Import-Export Operation failure using Private link if resource lock is enabled

Last updated by | Vitor Tomaz | Jun 8, 2022 at 5:23 AM PDT

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Issue

Import/Export operations that use private links will get stuck on clean-up if the resource group containing the customer's SQL Server or Storage has a delete lock. If the customer's resource group has a read-only lock, the operation will appear to start correctly but it will not be possible to approve the private link connection (in this case, the customer will see an error while trying to approve, so I don't expect many support cases).

Investigation/Analysis

Unfortunately, there's no telemetry. The networking service returns a healthy signal to us 😫. The best way is to just ask the customer "Do you have a lock on your resource group containing your Azure SQL Server or Storage resources included in the operation?".

- The issue only occurs when using the private link for Import/Export plus having a resource lock.

Mitigation

Remove/Delete the lock during the activity or operation being performed and re-enable it based on the requirement.

RCA Template (optional)

The Import/Export workflow gets stuck while trying to delete the private endpoint connection due to the lock on the linked resource

More Information (optional)

Please tag support cases to master ICM and don't create new ICM for these issues until the customer is unable to perform I/E operation even after deleting the resource lock.

Public Doc Reference (optional)

Not published on public documentation as this needs more analysis with partner teams.

Internal Reference (optional)

None at present. Product Group (Azure SQL) is in the early stages of discussing with the Networking and ARM team to figure out what can even be done.

ETA will be published shortly TBD

Master ICM to tag or link similar cases for identifying data/case trends - https://portal.microsofticm.com/imp/v3/incidents/details/298665088/home ↗

Product Group repair item - https://msdata.visualstudio.com/Database Systems/_workitems/edit/1747311 ↗ for tracking the changes and status.

Root Cause Classification

Import/Product Bug Export/Product Bug

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