

Recover a dropped resource

Last updated by | Bruno Maia | Sep 9, 2022 at 7:20 AM PDT

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Scenario:

If customer contacted you after he accidentally dropped a server asking us to help with recovering the server.

Set expectations:

Let customer know that server deletion is irreversible operation.
However, we will do our best efforts to help the customer get his server back.
Recommendation :Please let your customers know to lock the resources

Data to be collect about the Dropped Server:

- Server Name
- Region where the server was hosted
- Subscription ID
- Resource Group where the server was located (make sure the RG is in place, if it was deleted as well, ask customer to create RG with the same name before the r
- Availability Zone

Steps to be taken before opening ICM:

- Ask customer to create new servers with the same info as the deleted one. **Everything must be the same**
- Confirmation from the customer which time and date they want to restore

How to fetch data:

How to verify Dropped server?

1. Collect Server name and region from the customer.
2. In XTS select region
3. Search for the view name : "orcasbreadth server" and under entity select "entity_acm_communication"

The screenshot shows the 'Server burstabletest details' window in Visual Studio Code. The 'state' column is highlighted in red, showing 'Dropping'. The 'server_name' column is also highlighted in red, showing 'burstabletest'. The 'create_time' column shows '9/21/2020 9:15:34 PM'. The 'role' column shows 'Primary'. The 'id' column shows '11cb5832-15f7-401e-b464-36e9157e8b59'. The 'orcas_instance_id' column shows 'd978ae32-46bc-4ae4-b753-a6504255a05d'. The 'customer_subscription_id' column shows '7fec3109-5b78-4a2'.

How to verify Tombstoned server status?

1. In XTS select region
2. Search for the view name : "orcasbreadth cms browser" and under entity select "entity_orcas_servers "
3. Search for the state column

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Open ICM and interact with PG:

How good have you found this content?

