

Elastic Pool metrics load issues for Fsv2 series and M series

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Contents

- [Issue](#)
- [Analysis](#)
- [Mitigation](#)
- [Internal Reference](#)
- [Root Cause Classification](#)

Issue

Customers who are using Fsv2 series and M series elastic pools might face issues with metrics not loading the utilization/storage usage telemetry.

Analysis

This is a known issue with these 2 SLO's acknowledged and the fix is scheduled soon.

Mitigation

ETA for the fix to be last week of october (10/27).

There are couple of ways to propose as workaround :

1. Request customer to change the SKU (to something other than Fsv2or M series) of the elastic pool to resume metrics flow , or
2. If customer doesn't intend to scale the Elastic pool, Check with PG by creating new IcM for temporary/sticky mitigation.. only if the customer would agree to keep the E.pool in same SKU.. If the customer scales their elastic pool post temp mitigation, then metrics would stop flowing.

Internal Reference

See IcM : <https://portal.microsofticm.com/imp/v3/incidents/details/206365656/home> 

Root Cause Classification

Root Cause: Azure SQL DB v2\Portal and Client Tools\Monitoring, Metrics and Alerts

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