

# Create Sync Group operation is stuck

Last updated by | Vitor Tomaz | Jul 8, 2022 at 4:34 AM PDT

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## Issue

While not a common scenario, a customer may try and create a Sync group and will never successfully create. However, it will also not throw any errors. You will be able to see the submission of the Data Sync Create in their Activity log from the portal.

## Analysis

You can review the request that was put in to confirm it was submitted as a create sync group name, the operationName should look something like:

PUT/SUBSCRIPTIONS/RESOURCEGROUPS/PROVIDERS/MICROSOFT.SQL/SERVERS/DATABASES/SYNCGROUPS/

```
//Run against ARMProd
HttpIncomingRequests
| where TIMESTAMP >= ago(48h)
| where subscriptionId == 'SUBSCRIPTION ID'
| where targetUri contains 'SYNCGROUPNAME'
| where serviceRequestId =~ 'SERVICEREQUESTGUID' //If you have the serviceRequestId you do not need
| project PreciseTimeStamp, operationName, TaskName, serviceRequestId, targetUri
```

From there you can look at MonManagement to see the status of the actual request

```
MonManagement
| where request_id =~ 'SERVICEREQUESTGUID'
| project TIMESTAMP, request_id, event, logical_server_name, logical_database_name, sync_group_name, workflow_
```

If you see the overall operation not complete with success, for instance you see an event of "management\_operation\_timeout" or "fsm\_executed\_action\_failed", check the MonManagementExceptions

```
MonManagementExceptions
| where request_id =~ 'SERVICEREQUESTGUID'
```

There you can look at the message column and will see errors like the following  
*Violation of UNIQUE KEY constraint 'AK\_sync\_accounts\_logical\_server\_logical\_database\_id'. Cannot insert duplicate key in object 'dbo.tbl\_sync\_accounts'. The duplicate key value is (supporttopiccentre, fe118624-ce3b-4689-bbf2-b70997500e93).*  
*The statement has been terminated.*

## Cause

This is likely caused by a sync account already existing for the server and only allows one.

You can confirm this by looking in CMS for a sync account for the server that the Sync Group is being created on.

```
select * from sync_accounts where logical_server_name = 'servername'
```

If you see that the subscription ID that is returned is **different** than the one the server is currently on then this is causing this issue.

"Moving servers between different subscriptions isn't supported." ( <https://docs.microsoft.com/en-us/azure/azure-sql/database/sql-data-sync-data-sql-server-sql-database?view=azuresql#general-limitations> )

In case customer moved all the database used in Data Sync to a different subscription, and only if they have moved them all, we may request PG to consider updating the sync account in the backend.

## Classification

Root cause Tree - DataSync/Service issue/SyncFail

## How good have you found this content?

