

Re schedule our planned maintenance

Last updated by | Hamza Aqel | Oct 4, 2022 at 6:25 AM PDT

We have recently seen some requests regarding our customers asking to postpone/defer the current deployment/planned maintenance for Azure database for PostgreSQL flexible servers. Unfortunately, our rollout and deployment team can't achieve or fulfill the customer's request, and we can't postpone or defer any scheduled maintenance for our customers, so let's share that message with our customers and contact the CSAM if needed, and reassure them that the maintenance operation will, in most cases, have only a small blip and it will be done outside of their peak business hours.

- **What we can share with the customer?**
- *For HA enabled servers, you can share the below:*

Unfortunately, we can't postpone this planned maintenance, as we know it will keep your managed database secure, stable, and up-to-date with security fixes, patches, features, etc. Delaying or postponing this maintenance will impact our cycle to maintain your server. In addition, it will delay these fixes till the next deployment, and it might have some potential risks during that. For more details, you can check our [documentation](#).

Looking back to your server ***pgflex-server-name*** we can see that you already have an HA enabled, which means that the planned maintenance will run on the standby server first and after it is completed successfully, a failover will trigger to the standby database, so you will see only a small blip (failover time) and in the case of any issue in the standby, the whole maintenance will be cancelled. For more details, you can refer to our [documentation](#).

We would like to point out that we have a custom window in our Azure database for PostgreSQL flexible server that you can set your own customized schedule as explained in our [documentation](#), but for any changes made now it will take effect in the next planned.

We sincerely apologize for any inconvenience caused by your request.

- *For non HA servers:*

Unfortunately, we can't postpone this planned maintenance, as we know it will keep your managed database secure, stable, and up-to-date with security fixes, patches, features, etc. Delaying or postponing this maintenance will impact our cycle to maintain your server. In addition, it will delay these fixes till the next deployment, and it might have some potential risks during that. For more details, you can check our [documentation](#).

We would like to make sure that the maintenance operation in most cases has only a small blip and it will be done outside of your peak business hours. One thing to point out is that we have a custom window in our Azure database for PostgreSQL flexible server that you can set your own customized schedule as explained in our [documentation](#), but for any change made now it will take effect in the next planned.

We sincerely apologize for any inconvenience caused by your request.

Note:

To check if the server is HA/non HA server, you can check the ASC server properties under “HA Enabled?” property:

+ BYOK		BYOK Not Attempted
- HA Enabled?		No
Property/Name	HA Enabled?	
Property/Value	No	

Or you can use the XTS view “orcasmbreadth\orcasmbreadth servers.xts” in case you see empty results in ASC especially in WEU/EastUS regions:

Non HA server:

sterling\Favorites and Links.xtsorcasmbreadth\orcasmbreadth servers.xtsorcasmbreadth\orcasmbreadth restore overview.xts

Step 1: Enter Search String

Enter server name

OK

Or search server name by VM name

VM name db5e0dc6ce44

OK

Key	Value-1
private_ip	10.6.148.68
STATE	Succeeded
replication_set_id	a3159954-4013-4933-9aa1-b434565bd828
is_ha_enabled	false
high_availability_mode	Unknown
ha_enable_completed	false

Server psql-psbomhub-hubdb-flexible-prod2 details (Double click to open Orcasmbreadth Server Instance Details) | Global Customer Server Statistics | **Server Summary** | Server Customer Info

Physical Instances: orcasm_server_entity_id: a3159954-4013-4933-9aa1-b434565bd828

HA server:

sterling\Favorites and Links.xtsorcasmbreadth\orcasmbreadth servers.xtsorcasmbreadth\orcasmbreadth restore overview.xts

Step 1: Enter Search String

Enter server name

OK

Or search server name by VM name

VM name db5e0dc6ce44

OK

Key	Value-1
customer_subscription_id	2fdea10f-ac26-42ef-8147-4b77ae49f05c
private_ip	
STATE	Succeeded
replication_set_id	28061311-7db7-409f-af2e-39c61e897092
is_ha_enabled	true
high_availability_mode	HaWalServiceV1

Server flexpgbouncer1 details (Double click to open Orcasmbreadth Server Instance Details) | Global Customer Server Statistics | **Server Summary** | Server Customer Info

Physical Instances: orcasm_server_entity_id: 28061311-7db7-409f-af2e-39c61e897092