Unable to Create or Update Server Troubleshooting

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Due to capacity limitations in some regions, Customers might face some restrictions while trying to provision an Orcas server. Due to capacity limitations we have some restrictions in some regions, if the customer tried to provision and Orcas server in a restricted region they will get an error as the following:

Single server
Microsoft

~~Select the subscription to manage deployed resources and costs. Use resource groups like folders to organize and~~
manage all your resources.

Subscription * ⓘ
`EitA2CockpitProdEU`

⌐ **Resource group** * ⓘ
`EitA2CockpitProdEU-aks-rg`

Create new

Server details

Enter required settings for this server, including picking a location and configuring the compute and storage resources.

Server name * ⓘ
`Enter server name`

Data source * ⓘ
(**None**   Backup)

Location * ⓘ
`(Europe) West Europe`
❌ Currently, the service is not available in this location for your subscription.

Version * ⓘ
`10`

Compute + storage ⓘ
General Purpose
4 vCores, 100 GB storage
Configure server

In Portal

- Currently, the service is not available in this location for your subscription.
- This subscription is restricted from scaling Azure Database for PostgreSQL/MySQL/MariaDB resources in this region.

In Azure CLI or ARM template deployment:

- Gen4 hardware is not supported for this region.
- Gen5 hardware is not supported for this region.
- Service is not available in this region.
- This subscription is restricted from provisioning PostgreSQL/MySQL/MariaDB servers in this region. Please choose a different region or open a support request with service and subscription limits (quotas) issue type.

How to check Regional Features and Subscription Features

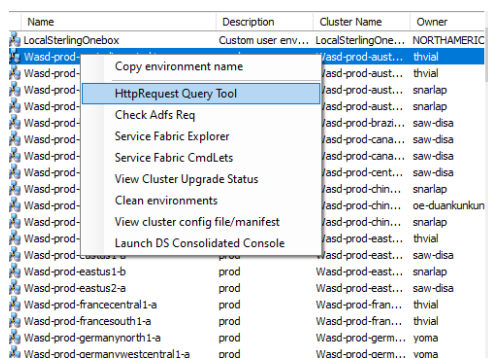## Regional Features

CSS (Via Geneva):

Use **GetElasticServerRegionalFeature** command and provide regional feature name: (You are able to find all regional feature name in the table at bottom)

For example:

```
{
"featureName":"OrcasOfferRestriction"
}
```

Engineers (in CMS table):

1. Right click the customer region and run the HttpRequest QueryTool

2. Run the following command:
```
select * from elastic_server_regional_features;
```

Subscription Features

CSS (Via Geneva):

Use **GetElasticServerSubscriptionFeature** command and provide "subscription_audience_override" as feature name, subscription id and server type:

For example:

```
{
"subscriptionId":"ffffffff-ffff-ffff-ffff-ffffffffffff",
"serverType":"PostgreSQL.Server.PAL",
"featureName":"subscription_audience_override"
}
```

Engineers (in CMS table):

1. Right click the customer region and run the HttpRequest QueryTool

2. Run the following command:

```
select subscription_id, feature_name, feature_value from
elastic_server_subscription_features where subscription_id = <subscription id> and
feature_name = 'subscription_audience_override'
```

This will show you the list of subscriptions that are whitelisted in that region, if your customer subscription is not whitelisted and they still need to provision server in that region please redirect the ticket to ASMS (quota) team, using this instructions

Mitigation Steps for CSS

Get the regional feature, and take corresponding action. Please do NOT raise Sev2 incident.

Reginal Features Name	Reginal Features Value	Subscription
DisableGen4	TRUE	AudienceOver
DisableGen5	TRUE	AudienceOver
DisableOrcas	TRUE	AudienceOver
OrcasOfferRestriction- This feature override all other features (if this exists it will have highest priority)	Level1HubRegion/Level2SatelliteRegion/Level3SatelliteRegion/Level5SatelliteRegion	AudienceOver

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