

DSS031 - Database cannot be deleted because it is used as a sync metadata database

Last updated by | Keith Elmore | Apr 5, 2021 at 7:57 AM PDT



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Issue


Database 'X' cannot be deleted because it is used as a sync metadata database which still contains sync groups and/or sync agents.



ASC has an insight this this issue that redirects to this TSG



SQL DATABASE
Database cannot be deleted because it is used as a sync metadata database

SQL SERVER DATABASE



Is this insight helpful?  

Description	There is a DropLogicalDatabase request that failed because this database cannot be deleted because it is used as a sync metadata database which still contains sync groups and/or sync agents.
Impacted Resources	Impacted Database Database
Recommended Action	Check the internal documentation using link below
Links	Internal Documentation Link to run the query that generated this insight

Cause

The database is used as Sync Metadata Database, and while sync groups and/or sync agents still exist it cannot be deleted. While sync groups and/or sync agents still exist, we keep a sync account in our system and existence of this sync account prevents the database from being deleted.

Manually removing data sync related objects from the database **WILL NOT** remove the sync account from our backend. **DO NOT** run any cleanup script at this stage.

DO NOT

- Do not ask customer to run any cleanup script
- Do not ask customer to uninstall any existing on-premises agent, we may still need the agent to run deprovisioning tasks.

Troubleshooting

1. Use [DSS001 - Data Sync - CMS queries](#) to find existing sync group(s) and/or sync agent(s).

ASC may show existing sync groups or sync agent if the sync app is still running but, in case the sync app in the backend is not running properly, like because sync metadata db is messed up, ASC may not be able to display all existing sync groups or agents. **You really need CMS results**, keep CMS query at hand.

2. Ask customer to delete the existing sync groups or agents. Please specify clearly what database is the hub, sync group is only visible under the hub database. Sync agents should be visible under all databases.

3. Monitor sync group existence/state in CMS.

If the state get's stuck in CheckingSyncMemberFromSyncDb or RemovingSyncMemberFromSyncDb for a long time, raise an lCM with Data Sync team.

4. Once all sync groups, sync agents, and sync account is removed, customer can delete the database.

Classification

Root cause Tree - DataSync/User request/CleanupSyncFail

How good have you found this content?

