

Database stuck in restoring state in SSMS

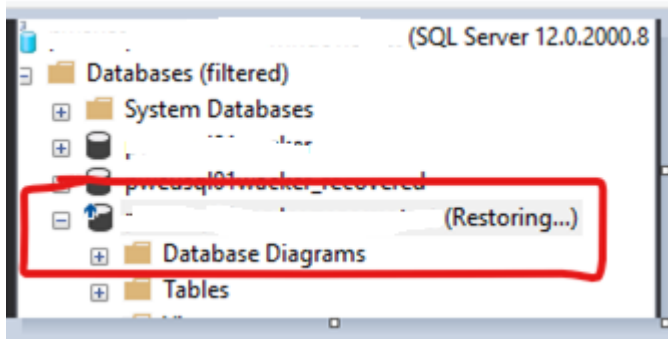
Last updated by | Vitor Tomaz | Jun 8, 2022 at 5:31 AM PDT

Issue-

Worked on a service request, where the customer was trying to perform the PITR operation, however, the deployment failed in Azure due to an unexpected error, but the database is showing in restoring state in the SSMS.

The database stuck in restoring state for a long hours (more than 6+ hours) in my case.

The customer would like to remove that stuck restoring database from the SSMS.



Investigation/Analysis-

Check the restore operation at our end whether it's failed or stuck or still Inprogress state.

We can check in the XTS "**sterlingrestorerequests**" view- here I found the restore operation was in failed state.

Screenshot for reference

Management Operation for Pitr				
operation_request_id	state	operation_type	fully_qualified_operation_type_name	
c7b2464a-b7ee-42bf-995b-597dd58c8f8e	WaitingForOperationToComplete	CreateRestoreRequest	Microsoft.SqlServer.Management.Service.Workflows.CreateRestoreRequestManagementOperation	

Restore Requests				
restore_id	state	source_logical_server_name	logical_database_name	operation_detail_full
475d98e2-0ef9-4bdc-9e96-84e67d140870	RestoringDatabase	pweusql01	pweusql01wacker	Restoring 1 of 40 backup files.
14018828-c5a6-4127-9fb8-31a58fec6cb	Failed	pweusql01	pweusql01wacker	No backups were found to restore the database to the point in time 12/16/20
d574bab9-e940-41a9-8198-ab54c6aca585	Completed	pweusql01	pweusql01wacker	The database has been restored successfully in 00:05:45.0838616.
7963efae-44e7-4f88-a184-3b045f0400a2	Completed	pweusql01	pweusql01grifols	The database has been restored successfully in 00:00:37.2740701.
c86c9618-5757-4f9d-9534-03cca3e42a3f	Completed	pweusql01	pweusql01grifols	The database has been restored successfully in 00:01:35.1492994.
48258491-6e71-467a-abe8-9a057be754ed	Completed	pweusql01	pweusql01adecoglobal	The database has been restored successfully in 00:04:54.3758280.

Check the state of the database, in my case it was **Tombstoned** state.

Databases for pweusql01 (Double click to open DB Perf)									
logical_server_name	logical_database_name	logical_database_id	state	parent_state	sql_instance_name	logical_database_type	database_type	service_level_objective	
1	test	152c4a77-5	Tombstoned	Tombstoned		SterlingLogicalDatabase	SQL.UserDb	S3M800	

Mitigation-

It a bug (work item id 1524010), open an ICM for the PG team to perform the cleanup operation and remove the database from the backend.

They would be running some command to mitigate an issue.


Root cause of the issue (not to share with the customer)--

The metadata which tracks the state of databases under a logical server, used when connecting via client tools such as SSMS, got out of sync with reality.

Internal Reference

Reference ICM Incident-

278267778 Details - ICM (microsofticm.com )

Incident-272974698 Details - ICM (microsofticm.com )

Service request- 2112160050000215

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