Customer is unable to see Server Backups to GeoRestore in Portal

Last updated by | Hamza Aqel | Dec 13, 2021 at 11:39 AM PST

This TSG is part of GT , please contact EEE haaqel@microsoft.com for any updates.

Public Documentation: https://docs.microsoft.com/en-us/azure/postgresql/howto-restore-server-portal#geo-restore
When a server is first created it may not be immediately available for geo restore. It may take a few hours for the necessary metadata to be populated.

Scenario: Customer creates a Georedundant backup enabled server and tries to GeoRestore it using portal. But in the portal when they list backups they won't be able to see the newly created server.

Reason: Metadata about customer server will be stored in CMS and to provide disaster recovery this CMS metadata will be backed up and restored to a Paired Region. This is called Restored CMS**.**When portal lists backups is quires restored CMS. If it doesn't find data in restored CMS, it will not show in portal. Because we use a backup and restore mechanism there could be a lag between when the data appears in Restored CMS. In typical cases it will be 3 to 5 hrs. In heavy regions where there is lot of load, lag could be as much as 3 days. So for a newly created server customers have to wait for up to 3 days.

Check CMS Lag:

- Use SterlingCMSRestore.XTS view (Open I paired region)
  - After clicking through RestoreCMS -> Source -> CMS-> Select Primary.
  - You will see SterligKustoQuery: Check the column: restore_database_progress. Get the file that is currently being restored
  - Eg:
  - Executing restore query RESTORE LOG [ClusterMetadataStore] FROM URL = N'https://wasd2prodeus1abackup.blob.core.windows.net/instance-cms-eus1-a/backup/27dd3715-a545-4da4-9f1e-0d7ac208d1ae/Log/2020-08-04T00-14-05/2020-08-04T07-18-08_2020-08-04T00-14-05_S2_0.log', URL = N'https://wasd2prodeus1abackup.blob.core.windows.net/instance-cms-eus1-a/backup/27dd3715-a545-4da4-9f1e-0d7ac208d1ae/Log/2020-08-04T00-14-05/**2020-08-04T07-18-08**_2020-08-04T00-14-05_S2_1.log' WITH STATS=10, CHECKSUM, BUFFERCOUNT=8, MAXTRANSFERSIZE=4194304, NORECOVERY on MN4.MN.4.f02da146c9e1…

- Now open the same view in source region and find out when it was archived use "Backup history view"
- If above view doesn't show restore progress in above view, use this Kusto Query

```
MonRestoreEvents
| where AppTypeName =="Worker.ISO.Control"
| where ClusterName contains "<paired region>" //  CMS Paired Region

| where TIMESTAMP >ago(6h) and restore_database_progress !=""
| project originalEventTimestamp, ClusterName, AppName, restore_database_progress, backup_file_name, compressed_backup_size, uncompressed_backup_size, elapsed_time, first_lsn, last_lsn
```