# Maintenance windows are not available in this region

Last updated by | Vitor Tomaz | Jun 8, 2022 at 5:33 AM PDT

#### **Contents**

- Issue
- Investigation/Analysis
- Mitigation
- Public Doc Reference

## Issue

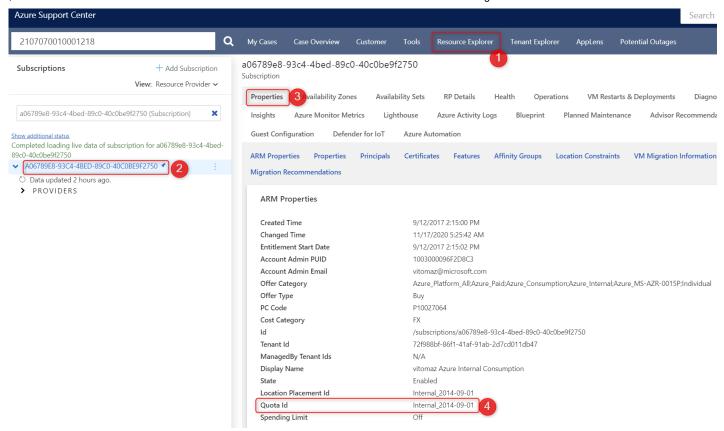
Customer may see an error message in the portal or management operation stating 'Maintenance windows are not available in this region.'

# Investigation/Analysis

While we work on improving the error messages, the message may be misleading since subscription restrictions may also be throwing this error message.

- 1. Check if region is listed as supported at <a href="https://docs.microsoft.com/en-us/azure/azure-sql/database/maintenance-window#azure-region-support">https://docs.microsoft.com/en-us/azure/azure-sql/database/maintenance-window#azure-region-support</a> ☑
- 2. Check if SLO is listed as supported at <a href="https://docs.microsoft.com/en-us/azure/azure-sql/database/maintenance-window#supported-service-level-objectives">https://docs.microsoft.com/en-us/azure/azure-sql/database/maintenance-window#supported-service-level-objectives</a>
- 3. Check if subscription is supported, eligible offer types are:
  - Pay-As-You-Go (Quotald == "PayAsYouGo\_2014-09-01")
  - Cloud Solution Provider (CSP) (Quotald == "CSP\_2015-05-01")
  - Microsoft Enterprise Agreement (Quotald == "EnterpriseAgreement\_2014-09-01")
  - Microsoft Customer Agreement (Quotald == "CSP\_MG\_2017-12-01")

Quotald can easily be seen using ASC:



# Mitigation

If customer falls in any of these unsupported scenarios we should inform them what's the reason behind it. In case the error message is proven to be misleading, please let customer know we are in process of improving them.

#### **Public Doc Reference**

https://docs.microsoft.com/en-us/azure/azure-sql/database/maintenance-window#cost-and-eligibility [2]

https://docs.microsoft.com/en-us/azure/azure-sql/database/maintenance-window#availability 2

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