Either wait for the migrations that involve these databases to complete or delete the migrations and initiate a new migration
CreatingDMSDBSets		
GeneratingMigrationInsights		
ValidatingDataMigrationSchedule	N/A since we have not introduced scheduling.	N/A since we have not introduced scheduling.
EnsureDMSIsRunning	This is the state where we do final validation before starting the actual migration. We check if the DMS is running properly and start the actual data migration.	
StartingDataMigrationDMSTask	This is the state which creates the DMS task to start the data migration and hand it off for DMS to do the dump/restore + replication.	Not possible to fail in this state.

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WaitingForDataMigrationDMSTaskToComplete	This is the state where we wait for the DMS activity to finish the dump and restore and for the replication lag to become 0. Once the data Migration task is completed and if the cutover is triggered then we move to CuttingoverUsingDMS state or we move to WaitingForCutoverTrigger state.	If there is an error in this state, then something went wrong in DMS activity. Refer to the json message in ASC with the current status as "In Progress" and get the DMSName from it for troubleshooting purposes.
WaitingForCutoverTrigger	This is the state where we wait for the cutover to be initiated by the user	Not possible to fail in this state
CuttingoverUsingDMS	This state will kick off the cutover process.	Not possible to fail in this state
WaitingForDMSCutoverToComplete	This state waits for the cutover to complete.	Proper error messages will be shown to the user stating the reason for failure. If it is not very clear, raise an ICM.
CompletingWithErrors	The migration has failed, and the state will show the errors associated with it.	N/A
CompletingSuccessfully	The migration workflow is successful, and it will move to the state of cleaning up of resources.	N/A



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CancelingMigration	This is the state where a cancel migration operation has been initiated by the user and the migration is being cancelled.	N/A
CleaningUp	This is the state which initiates the cleanup action for the migration	N/A
RemovingFirewallRulesOnSourceServer	This state removes the firewall rule in the source server that allow-lists the IP address of DMS	Proper error messages will be shown to the user stating the reason for failure. If it is not very clear, raise an ICM.
RemovingFirewallRulesOnTargetServer	This state removes the firewall rule in the target server that allow-lists the IP address of DMS	Proper error messages will be shown to the user stating the reason for failure. If it is not very clear, raise an ICM.
DeletingScheduledTask	This is the state that deletes the migration task created for the migration.	Proper error messages will be shown to the user stating the reason for failure. If it is not very clear, raise an ICM.
DeletingDMS	This state deletes DMS.	Proper error messages will be shown to the user stating the

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		reason for failure. If it is not very clear, raise an ICM.
DeletingPublicIP	This state deletes public IP that was attached to DMS.	Proper error messages will be shown to the user stating the reason for failure. If it is not very clear, raise an ICM.
DeletingSubnet	This state deletes the subnet created for DMS	Proper error messages will be shown to the user stating the reason for failure. If it is not very clear, raise an ICM.
DeletingVnet	This state deletes the Vnet created for DMS	Proper error messages will be shown to the user stating the reason for failure. If it is not very clear, raise an ICM.
DeletingNsg	This state deletes the NSG created for DMS	Proper error messages will be shown to the user stating the reason for failure. If it is not very clear, raise an ICM.
CompletingMigration	This is the state where the migration has moved to a	N/A

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	completed state. The possible status of the migration includes Failed/ Succeeded/ Cancelled.	