Deployment failed

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This TSG is part of GT for any change please contact haaqel@microsoft.com

Deployment failed

To troubleshoot this issues you need to query two tables

```
MonManagementOperations
| where elastic_server_name =~ "{ServerName}"
//| where TIMESTAMP >= datetime(2019-08-21 14:37:12.3520000) and TIMESTAMP < now()
| project originalEventTimestamp, request_id, operation_type, ['state'], error_message
| order by originalEventTimestamp desc
```

And then to learn more about the operation collect request ID from previous query and run the following query and keep an eye on the stack_trace column for detailed error messages to understand the next step if it is a customer issue or our issue :

```
MonManagement
| where request_id == "168D1E11-1344-4679-8CC2-32BD3EAB2EDF"
```

```
Please note that if the customer ran deployment while another deployment in process it will timeout
```

Example below:

```
['ERROR: Deployment failed. Correlation ID: c6a9355f-5ac3-4877-ac36-ad1c0644d2c7. {', ' \\'status\\': \\'Canceled\\',', ' \\'error\\': {', ' \\'code\\': \\'ResourceDeploymentFailure\\',', ' \\'message\\': \\'The resource operation completed with terminal provisioning state 'Canceled'.\\',', ' \\'details\\': [', ' {', ' \\'code\\': \\'OperationTimedOut\\',', ' \\'message\\': \\'The operation timed out and automatically rolled back. Please retry the operation.\\'',;
```

The UpsertElasticServerFirewallRules operation failed since 2019-08-21 14:36:48.067.

```
MonManagement
| where request_id == 'F6C699E6-F0F8-475E-B59B-22832A6DD0FD'
| project originalEventTimestamp,state, event, state_machine_type, action, old_state, new_state,message,
operation_type, operation_parameters , elastic_server_name, error , error_message, ClusterName, keys,  stack_trace,
fabric_name_uri , fabric_service_uri , fabricApplicationUri, correlation_id
| order by originalEventTimestamp asc
```

In this case Customer updated the firewall rule several times within 1 min and the first 3 operation succeeded.
The succeeding operations failed because it was unable to obtain the lock.
The finite state machine of type Microsoft.Xdb.InstanceManager.ElasticServerStateMachine with key(s) of [629f844a-5914-4720-8a36-0cb8c5fbb979] was unable to obtain the lock in 00:00:10.

2019-08-22 19:50:35.8513341	E607FA39-A935-4438-8B39-96BF1A640139	UpsertElasticServerFirewallRules	Cancelled	The operation timed out and automatically rolled back. Please retry the operation.
2019-08-22 19:50:35.8022934	2B2BC539-4DE0-4EC2-AE3D-A7A40D11555D	UpsertElasticServerFirewallRules	Cancelled	The operation timed out and automatically rolled back. Please retry the operation.
2019-08-22 19:50:35.5091045	442CA1FF-2CCE-4956-BB9B-99B741DF2F4C	UpsertElasticServerFirewallRules	Cancelled	The operation timed out and automatically rolled back. Please retry the operation.
2019-08-22 19:50:35.5020549	00D1B3C3-0F99-4E33-8A75-B32D120DEA6B	UpsertElasticServerFirewallRules	Cancelled	The operation timed out and automatically rolled back. Please retry the operation.
2019-08-22 19:50:35.4899901	074C80B7-4D96-4270-8D57-54AB952468F0	UpsertElasticServerFirewallRules	Cancelled	The operation timed out and automatically rolled back. Please retry the operation.
2019-08-22 19:50:35.4724538	F6C699E6-F0F8-475E-B59B-22832A6DD0FD	UpsertElasticServerFirewallRules	Cancelled	The operation timed out and automatically rolled back. Please retry the operation.
2019-08-22 19:49:55.5601718	44DCE013-BA9D-4443-B7B1-5749921D43E1	UpsertElasticServerFirewallRules	Succeeded	
2019-08-22 19:49:54.2839563	52D9F660-C90F-40F1-A038-048B28372049	UpsertElasticServerFirewallRules	Succeeded	
2019-08-22 19:49:51.2975282	3D8B5C8F-66C2-4260-B2F8-FFC90B71A4C5	UpsertElasticServerFirewallRules	Succeeded	
2019-08-22 19:49:49.9952167	098B91A9-ACF4-43E8-8C96-610D610620DB	UpsertElasticServerDatabase	Succeeded	

Customer send multiple update firewall rule requests at the same time.
For example, the cancelled UpsertElasticServerFirewallRules request F6C699E6-F0F8-475E-B59B-22832A6DD0FD happened during `datetime(2019-08-22 19:48:59.8370000)`, `datetime(2019-08-22 19:50:35.7910000)`

while another UpsertElasticServerFirewallRules request: `3D8B5C8F-66C2-4260-B2F8-FFC90B71A4C5` is still in process druing `datetime(2019-08-22 19:48:59.7228693), datetime(2019-08-22 19:49:51.3001880)` and finally succeeded.

Solution: ask the customer to run the command serially (one by one)

Created with Microsoft OneNote 2016.

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