PostgreSQL Connection Errors

Last updated by | Lisa Liu | Nov 6, 2020 at 10:34 AM PST
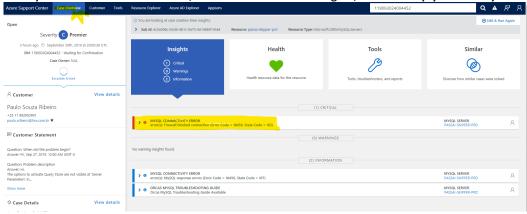
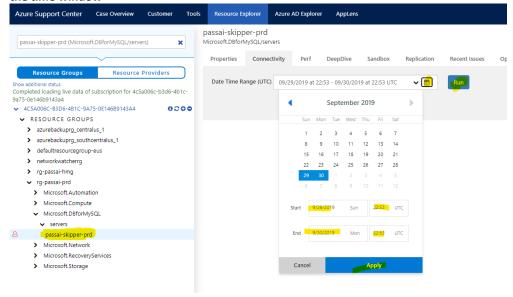## PostgreSQL Connection Errors

Tuesday, February 20, 2018
7:33 PM

In order to troubleshoot connectivity issue for PostgreSQL, you need to collect from the customer the following:
1. Error code that customer is running into.
2. Timestamp for the error.
3. Is it intermittent or persistent.
4. When did it start to happen.
5. Check if the server was restarted (reconfigured)
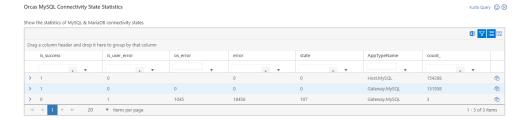6. Make sure the customer workload is not maxing out any of the resources(CPU , IOPS, Storage)

Once you have all this information, Check ASC for critical Insights, this can help you identify issues quickly

If no critical insight presented in the "Case Overview" navigate to "Resource Explorer" Tab and run the connectivity test after defining the time window

This will return a lot of results that can be useful to determine next steps to mitigate the issue, below table shows errors and state codes, you can review the meaning of them from the table here: **Errors and states**

Orcas MySQL Connectivity State Statistics   Kusto Query 🙂 🙁

Show the statistics of MySQL & MariaDB connectivity states

Drag a column header and drop it here to group by that column

is_success	is_user_error	os_error	error	state	AppTypeName	count_	
> 1	0		0	0	Host.MySQL	154268	
> 1	0	0	0	0	Gateway.MySQL	151958	
> 0	1	1045	18456	107	Gateway.MySQL	3	

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You can also run the below Kusto Query to get the same results:

```
MonLogin
| where TIMESTAMP >= ago(4h)
| where (logical_server_name =~ "{ServerName}" )
| where event == "process_login_finish"
| project originalEventTimestamp , logical_server_name  , result , host_name,is_duplicated, database_name , AppName ,
MachineName , package , event, error , state, is_user_error , peer_address , login_time_ms, connection_id,
peer_activity_id, is_success
```

Created with Microsoft OneNote 2016.

How good have you found this content?

🙂 🙁