


Planned Maintenance

Last updated by | Shawn Xiao | Jul 27, 2021 at 10:57 PM PDT

During planned maintenance a failover will occur and the server will be unavailable for a few minutes.

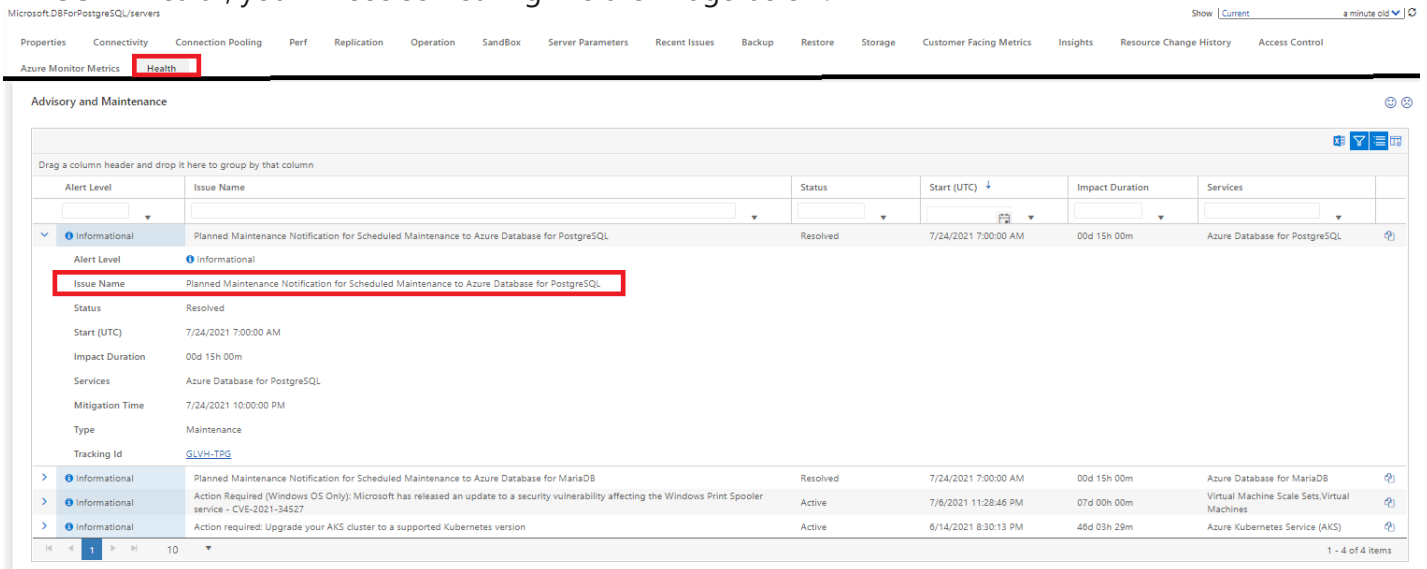
During deployment of new packages, it is usual to get cases where customers ask for RCA on why the server was unavailable or why they could not connect to the server for a few minutes.

In this scenario, ICM is not required.

For these cases, The RCA is "Planned maintenance" and recommend cx to configure planned maintenance notifications as explained at <https://docs.microsoft.com/en-us/azure/postgresql/concepts-planned-maintenance-notification> 

To confirm it was a planned maintenance:

- In ASC -> Health, you will see something like the image below:



Microsoft.DBForPostgreSQL/servers

Properties Connectivity Connection Pooling Perf Replication Operation Sandbox Server Parameters Recent Issues Backup Restore Storage Customer Facing Metrics Insights Resource Change History Access Control

Azure Monitor Metrics **Health**

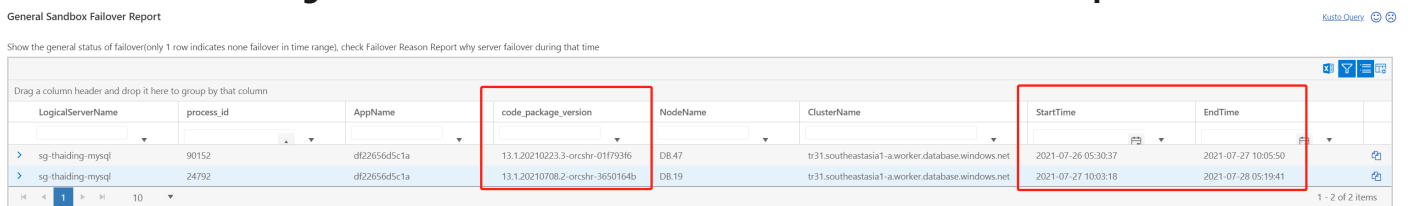
Advisory and Maintenance

Drag a column header and drop it here to group by that column

Alert Level	Issue Name	Status	Start (UTC)	Impact Duration	Services
Informational	Planned Maintenance Notification for Scheduled Maintenance to Azure Database for PostgreSQL	Resolved	7/24/2021 7:00:00 AM	00d 15h 00m	Azure Database for PostgreSQL
Informational	Planned Maintenance Notification for Scheduled Maintenance to Azure Database for PostgreSQL	Resolved	7/24/2021 7:00:00 AM	00d 15h 00m	Azure Database for PostgreSQL
Informational	Planned Maintenance Notification for Scheduled Maintenance to Azure Database for MariaDB	Resolved	7/24/2021 7:00:00 AM	00d 15h 00m	Azure Database for MariaDB
Informational	Action Required (Windows OS Only): Microsoft has released an update to a security vulnerability affecting the Windows Print Spooler service - CVE-2021-34527	Active	7/6/2021 11:28:46 PM	07d 00h 00m	Virtual Machine Scale Sets, Virtual Machines
Informational	Action required: Upgrade your AKS cluster to a supported Kubernetes version	Active	6/14/2021 8:30:13 PM	46d 03h 29m	Azure Kubernetes Service (AKS)

1 - 4 of 4 items

- In ASC -> Sandbox, you can also check if the code package changes as below. **Please note that start and end time does not mean the customer's impact time but indicate the sandbox process live time. Please refer to MonLogin for failed connections to determine the customer impact duration.**



General Sandbox Failover Report

Show the general status of failover (only 1 row indicates none failover in time range), check Failover Reason Report why server failover during that time

LogicalServerName	process_id	AppName	code_package_version	NodeName	ClusterName	StartTime	EndTime
sg-thaiding-mysql	90152	dl22656d5c1a	13.1.20210223.3-orchr-01f7936	DB.47	tr31.southeastasia1-a.worker.database.windows.net	2021-07-26 05:30:37	2021-07-27 10:05:50
sg-thaiding-mysql	24792	dl22656d5c1a	13.1.20210708.2-orchr-3650164b	DB.19	tr31.southeastasia1-a.worker.database.windows.net	2021-07-27 10:03:18	2021-07-28 05:19:41

1 - 2 of 2 items

or check the same by using below KUSTO query

```
cluster('sqlazuresas2.kusto.windows.net').database('sqlazure1').
MonRdmsMySQLSandbox
| where TIMESTAMP >= ago(7d)
| where LogicalServerName =~ "{servername}"
| summarize min(originalEventTimestamp), max(originalEventTimestamp), TimeDiff = max(PreciseTimeStamp) - m
  LogicalServerName , process_id , NodeName, code_package_version , AppName, ClusterName
| where bin(TimeDiff, 1s) != 0
| order by min_originalEventTimestamp asc, max_originalEventTimestamp asc nulls last
```

In ASC -> Properties, you can see the restart time:

Microsoft.DBForPostgreSQL/servers

Properties	Connectivity	Connection Pooling	Perf	Replication	Operation	SandBox	Server Parameters	Recent Issues	Backup	Restore	Storage	Customer Facing Metrics	Insig
Azure Monitor Metrics	Health												
Server Info													
High level information about this server													
Drag a column header and drop it here to group by that column													
PropertyName							PropertyValue						
> Double/Additional Infrastructure-encryption Enabled							0						
> Enable SSL Enforcement							0						
> Gateway Datacenters(Azs)							sy3(australiaeast-AZ01)						
> Compute Datacenter							syd23						
> ComputeAz							australiaeast-AZ03						
> StorageAz							australiaeast-AZ02						
> Is Storage And Compute In Same Datacenter							False						
> Is Storage And Compute In Same AZ							False						
> Sandbox Cluster Name							tr15.australiaeast1-a.worker.database.windows.net						
> Sandbox Node Name							DB.24						
> Sandbox Package Version							13.1.20210708.2-orcshr-1980b744						
> Server Last Sandbox Start Time							7/24/2021 1:25:41 PM						
> Server Last Sandbox End Time							7/27/2021 4:09:53 PM						
> Replica Role							Standalone						
> IOPS Limit							100						
> Storage Limit (MB)							10240						
> Storage Host Name							file.syd22prdstf02a.store.core.windows.net						
> Storage Type							Premium File Share						
> Storage Tier, MBPS													
> Enable Storage Auto Grow							1						

You can get more details following instructions at

https://supportability.visualstudio.com/AzureDBPostgreSQL/_wiki/wikis/AzureDBPostgreSQL/289054/Why-did-my-ORCAS-server-restart-

How good have you found this content?

