Rename database operation timeout but still proceed in backend

Last updated by | Vitor Tomaz | Feb 24, 2023 at 3:24 AM PST

Contents

- Issue
- Investigation/Analysis (Workaround)
- Canned RCA
- Internal Reference (optional)
- Root Cause Classification

Issue

Customer tried to rename the operation, but operation was stuck and timeout at first. They are not able to view the database due to availability issues and the subsequent rename retry failed as well.

Investigation/Analysis (Workaround)

1. From ASC, you could see customer's database was experiencing availablity issues following TSG.

2. From MonManagement table in Kusto, you could see the rename workflow was stuck and retried, in the end, succeeded.

```
MonManagement//| where subscription_id == ''
| where request_id == 'request_id'
//| where action == 'EventCancel'
| project TIMESTAMP, event, fsm_event, caller_state_machine_type, caller_keys, action, state_machine_type
```

Canned RCA

Rename database operation got stuck due to database unavailability, then external operation timed out, while internal operation continued and eventually succeeded, follow up rename requests you initiated were happening either before internal operation was ongoing and were declined because database was busy being renamed or afterwards when database name had already changed so database was no longer existing under old name.

Isue is another manifestation of externally visible operation not matching internal state of the workflow. We are working on a repair to fix such mismatch issues.

We are committed to improving our platform reliability and experience. We do appreciate you as a customer and we understand that you've tied success of your product to success of SQL Azure platform.

Internal Reference (optional)

- [Repair item 1259329](#) ↗
- [ICM 246308478](#) ↗

Root Cause Classification

Cases resolved by this TSG should be coded to the following root cause:
/Azure SQL v3/CRUD/Database/Other

How good have you found this content?