Server drop common errors and Known issues

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Connection attempts from the internet and Azure must pass through the firewall before they reach your server or database.

1 Stuck in DroppingSqlInstanceGroup state

Symptom

Loqical server is stuck in **DroppingSqlInstanceGroup** with exception `Could not raise the event 'Drop' on state machine SqlInstanceGroupStateMachine: [{server name}]: Creating, currently in the state Creating.`

Telemetry:

Check the sql_instance_groups and find the stuck record, the members should have empty members `<Members />` with exception `Unable to initialize requested Finite State Machine dictionary already contains entry Microsoft.SqlServer.Management.Service.FiniteStateMachines.SecretsStateMachine with key [{server name}]. [InstanceGorup].[BluemoonCertificate].[1]`

XTS view: `sterling cms browser.xts`

CMS query: `select * from sql_instance_groups where name = '{server_name}'`

Output example:

members	last_exception
<Members />	<Exception><Message>Unable to initialize requested Finite State Machine as State Machines dictionary already contains entry Microsoft.SqlServer.Management.Service.FiniteStateMachines.SecretsStateMachine with key [ ],[InstanceGroup],[BluemoonCertificate],[1].<

Cause

The underlying issue is the bluemoon cert. is not being properly dropped.

This is due to the issue when MS trains is rolled back. When a new secret/cert is added, it causes stuck workflows when MS is rollback.

Mitigation

Open IcM to engage PG help.

EngHub TSG for similar issue: [SERVER_CRUD_0007 Stuck server drop in DroppingSqlInstanceGroup [Bluemoon]](#) ↗

2 Stuck in DroppingTombstones state

Symptom

Logical server is stuck in **DroppingTombstones** and due to the logical database is in **InitiatingTailLogBackup** which is also stuck by physical database is dropped or removed.

Look at the **sterling cms browser.xts** view, the exception would be like `Couldn't find physical database for logical server {}, logical database {}`.

Mitigation

Open IcM to engage PG help.

EngHub TSG for similar issue: [SERVER_CRUD_0008 Stuck server drop in DroppingTombstones with database InitiatingTailLogBackup](#) ↗

3 Stuck in WaitingForCommunicationToDrop state

Symptom

Stuck server drop in **WaitingForCommunicationToDrop** state. This is usually due to some other issues e.g. SF is stuck in Resolving, which causes the logical server to start rollback.

However, the rollback could be stuck in WaitingForServerCommunicationToDrop* as that state is waiting for the completion of the stuck creation. Check the active workflow of the stuck request **sterling cms browser.xts** and make sure the next state machine of tbl_logical_servers is tbl_sql_logical_databases with state **WaitingForChildLogicalDatabaseCreation**.

Mitigation

Open IcM to engage PG help.

EngHub TSG for similar issue: [SERVER_CRUD_0003 Stuck server drop in WaitingForServerCommunicationDrop*](#) ⬈

4 Stuck in WaitFinishingDisableLogicalMasterForDeferredDrop state

Symptom

Stuck server drop in **WaitFinishingDisableLogicalMasterForDeferredDrop** state. This is due to the logical master cannot be disabled by several reasons. The principal is to look at the **sterling cms browser.xts** view and find out the exception is stuck in where. But commonly it's due to unhealthy SF node such that node agent can't notify on deny external connections change.

Mitigation

Open IcM to engage PG help.

EngHub TSG for similar issue: [SERVER_CRUD_0004 Stuck server drop in WaitFinishingDisableLogicalMasterForDeferredDrop](#) ⬈

5 Stuck in WaitFinishingDisableLogicalMasterForDeferredDrop state

Symptom

Logical server is stuck in **WaitFinishingDisableLogicalMasterForDeferredDrop** and the state of logical master is **ExternalConnectionsDisabled**.

You should see exception in the dropping workflow where tbl_sql_logical_databases throws `Could not raise event 'Disable' on state machine LogicalDatabaseStateMachine` .

Cause

This is usually due to unexpected workflows or regression of UpdateCopyLinkRole in DisasterRecovery story which disabled database external connections and should enable it back.

If not, then we should re-enable the connection and let the workflow resume.

Mitigation

Open IcM to engage PG help.

EngHub TSG for similar issue: [SERVER_CRUD_0009 Stuck server drop in WaitFinishingDisableLogicalMasterForDeferredDrop with master ExternalConnectionsDisabled](#) ⬈

How good have you found this content?

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