

Troubleshoot Advanced Notification

Last updated by | Neil Dsouza | Jan 20, 2022 at 9:05 AM PST

Feature name is changed to Planned maintenance notification (Formerly Advanced Notifications)

Please note that this feature is in Public Preview and there is no need to whitelist now. You can check the documentation [here](#) ☑

Often customers reach out claiming that Advance notification did not fire. we can troubleshoot this using XTS.

xts view "jamhuf/customernotifications.xts":



If the customer did not receive an email/notification, it is because they have not enabled notifications in the portal: <https://docs.microsoft.com/en-us/azure/service-health/alerts-activity-log-service-notifications> ☑

However, the notification should still be visible in the Azure Service Health blade in the portal.

Documentation Link for the feature: <https://docs.microsoft.com/en-us/azure/postgresql/concepts-planned-maintenance-notification> ☑

Please note that we support planned maintenance on Mooncake,public clouds and Azure Gov regions

Note:

You can check if the customer portal had that notification, you can use the ASC for that, by clicking on the subscription → Helath

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