

# Managed schedule maintenance for Azure PostgreSQL- Flexible server

Last updated by | Abhishek Reddy Kumbham | Oct 29, 2021 at 1:59 PM PDT

During planned maintenance in Azure database for PostgreSQL Flexible server the customer will still experience a restart of the server during the maintenance window.

We might get cases where customers ask for RCA on why the server was unavailable or why they could not connect to the server In this scenario, and it is expected during your troubleshooting to check if any maintenance plan was running , and ICM is not required. For these cases, The RCA is "Planned maintenance" and you can check this using different tools :

## 1. Kusto:

```
MonOrcasBreadthCMSSnapshot  
| where server_name == "psql-flw-nonprod01"  
| summarize max(TIMESTAMP) , min (TIMESTAMP) by code_package_version
```

| code_package_version          | max_TIMESTAMP ▲             | min_TIMESTAMP ▲             |
|-------------------------------|-----------------------------|-----------------------------|
| 15.0.2195.186-WASDA3-4bf260d0 | 2021-10-23 06:32:43.0970093 | 2021-10-06 19:39:15.2289996 |
| 15.0.2255.112-WASDA3-634e310a | 2021-10-28 19:11:32.1763674 | 2021-10-23 12:54:58.5356094 |

You can see the code package version change as above.

## 2. XTS

You can use orcasbreadth servers.xts view:

The screenshot shows the Visual Studio Code interface with the 'Managed schedule maintenance for Azure PostgreSQL- Flexible server - Overview' page. The main area displays a table of 'Physical Instances' for 'psql-flw-nonprod01' and a table of 'CAS Actions' for the same instance. The 'CAS Actions' table shows a 'Planned Maintenance' action with a status of 'Planned' and a title 'Notification for Scheduled Maintenance to Azure Database for PostgreSQL Flexible Server'. The 'Entities' pane on the right shows a list of entities, including 'dbo.entity\_acm\_communication'.

### 3. ASC

Click on customer subscription à planned maintenance tab – and select the date

The screenshot shows the Azure Support Center interface with the 'Planned Maintenance' tab selected. The main area displays a table of 'Planned Maintenance' actions with columns for 'Status', 'Type', 'TrackingId', 'ICMNumber', 'MaintenanceStartDate', 'MaintenanceEndDate', 'NotificationCreationDate', and 'NotificationContent'. The 'Planned Maintenance Status Summary by Subscription' table is displayed, showing the current maintenance status by subscription.

You can see the maintenance listed below

**Case # 2110070040008521** for P\*\*\*\*n@selenefinance.com

**Planned Maintenance Notifications**

This table returns detailed Planned Maintenance data on the subscription level for last 60 days.

Drag a column header and drop it here to group by that column

| Status     | Type        | TrackingId | ICMNumber | MaintenanceStartDate | MaintenanceEndDate  | NotificationCreationDate | NotificationContent   |
|------------|-------------|------------|-----------|----------------------|---------------------|--------------------------|---|
| InProgress | Maintenance | SS91-FZZ   |           | 0001-01-01 00:00:00  | 0001-01-01 00:00:00 | 2021-10-28 06:41:40      | This notification is for previously scheduled maintenance to your Azure Database for PostgreSQL Flexible Server instance <a href="https://portal.azure.com/...> in South Central US. The maintenance is now in progress. During this maintenance, your instance will experience a brief drop in connectivity. Feel free to refer to your <a href="https://aka.ms/service-health"> for more information. For any additional questions, please contact <a href="https://aka.ms/azur...> |

### What can we share and recommend the customer on this case?

You can share with the customer that this is a planned maintenance where we perform periodic maintenance to keep your managed database secure, stable, and up-to-date. During maintenance, the server gets new features, updates, and patches.

### Next steps :-

- Ask the customer to setup a notification for upcoming maintenance using Azure Service Health .

<https://docs.microsoft.com/en-us/azure/service-health/service-notifications>

- He can create a custom maintenance window if the current schedule setting impacting his business , with custom schedule, he can specify maintenance window for the server by choosing the day of the week and a one-hour time window.

<https://docs.microsoft.com/en-us/azure/postgresql/flexible-server/concepts-maintenance>