

DB Restore Stuck in Progress SSMS

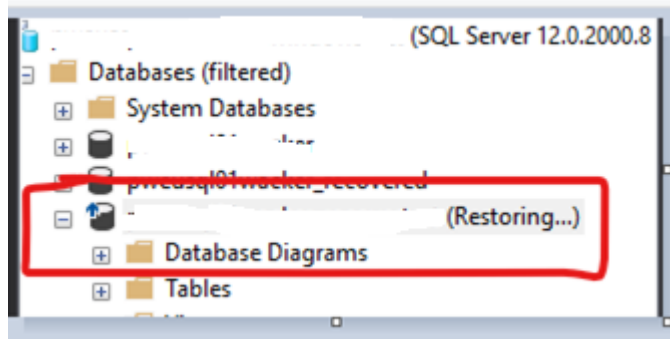
Last updated by | Vitor Tomaz | Jun 8, 2022 at 5:31 AM PDT

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Issue

Issue occurs when customer try to perform the PITR operation. Where the PITR fails due to an unexpected error. When accessing the database from client (SSMS) the status will be "Restoring" as shown below.



The restore stuck for extended duration (in this scenario for over 6 hours).

Investigate

Check the restore operation status for Failed/Stuck Or InProgress state using XTS (*sterlingrestorerequests* view)

Management Operation for Pitr				
operation_request_id	state	operation_type	fully_qualified_operation_type_name	
▶ c7b2464a-b7ee-42bf-995b-597dd58c8f8e	WaitingForOperationToComplete	CreateRestoreRequest	Microsoft.SqlServer.Management.Service.Workflows.CreateRestoreRequestManagementOperation	
4				
Restore Requests				
restore_id	state	source_logical_server_name	logical_database_name	operation_detail_full
475d98e2-0ef9-4bdc-9e96-84e67d140870	RestoringDatabase	pweusql01	pweusql01wacker	Restoring 1 of 40 backup files.
▶ 14018828-c5a6-4127-9fb8-31a58feec6cb	Failed	pweusql01	pweusql01wacker	No backups were found to restore the database to the point in time 12/16/20
d574bab9-e940-41a9-8198-ab54c6aca585	Completed	pweusql01	pweusql01wacker	The database has been restored successfully in 00:05:45.0838616.
7963efae-44e7-4f88-a184-3b045f0400a2	Completed	pweusql01	pweusql01grifols	The database has been restored successfully in 00:00:37.2740701.
c86c9618-5757-4f9d-9534-03cca3e42a3f	Completed	pweusql01	pweusql01grifols	The database has been restored successfully in 00:01:35.1492994.
48258491-6e71-467a-abe8-9a057be754ed	Completed	pweusql01	pweusql01adecoglobal	The database has been restored successfully in 00:04:54.3758280.

Check the state of the database, in my case it was **Tombstoned** state.

Databases for pwesql01 (Double click to open DB Perf)									
logical_server_name	logical_database_name	logical_database_id	state	parent_state	sql_instance_name	logical_database_type	database_type	service_level_objective	
1	test	152c3d47-5...	Tombstoned	Tombstoned		SterlingLogicalDatabase	SQL.UserDb	S3M800	

Mitigation

The metadata which tracks the state of databases under a logical server, used when connecting via client tools such as SSMS, got out of sync with reality.

Engage engineering via ICM. The issue was related to bug **1524010**.

Reference

- CRI - 278267778
- Service request- 2112160050000215

How good have you found this content?

