# 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.
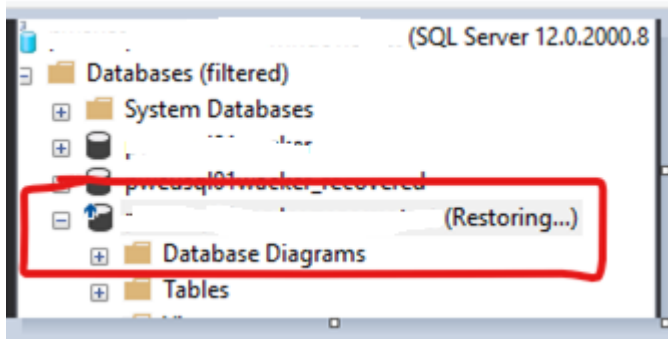


**Investigation/Analysis**-

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 refrence



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

**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](https://microsofticm.com) ☐)

Incident-272974698 Details - IcM ([microsofticm.com](https://microsofticm.com) ☐)

Service request- 2112160050000215

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