

Maintenance windows are not available for your subscription

Last updated by | Vitor Tomaz | Jun 8, 2022 at 5:33 AM PDT

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Issue

Customer may see an error message in the portal or management operation stating 'Maintenance windows are not available for your subscription.'

Investigation/Analysis

Customers may experience this error under below scenarios:

1. Customer is trying to update the Maintenance window on their Azure SQL DB/Managed Instance to custom window (other than system default) and they run into unsupported scenarios.
2. Customer is attempting other CRUD operations (not specific to Maintenance Window). For example, customer trying to update connection policy from Proxy to Redirect. While their current maintenance window is **not** system default, but the customer's current environment belongs to one or more of the unsupported scenarios.

Run ASC troubleshooter for the timeframe for the specific Azure SQL DB/Managed Instance.



Under ASC troubleshooter, the error can be located under Provisioning --> Instance CRUD (for MI)/Database CRUD (for SQL DB)

Error code: 45122

Error Message: Maintenance windows are not available for your subscription. See <https://docs.microsoft.com/en->



Feature Availability

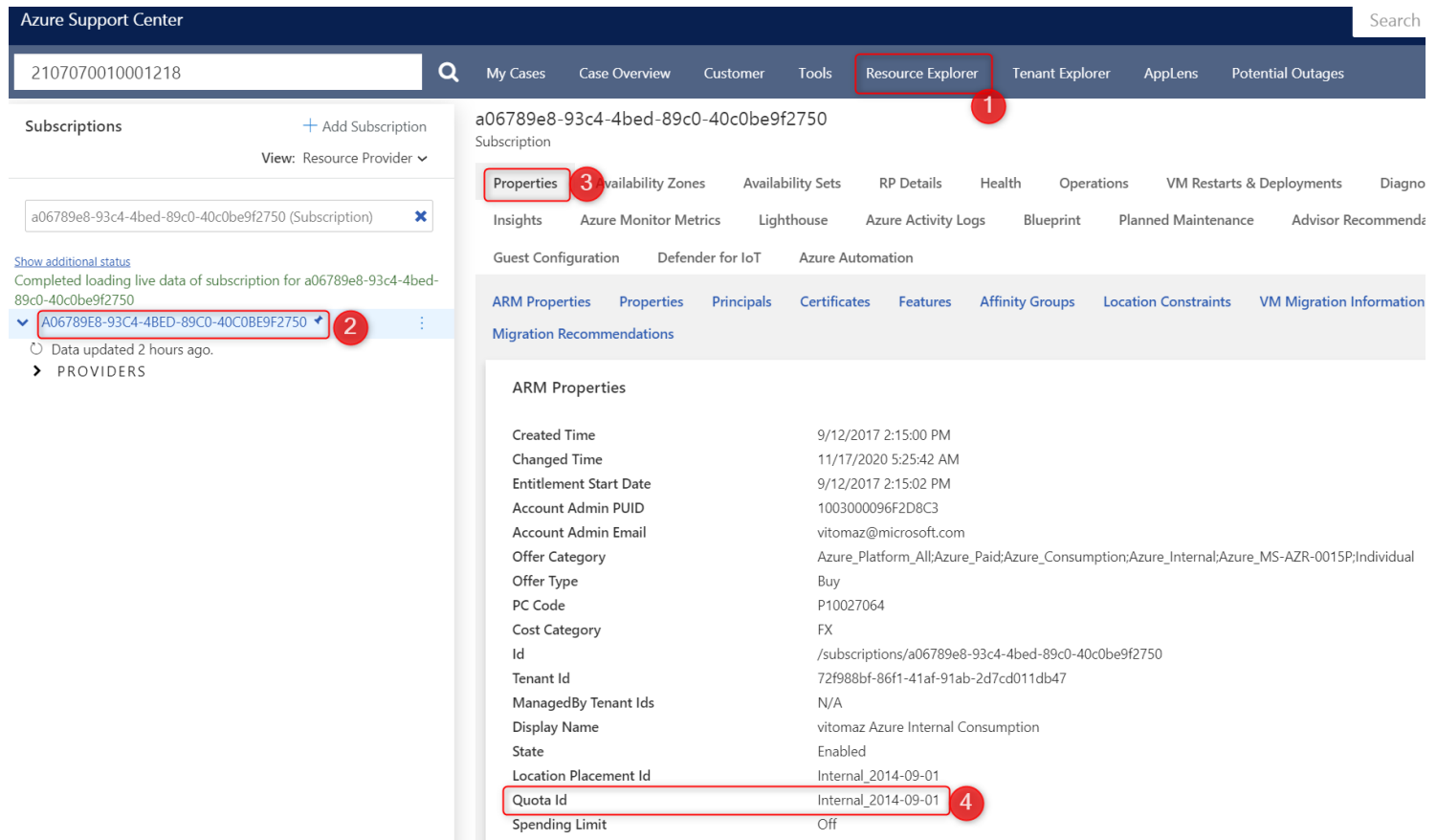
1. Check if region that the MI is located, is listed as supported at <https://docs.microsoft.com/azure/azure-sql/database/maintenance-window#azure-region-support> 
2. Check if SLO is listed as supported at <https://docs.microsoft.com/azure/azure-sql/database/maintenance-window#supported-service-level-objectives> 

3. Check if subscription is supported at: <https://docs.microsoft.com/azure/azure-sql/database/maintenance-window#supported-subscription-types> 

Eligible offer types are:

- Pay-As-You-Go (Quotaid == "PayAsYouGo_2014-09-01")
- Cloud Solution Provider (CSP) (Quotaid == "CSP_2015-05-01")
- Microsoft Enterprise Agreement (Quotaid == "EnterpriseAgreement_2014-09-01")
- Microsoft Customer Agreement (Quotaid == "CSP_MG_2017-12-01")

Quotaid can easily be seen using ASC:



Azure Support Center

2107070010001218

My Cases Case Overview Customer Tools **Resource Explorer** Tenant Explorer AppLens Potential Outages

Subscriptions + Add Subscription
View: Resource Provider

a06789e8-93c4-4bed-89c0-40c0be9f2750 (Subscription)

Show additional status
Completed loading live data of subscription for a06789e8-93c4-4bed-89c0-40c0be9f2750

▼ A06789E8-93C4-4BED-89C0-40C0BE9F2750

○ Data updated 2 hours ago.
➤ PROVIDERS

a06789e8-93c4-4bed-89c0-40c0be9f2750
Subscription

Properties Availability Zones Availability Sets RP Details Health Operations VM Restarts & Deployments Diagnostics Insights Azure Monitor Metrics Lighthouse Azure Activity Logs Blueprint Planned Maintenance Advisor Recommendations Guest Configuration Defender for IoT Azure Automation

ARM Properties Properties Principals Certificates Features Affinity Groups Location Constraints VM Migration Information Migration Recommendations

ARM Properties


Created Time	9/12/2017 2:15:00 PM
Changed Time	11/17/2020 5:25:42 AM
Entitlement Start Date	9/12/2017 2:15:02 PM
Account Admin PUID	1003000096F2D8C3
Account Admin Email	vitomaz@microsoft.com
Offer Category	Azure_Platform_All;Azure_Paid;Azure_Consumption;Azure_Internal;Azure_MS-AZR-0015P;Individual
Offer Type	Buy
PC Code	P10027064
Cost Category	FX
Id	/subscriptions/a06789e8-93c4-4bed-89c0-40c0be9f2750
Tenant Id	72f988bf-86f1-41af-91ab-2d7cd011db47
ManagedBy Tenant Ids	N/A
Display Name	vitomaz Azure Internal Consumption
State	Enabled
Location Placement Id	Internal_2014-09-01
Quota Id	Internal_2014-09-01
Spending Limit	Off

If the customer is facing the error message when attempting other CRUD operations (not specific to Maintenance Window):

- Check ASC troubleshooter - For Azure SQL --> Provisioning --> Maintenance tab; For Azure SQL MI --> Maintenance --> Maintenance tab
- Check for customer's Maintenance policy history and changes.
- If customer's DB/Managed Instance is not eligible for Maintenance windows based on above feature availability criteria **AND** if the DB/Managed Instance Maintenance_Policy_ID shows value other than system_default (or Wise), indicates that the DB/Managed Instance had a custom policy at some point and **THEN** the DB/Managed Instance became ineligible for Maintenance.
- Check if customer recently updated SLO (for example to a different hardware that doesn't support Maintenance window) or if the customer updated their subscription type (for example to a different subscription type that doesn't support Maintenance window like dev/test) **AFTER** they originally set the custom Maintenance window on the DB/Managed Instance.

Mitigation

If customer is trying to update the Maintenance window on their DB/Managed Instance to custom window (other than system default), and fails (Scenario#1) due to any of the unsupported feature availability criteria mentioned above, we should inform them what's the reason behind it.

If Customer is facing this error during other CRUD operations (Scenario#2), have customer update the Maintenance window to 'system default' using [powershell or CLI](#) . The customer can specify the MaintenanceConfigurationId as
'/subscriptions/{SubID}/providers/Microsoft.Maintenance/publicMaintenanceConfigurations/SQL_Default'

Public Doc Reference

<https://docs.microsoft.com/azure/azure-sql/database/maintenance-window-configure?tabs=azure-portal> 

How good have you found this content?



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