

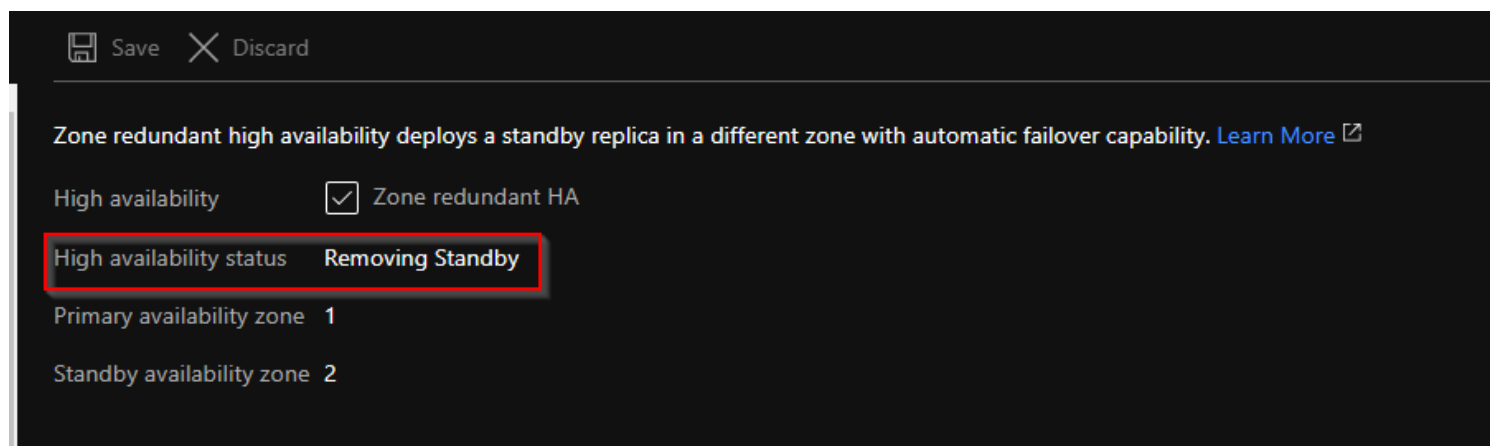
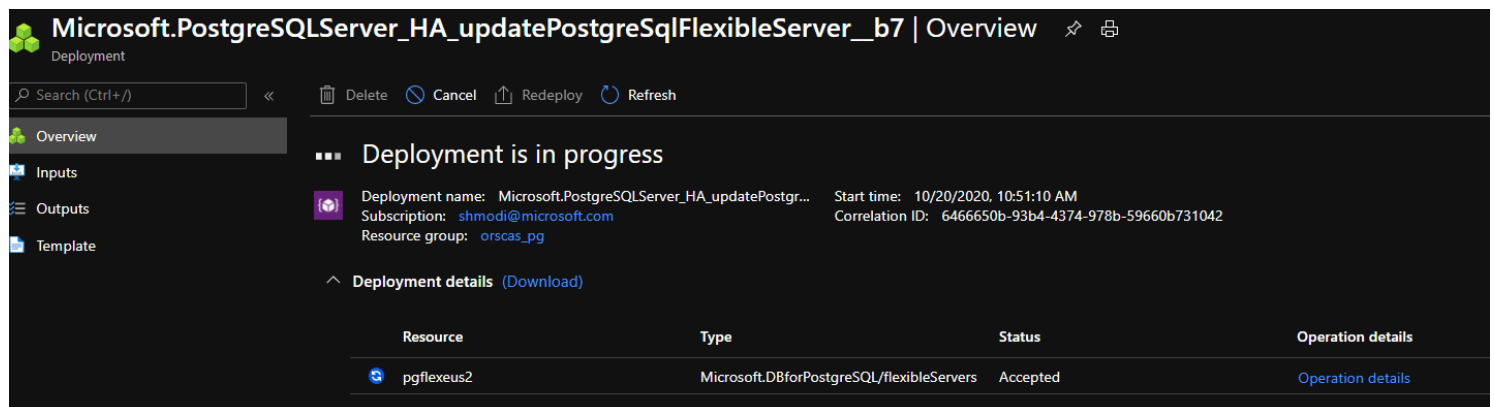
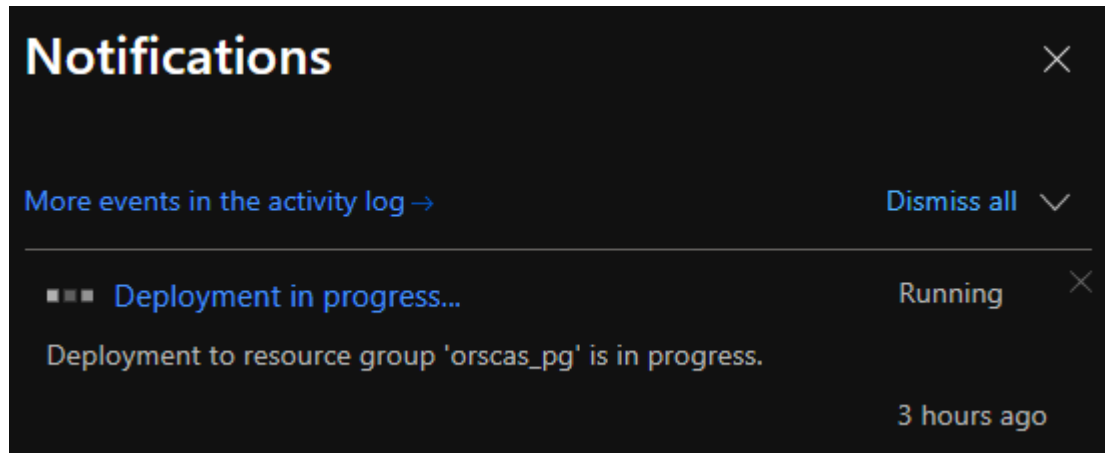
Disabling and enabling HA taking longer than expected?

Last updated by | Hamza Agel | Jan 10, 2023 at 6:33 AM PST

Issue definition: While disabling HA from the portal ,it's taking more than 20 minutes.

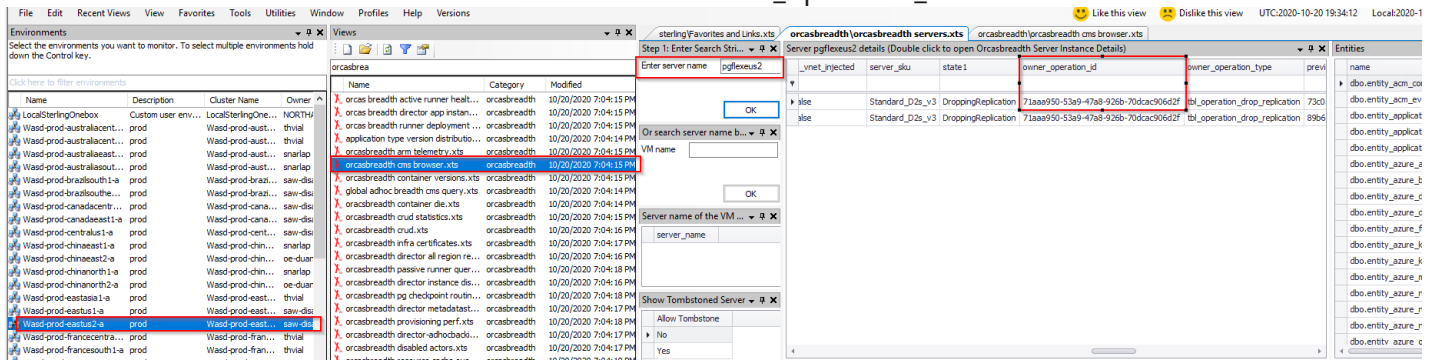
Explanation : When disabling or enabling operations take more than 20 minutes, it might be some issue/bug in backend.

Troubleshooting: If possible collect below screenshot from the portal notification.

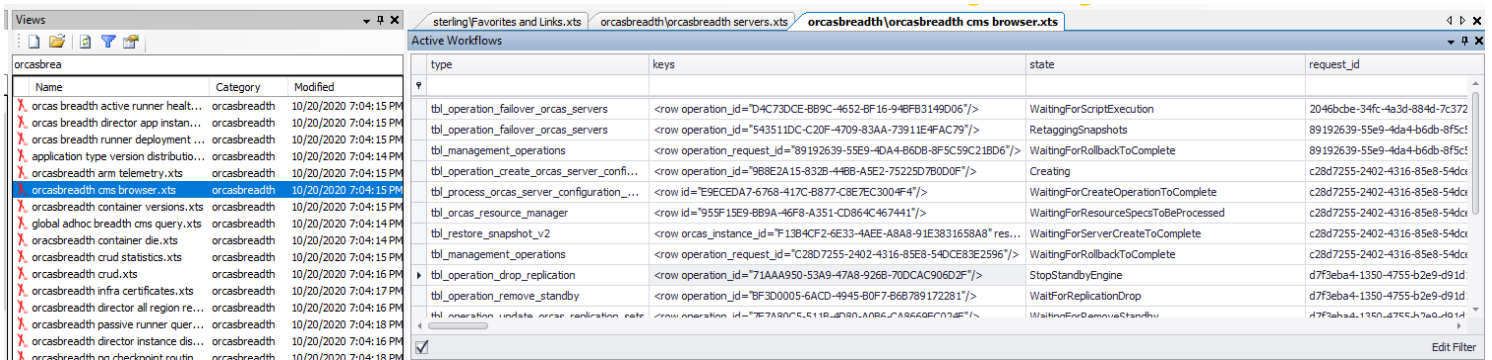


Troubleshooting steps:[File an ICM with below steps and above screenshots]

1. On XTS --> select region
2. Select XTS view 'orcasbreadth servers.xts' \ another view is entity_orcas_servers
3. Enter servername in search filed and hit "OK" 4. Get owner_operation_id



5. Open another view "orcasbreadth cms browser.xts"



6. Search for operation_id in key column

| type | keys |
|---|--|
| tbl_operation_failover_orcas_servers | <row operation_id="D4C73DCE-BB9C-4652-BF16-94BFB3149D06"/> |
| tbl_operation_failover_orcas_servers | <row operation_id="543511DC-C20F-4709-83AA-73911E4FAC79"/> |
| tbl_management_operations | <row operation_request_id="89192639-55E9-4DA4-B6DB-8F5C59C21BD6"/> |
| tbl_operation_create_orcas_server_config... | <row operation_id="9B8E2A15-832B-44BB-A5E2-75225D7B0D0F"/> |
| tbl_process_orcas_server_configuration... | <row id="E9ECEDA7-6768-417C-B877-C8E7EC3004F4"/> |
| tbl_orcas_resource_manager | <row id="955F15E9-BB9A-46F8-A351-CD864C467441"/> |
| tbl_restore_snapshot_v2 | <row orcas_instance_id="F13B4CF2-6E33-4AEE-A8A8-91E3831658A8" res... |
| tbl_management_operations | <row operation_request_id="C28D7255-2402-4316-85E8-54DCE83E2596"/> |
| tbl_operation_drop_replication | <row operation_id="71AAA950-53A9-47A8-926B-70DCAC906D2F"/> |
| tbl_operation_remove_standby | <row operation_id="BF3D0005-6ACD-4945-B0F7-86B789172281"/> |
| tbl_operation_update_orcas_replication_s... | <row operation_id="7E7A80FC-511B-4D80-A0B6-C8A8669FC074F"/> |

7. Check for last_exception column message and file and ICM

```
last_exception

<Exception><Message>The Resource 'Microsoft.Compute/virtualMachines/ff226a474b362/extensions/installOrcas' under resource group 'EastUS2OrcasBreadthKVRG' was not found. For more
<Exception><Message>Cannot update property of entity while it is owned by a different operation</Message><Type>Microsoft.Xdb.Common.CompliantInvalidOperationException</Type><
<Exception><Message>WebApi request was canceled as it has reached the maximum number of retries '5'</Message><Type>System.OperationCanceledException</Type><StackTrace> a
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```

How good have you found this content?

