Portal: Storage is beyond 4TB bug

Last updated by | Vitor Tomaz | Aug 5, 2020 at 12:43 PM PDT

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Background

There is regression in Portal code that current storage usage is interpreted in incorrect units (megabytes are interpreted as gigabytes). Therefore, update SLO that could pass is blocked on Portal since it is interpreted that managed instance is above 4TB when it is above 4GB.

Fix is being deployed in Production but it would take around 24 hours be worldwide. In the meanwhile, we should suggest customer to use PowerShell for scaling instead of Portal.

Mitigation

1. Check whether customer has excided 4TB limit for BC instance. If customer has exceeded 4TB it is not possible to run update SLO to BC instance. Instead customer could move to GP if that works for them. Otherwise, they need to decrease storage used to be below 4TB in order to be able to run update SLO to BC instance.

```
MonManagedInstanceResourceStats

| where server_name =='cp-qa-database-1'

| where TIMESTAMP >ago(1h)

| where storage_space_used_mb > 4 * 1024 * 1024 // 4TB
```

2. Inform customer that we are deploying fix for Portal regression and that until it got deploy they could update SLO via PowerShell instead. They could use below command.

```
Connect-AzureRmAccount

$subId = "<customer subscription id>"

$resourceGroup = "<requested resource group>"

$instanceName = "<requested managed instance name>"

Select-AzureRmSubscription -SubscriptionId $subId

$vCores = <target vcores>
```

```
$size = <target size in GB>

$edition = 'BusinessCritical'

Set-AzureRmSqlInstance  -Name $instanceName  -ResourceGroupName $resourceGroup  -Edition $edition -
VCore $vCores  -StorageSizeInGB $size
```

PG OneNote link: SOPCL0178: MI scaling on Portal fails with error saying they are beyond 4TB

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