


ARM template issues

Last updated by | Mohammad Abu Hamdieh | Dec 11, 2022 at 12:46 AM PST

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Intro

Azure database for PostgreSQL - flexible server can be deployed using [ARM template](#) 

Troubleshooting

Kusto

Troubleshooting ARM template is similar to troubleshoot deployments. if you have error message from customer similar to below:

Error:

```
'code': 'InternalServerError',  
'message': 'An unexpected error occured while processing the request. Tracking ID: 'd54f5d0f-2868-4660-b
```

- Check httpincomingrequests for correlationid

```
HttpIncomingRequests  
| where serviceRequestId == 'd54f5d0f-2868-4660-b0a4-697fa1e9ce60' //Tracking ID from above output
```

- Then check requestID from HttpIncomingRequests

```
HttpIncomingRequests  
| where correlationId == '12e2621b-ecd6-4e66-bdbb-bc4b264a62e6'  
| where TIMESTAMP >= ago(15d)  
| project targetUri,RoleLocation
```

From output above

```
targetUri: https://management.azure.com/subscriptions/19998cf7-a1b7-4c69-8daf-1f026e397d66/providers/Microsoft
RoleLocation: South Central US
```

```
azureAsyncOperation=request_id=fe780ecf-cbc8-498c-ad02-6a768258e6f0 // convert this to upper case for next ste
```



- GO to region the request was located and check MonOrcasBreadthRp

```
MonOrcasBreadthRp
| where request_id == 'FE780ECF-CBC8-498C-AD02-6A768258E6F0' // you ned to convert this to uppercase
| project TIMESTAMP, state, message,stack_trace, operation_parameters
```

- Check message, state and operation_parameters.

NO logs found

In case not logs found, you can ask customer for his template (after removing sensitive data) and try to deploying and troubleshoot it. for instance you can run below command to deploy ARM template.

```
az deployment group create --resource-group testgroup --template-file .\default.json --parameters
.\default_param.json
```

How to fix and find solution

- After getting message from above step, search TSGs, ICMs and teams channel for similar errors.
- You can check customer's operation parameters and try to create server using same parameters in portal as he could provide some invalid parameters.
- ARM template does not support multiple configurations in same file (for instance changing multiple parameters), so its good to split these parameters in separate arm template.
- Deployment are run in sequential so if a step did not finish and another step started, a message will raise server is busy with another operation you can add sleep or ask customer to use another ARM template for multiple configurations.
- Check [common errors](#) in ARM template

How good have you found this content?

